

**Communicate seamlessly between enterprise locations with integrated messaging applications.**

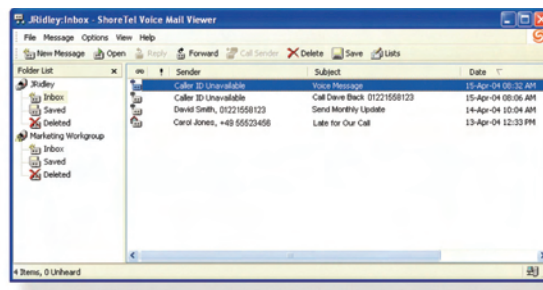


## ShoreWare Unified Messaging software helps enterprises enhance communications

- Improving business performance with better communications
- Protecting current and future investments with seamless scale
- Assuring peace of mind with a distributed architecture with inherent reliability
- Providing advanced features with ease and simplicity installation and administration

### Improve business performance through better communications

With an integrated messaging infrastructure, employees can communicate faster and easier, helping boost business results. All users are on a single system for seamless access to features like reply, forward, broadcast and distribution lists. An intuitive desktop tool makes features approachable, rather than hidden behind cryptic keypad sequences. Voice mail and automated attendant services can be centralized at the main site or distributed throughout the network — and even though there are multiple sites, they still function as a single system. ShoreTel systems even let mobile employees stay in contact while on the road through features like Find Me and Message Notification.



### Seamless scale without port and disk limitations

ShoreTel voice mail and automated services run on standard servers distributed across your IP network. Traditional “port” limitations have been removed and “storage” is limited only by the size of the hard disk. Gone are the days of paying for “ports” and “hours” of voice mail.

### Reliability through distributed architecture

The ShoreTel system distributes voice mail and automated attendant to servers across the network. In the event of a WAN outage, the remote voice mail will continue to operate without interruption. In the event a remote voice mail server fails, calls can automatically route to another server to ensure the calling party can be routed or leave a message.

### Simplicity with easy installation and maintenance

The ShoreTel system has been widely recognized for ease of system management. Software installation is fully integrated allowing for smooth system updates. In addition, the entire ShoreTel system is managed through a single browser interface and can be learned in four hours rather than spending weeks in costly certification courses. And when a new user is added to the system, the change is dynamically propagated across all locations updating the ShoreGear

voice switches, the voice mail system, unified messaging service, the automated attendant, all the user directories... and an e-mail is sent to the user with a link to download their desktop software. All in one click.

## Key Features

### Voice Mail

The ShoreWare Voice Mail service is provided as a standard service for all users. It requires no additional hardware, consumes no ports, and storage is limited only by the size of the server hard disk. In multi-site configurations, voice mail servers can be distributed at larger locations to provide survivable voice mail as well as save valuable WAN bandwidth. The voice mail system supports up to 10,000 mailboxes and features multilingual support for English (UK & US), Spanish (Spain) German (Germany) and French (France).

### Unified Messaging

The ShoreTel system provides integrated messaging for any PC desktop, as well as unified messaging with Microsoft® Outlook®. This includes voice mail in your inbox, directory dialing using your contacts, contact screen pop, and calendar integration. messages are stored in the industry standard WAV Audio for Windows® format, allowing you to play them on multimedia PCs, attach them to e-mail messages or embed them in other documents.

### Find Me

The powerful Find Me feature allows calling parties the option to find you on your mobile phone. If you do not answer, the system will pull the call back and the message will be left on the ShoreTel voice mail system.

### Call Handling Modes

With a wide array of call forwarding and personal greeting modes, a business can present a highly professional image. Users can easily program customized responses to meet their individual needs. With just a mouse click, they select from an array of call handling options to manage incoming calls when in a meeting, working from home or out of town. Users can customise their greetings, forward calls to another number, specify how quickly voice mail picks up a call and be notified when a voice mail message is received.

### Message Notification

Using the message notification feature, users can be notified via e-mail, mobile phone or pager when a message has arrived without having to call in constantly to check if new messages have arrived.

*ShoreWare Voice Mail*

*ShoreWare Unified Messaging*

*ShoreWare Automated Attendant*

## Specifications

### Minimum Hardware Requirements

2.4 GHz Pentium 4 PC  
1 GB RAM  
300 MB hard disk space for software  
30 MB hard disk space per hour of voicemail storage  
100Base-T Ethernet NIC

### Software Requirements

Microsoft® Windows Server 2000® or Microsoft® Windows Server 2003, Standard and Enterprise Edition

### Branch Office Solution Integrated Server:

800 MHz or better  
512 MB RAM or better  
40 GB hard disk or better  
CD ROM or better  
10/100 Ethernet NIC or better  
One or more USB ports  
No monitor, keyboard or mouse  
Microsoft® Windows® Server 2003, for Telecommunications Systems

### Dial Plan Support

Australia	Malaysia
Brazil	Netherlands
Canada	New Zealand
France	Portugal
Germany	Singapore
Hong Kong	Spain
Ireland	United Kingdom
Italy	USA

### Language Support

English (UK)  
English (US)  
French (France)  
German (Germany)  
Spanish (Spain)

## Key Features Cont.

### Automated Attendant

The ShoreWare Auto-Attendant service provides 24-hour automated call answering and routing to improve service and enhance your 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, like technical support and sales organizations, can have their own menus with unique greetings and options. Like the ShoreWare Voice Mail service, the ShoreWare Auto-Attendant service also consumes no physical ports and can be distributed at remote locations to save valuable WAN bandwidth.

### Voice Mail

10,000 mailboxes  
21 servers  
3,000 mailboxes/main server  
2,000 mailboxes/distributed server  
254 calls/server  
Unlimited storage  
Messaging controls:  
Play  
Record  
Pause  
Rewind  
Fast forward  
Delete  
Save  
Skip  
Reply  
Forward

### Auto Attendant

256 menus  
256 levels  
256 schedules  
254 calls/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

### Branch Office Solution

The Branch Office Solution is a cost-effective option to deploy survivable voice mail, automated attendant and desktop call control service to remote offices with 100 or less users. The Branch Office Solution comes bundled with the necessary software and includes an integrated server. Just add a ShoreGear voice switch with the necessary telephones and user licenses and reduce WAN utilisation as well as increase the availability of voice mail for remote workers.

### Compose features:

Mark urgent  
Address by extension  
Address by name  
Address by distribution list  
Broadcast  
Call handling modes  
Five personal modes:  
Standard  
In a meeting  
Out of office  
Extended absence  
Custom  
Call forwarding  
Greeting  
Transfer to personal assistant  
Recorded name  
Find Me

### Message notification:

Stutter dial tone  
FSK message waiting  
Dial pager  
Dial extension  
Dial external number  
Management features:  
Login security  
Change password  
Force password changes  
Password-length limits  
Voice mail permissions  
Message length  
Number of messages  
Broadcast  
Distribution lists  
Message notification  
Automatic message forwarding  
Legacy integration  
SMDI

### 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

