

ShoreTel 9



HIGHLIGHTS/SUMMARY

- **End User productivity gains (ShoreWare Call Manager and Mobile Call Manager Enhancements)**
- **Simplified administration (Active Directory Integration, LLDP-MED Support)**
- **Improved N+1 reliability**
- **Enhanced security (802.1x, AES Media Encryption)**

Organizations continually strive to do more with less and streamline efficiency throughout all business and operational processes. ShoreTel release 9 has been designed to support these objectives, and deliver next generation enhancements to simplify administration, improve reliability and help reduce risk.

Simplified administration

Active Directory Integration streamlines the process of provisioning users in ShoreWare® Director and leverages their existing network credentials for authentication within ShoreWare applications. ShorePhone® IP Telephone support for the LLDP-MED protocol simplifies provisioning these devices, as well as aggregating information about them in network monitoring tools.

N+1 Reliability Improvements

This release allows for the cost-effective deployment of N+1 voice switch redundancy—spare switches can be deployed to service any site, and designated remote sites. ShorePhone IP Telephones seamlessly fail over to these designated spare switches, without affecting currently active calls.

Enhanced system security

Customers requiring enhanced network security can take advantage of two new features in this release: 802.1x based network authentication in ShorePhone IP Telephones and 128 bit AES media encryption, which provides standards-based, state-of-the-art protection against eavesdropping.

ShoreWare Call Manager improvements

Support for WTS client (64-bit)

The ShoreWare Call Manager application suite is now compatible with the 64-bit version of Windows Terminal Server (WTS), on Windows 2003 Server. Organizations concerned with server consolidation efforts can deploy more ShoreWare Call Manager instances on a single WTS server.

Personalize how calls are handled

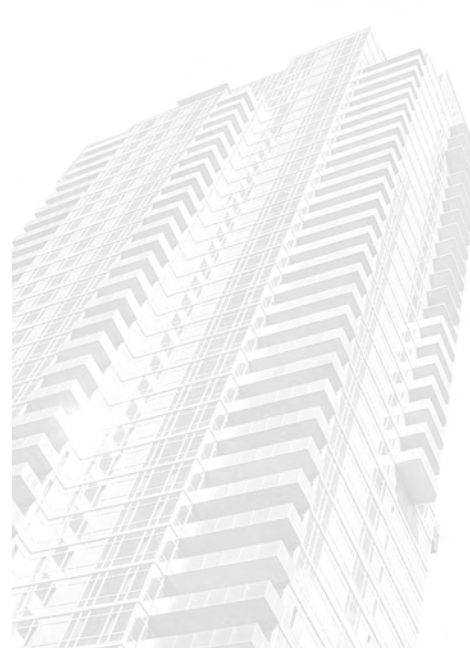
A powerful new addition to the ShoreWare Call Manager suite is the Personalized Call Handling feature. Users can define rules on how they would like to have incoming calls treated. These rules remain active even if the ShoreWare Call Manager application is not running.

Multiparty IM and Tabbed Chat

Users can expand a standard two-party IM session by adding participants as needed from a list that shows their presence, and provides an actionable menu. Tabbed Chat permits users to keep track of multiple conversations in a single window instead of juggling several floating windows.

IM Presence Privacy Management

ShoreTel 9 lets IT managers turn on privacy management in Class of Service to let users decide whether or not to reject the IM presence request and control who sees their IM presence. Contacts denied access to a user's presence information see "Offline" in the user's Contact List and QuickDialer fields.



About ShoreTel

ShoreTel is a leading provider of *Pure IP* unified communications solutions that enable companies of any size messaging and data with their business processes. Independent of device or location, ShoreTel's unique distributed software architecture eliminates the traditional costs, complexity and reliability issues inherent in other solutions. Founded in 1996, ShoreTel has achieved broad industry recognition for this proven technology, and continues to deliver the highest levels of customer satisfaction, ease of use and manageability while driving down the overall total cost of ownership. For more information, visit www.shoretel.com.

IM Presence Change Alert

Users who need to contact people who may be temporarily unavailable, can set alerts which will notify them when the person they are trying to reach becomes available (signaled by a change in their presence status).



TLS support with Microsoft OCS 2007 IM

IM conversations between ShoreWare Call Manager and Microsoft OCS 2007 can now be encrypted using transport layer security (TLS).

Third-Party Contact Import API

This API allows partners, developers and end users to create solutions that import contact information from third-party databases, and present it in the ShoreWare Call Manager application. Imported contacts are displayed in the QuickDialer, Contact List and Directory tabs.

Client-based Call Handling Mode Delegation

ShoreTel 9 lets users designate other users to modify their current Call Handling Mode. Operators and executive assistants typically use this feature to handle their managers' Call Handling Mode. In the previous release, this action is delegated through ShoreWare Director or the Web Access feature. With ShoreTel 9, this can be configured via the ShoreWare Call Manager Options page.

Mobile Call Manager improvements

ShoreWare Mobile Call Manager provides organizations with seamless remote access to many of the productivity features linked to their extensions.

Support has been expanded in this release to the following additional phones:

Nokia E61i, E90, and N95
HTC Mogul PPC-6800 (Sprint)

Changing Office Anywhere and Call Handling Modes based on location

For devices that offer a built-in GPS and allow third-party applications to access this data (GPS dongles can be used in some cases), ShoreWare Mobile Call Manager's new Location Based Services (LBS) can define waypoints based on GPS co-ordinates. These waypoints can trigger automatic changes to Call Handling Mode and Office Anywhere settings, based on the location of the mobile phone.

For example, a user may set a waypoint for office location and then use LBS to automatically change the Office Anywhere setting to their mobile device whenever they leave the office.

Multiple Office Anywhere Number Support

ShoreWare Mobile Call Manager has expanded its Office Anywhere feature so users can forward their calls to any number from a list of numbers they have preconfigured.

Enhanced Usability

ShoreTel 9 also includes the following improvements to ShoreWare Mobile Call Manager:

- The ability to listen to multiple voicemail messages during one session. Users navigate voicemail using the standard telephony user interface (TUI).
- The ability to listen to voicemail previews in private (rather than on the speakerphone only).
- Wildcard QuickDialer search.
- Additional Call History features, such as delete all.

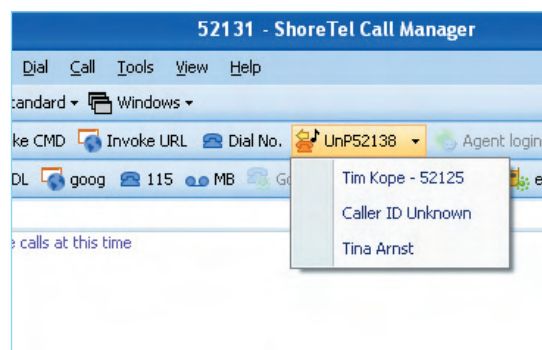
Enhanced version control

Version control improvement in ShoreWare Mobile Call Manager simplify operations:

- The ShoreWare Mobile Call Manager client alerts the user when the current client is incompatible with the current system, or when the client is out-of-date but still compatible.
- For many of the supported mobile phones, users simply click the alert to go straight to the download URL.

Parked Call enhancements

With ShoreTel 9, multiple calls parked on an extension are identified through their Caller ID both on the phone and the ShoreWare Call Manager interface. Users can now choose which specific call to answer. These changes also apply to the Monitor Extension.



Enhanced voicemail

Local time announced for voicemail messages

In ShoreTel 9, timestamps for received voicemail messages are announced in the time zone of the site from which the user is calling. In the case of unassigned phones (an external phone for example), the timestamp is associated with the user's assigned site.

Disable auto-delete notifications

System administrators can now disable voicemail auto-delete notifications using the Class of Service feature.



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