



Shoretel Unified Messaging

ShoreTel's Unified Messaging is a comprehensive, simple, and robust solution that satisfies a full range of customer messaging needs, including access to voicemail, fax, and e-mail by a choice of popular methods. It can scale from ten to thousands of mailboxes quickly and easily when needed, without port and disk limitations. And because the system is easy to install and administer in a dynamic workforce environment, organizations can quickly achieve a low TCO. Although ShoreTel's Unified Messaging is a native, fully integrated component of the ShoreTel UC system, it can also be seamlessly integrated with other PBXs and voicemail systems.

System Key Features

Unified Messaging

The ShoreTel system provides visual voicemail to the PC desktop with ShoreWare Personal Call Manager and to the mobile phone with ShoreWare Mobile Call Manager, as well as to Microsoft Outlook with your choice of an e-mail message form that can be played on the PC or on your desktop phone, and/or an e-mail with a standard WAV Audio for Windows formatted message attachment that can be played on your multimedia PC (which can also be embedded in other documents).

Both the message form and message attachment can be conveniently viewed and filed within the Outlook mailbox. As can be seen in the following figure, the "form" option provides the additional convenience of replying directly to the sender with a message or with a call—and message synchronization with your voicemail box.

ShoreTel's Outlook integration also includes directory dialing using the user's contacts, contact screen pops, and calendar integration with the user's preferred call routing rules (ShoreTel Call Handling Modes).

Message Notification Using the ShoreWare Call Manager voicemail escalation notification option, users can be notified via e-mail, mobile phone, or pager when a message has arrived. This feature also offers notifications that can be applied in repetitive cycles to ensure that the message always gets attention.

Voicemail

ShoreWare voicemail requires no additional hardware and consumes no ports. Storage is limited only by the size of the hard disk. The system provides 32.5 hours of voice storage per gigabyte of hard disk space. In multi-site configurations, voicemail servers can be distributed at larger locations to provide survivable

voicemail as well as provide WAN bandwidth savings. Users can record personal greetings, as well as manage their mailbox for the ShoreWare Call Manager from any telephone.

The powerful message notification feature can alert users to new messages by calling them at an external number, paging them, or sending them an e-mail. The voicemail system supports up to 10,000 mailboxes and features multilingual support for Danish, Dutch (Netherlands), English (UK and US), Italian, French (France), German, Spanish (Spain and CALA), and Swedish.

Auto-Attendant

The Unified Messaging solution also includes an embedded auto attendant that provides 24-hour automated call answering and routing to improve service and enhance a company's image for inbound callers. Outgoing prompts can be customized and linked to the time of day and/or day of week. Individual groups, such as technical support and sales organizations, can have their own menus with unique greetings and options.

Like the ShoreWare voicemail application, the ShoreWare Auto-Attendant also consumes no physical ports and can be distributed at larger locations to save valuable WAN bandwidth.

TUI

ShoreTel's TUI gives Subscribers the ability to simply and effectively manage messages, communicate, administer greetings, and customize call routing preferences on-the-fly from any touchtone phone 24 hours a day.

Speech Access

The speech solution provided by ShoreTel's certified technology partner is a very competitively priced stand-alone option that is provided as a sealed Linux-based appliance to provide this service to customers. It eliminates dial-by-name pain, remembering employee



extensions, aggravating menu trees, needing a PC to check e-mail or schedules, and steering with your knees while using your smartphone. It is an open standards speech platform built on VoiceXML and .NET, which supports auto-attendant, calendar, and e-mail services. This system interfaces to the ShoreTel system via SIP. The system supports up to 10,000 directory names, 46 simultaneous sessions, and over 8,000 sessions per hour (depending on auto-attendant, calendar, and/or e-mail combination/usage patterns). Visual Voicemail Subscribers can instantly prioritize their messages and listen to them with just a couple simple clicks from Personal Call Manager on the PC, mobile phone with Mobile Call Manager, or with Outlook. Messages can be instantly sorted with either Personal Call Manager or Outlook and subscribers can respond with a message or callback with the click of a button with Call Manager or Mobile Call Manager. Messages can be prioritized at a glance and accessed with a single click with Personal Call Manager.

Standalone Integration

ShoreTel's Standalone Voicemail Integration solution is ideal for large enterprises, and medium enterprises with multiple sites where the successful replacement of unsupported legacy voicemail systems (while preserving their PBX investment) depends on the tight integration between ShoreTel's voicemail system and the existing PBX. It is a proven solution that easily integrates the ShoreTel voicemail system with the customer's legacy PBX. This creates highly satisfied customers who have successfully replaced their EOL voicemail systems with ShoreTel's voicemail system, while preserving their PBX capital investment.

It is important for voicemail systems to have information about calls as they arrive, so callers hear the correct greeting for the person they are calling. To achieve this, the industry standard Simplified Message Desk Interface (SMDI) protocol is used to communicate between the voicemail system and the PBX.

This protocol seamlessly integrates ShoreTel's voicemail system with the major PBXs, KSUs (small office multi line telephone system), and IP-PBXs available today. In some cases, the ShoreTel voicemail system can communicate directly with the existing PBX because both support the SMDI protocol. In other cases, an appliance (ShoreTel provided PBXLink) must be used between the ShoreTel voicemail system and the PBX to translate SMDI to the protocol used by the PBX.

Compatible with:

Avaya/Lucent System 75 7405 • System 85 7405/7434 • Definity 2-wire 8434 • Definity 4-wire 7434 • G3 Centrex • Mitel SX 50 420 (DNIC) • SX200/2000 430 (DNIC) • NEC NEAX MCI Port • Nortel Meridian 1 2616 • Option 11 • Norstar 7324 • SL-100 • Siemens 300E Optiset Adv • Any Centrex SMDI capable PBX

License Types and Capabilities

ShoreTel offers three types of competitively priced licenses to meet the different deployment strategies of its customers. The "Extension and Mailbox" (Combo) license is the most popular for the enterprise, as it offers subscribers full use of the Call Manager and Unified Messaging capabilities. The "Mailbox-Only" license is customized primarily for those customers who integrate ShoreTel's Unified Messaging solution with their legacy PBX's. The following table describes what features are available to these licenses as well as features available to the "Extension-Only" license, which can be added to the "Mailbox" license once customers make the transition to a full ShoreTel system.

"Standalone Integration easily integrates the ShoreTel voicemail system with the customer's legacy PBX."



Product Specifications

Minimum Hardware Requirements

(100 users, 1,000 CPH) E2160/Single DualCore 1.8 GHz or better
1 GB RAM or better
80 GB hard disk space or better
300 MB hard disk space for sw
30 MB hard disk space per hour of voicemail storage
100 Base-T Ethernet NIC

Software Requirements

Windows Server 2003, Standard
or Enterprise (SP2)
Windows Server 2003 R2,
Standard or Enterprise

Small Business Edition Integrated Server

(50 users, 500 CPH)
Celeron D 2.4 GHz or better
1 GB RAM or better
80 GB hard disk space or better
CD ROM or better
100Base-T Ethernet NIC
One or more Ethernet ports
One or more USB ports
Microsoft Windows Server 2003 for
Telecommunications Systems

Voicemail

10,000 mailboxes
21 servers
3,000 mailboxes/main server
2,000 mailboxes/distributed server
254 calls/server
Unlimited storage
99 personal distribution lists

Messaging Controls

Play
Record
Pause
Rewind
Fast forward
Delete
Save
Skip
Reply
Reply to additional targets
Reply all
Reply with call back
Call sender
Forward

Compose Message Controls

Mark urgent
Address by extension
Address by name
Address by distribution list
Broadcast

Call Handling Modes

Standard
In a meeting
Out of office
Extended absence
Custom



Call Forwarding
Greeting
Transfer to Personal Assistant
Recorded Name
Find Me

Message Notification
Escalation notification
Stutter dial tone
FSK message waiting and Voicemail full notification
Dial pager
Dial extension
Dial external number

Management Features
Auto delete by number of days
Login security
Change password
Force password changes
Force change from default password
Password length limits
Voicemail permissions
Message length
Number of messages
Broadcast
1,000 system distribution lists
Message notification
Automatic message forward
Automatic delete after forwarding

Legacy Integration
SMDI
AMIS
Auto-Attendant
256 menus
256 levels
256 schedules
254 calls per server
Extension access
DID access
DNIS access
Play and record prompts over telephone or PC
Scheduled modes per menu (4)
On-hours
Off-hours
Holiday
Custom
Single digit actions
Dial by first name
Dial by last name
Go to extension
Go to menu
Hang up
Repeat prompt
Take a message
Take a message by first name
Take a message by last name
Transfer to extension

Multi-digit Actions
Go to extension
Go to menu
Take a message
Transfer to extension

Other Actions
Time out (configurable)/Too many errors/ Invalid entry