



SOLUTION BRIEF

ShoreTel Collaboration

REAL-TIME INSTANT MESSAGING, AUDIO CONFERENCING AND
WEB DESKTOP SHARING

In the Age of Information, businesses that keep teams connected with unified communications perform best. Employees need to share knowledge and ideas from any device at any location—whether they work in adjacent cubicles, in offices thousands of miles apart, in a home office, or are travelling somewhere in between.

Organizations that provide their teams with advanced, easy-to-use business communications systems find that information flows faster and more smoothly, with less miscommunication and fewer errors. Distances disappear and productivity skyrockets as companies empower their people to connect with instant messaging, conference calling and Web desktop sharing. Meetings become more effective, response times get faster, team dynamics grow stronger.

Delivered on the ShoreTel Unified Communications Platform, ShoreTel Collaboration combines voice and data over the enterprise phone system to make instant messaging, conference calling and desktop sharing accessible across the entire organization. Whether giving a presentation from an iPad®, collaborating on a document with a PC, or quickly confirming a fact using their smart phone, employees become more effective, cost-effectively.

Easy to implement

Like all of ShoreTel's unified communications solutions, ShoreTel Collaboration is a "plug-and-play" software solution integrated with ShoreTel's core IP Phone System. Simply install the ShoreTel Collaboration application (either embedded in our solid-state Collaboration Service Appliance or installed on your industry-standard x86 server) and your team is ready to go.

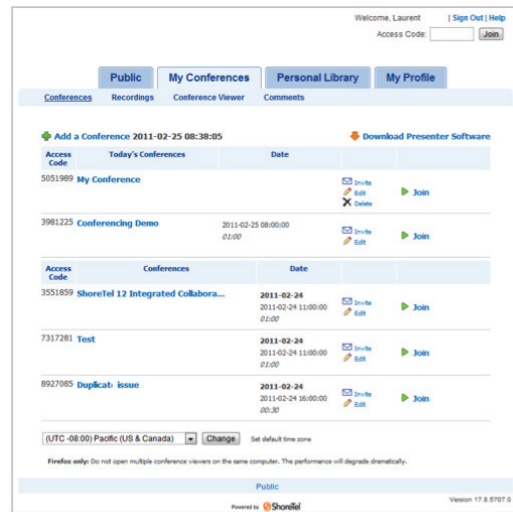
Once installed, application administration is a breeze, as it is with all ShoreTel IP

phone solutions. Users, features and permissions are managed through ShoreTel Director, our "single-image" control center for all ShoreTel business phone systems. No other UC vendor streamlines and simplifies system administration like ShoreTel. We eliminate the complexity of multiple "solution silos" that require different logins, preferences and protocols for each UC application or location. And the resilience and reliability of our core platform is second to none. We work hard to make your administration easy.

Easy to use

Your employees will find ShoreTel Collaboration's advanced features incredibly intuitive to use. It only takes one click to launch instant messaging and conference calling from within ShoreTel Communicator, the same client software that manages call handling for our IP Phone System. And our integration with Microsoft Outlook® streamlines the process by scheduling phone calls and web collaborations on the calendar and emailing attendees link information with the touch of a button.

For additional convenience, end-users can also use the Web to access conference and desktop share controls, and "on-the-go" employees can use the ShoreTel Collaboration app for full features on mobile devices. Whether on the road or working from home, workers can always stay engaged in meetings right from their computer, iPhone® or iPad.



ShoreTel Collaboration Features

Instant Messaging: Simply select a contact from your directory and chat is one click away. Real-time presence information enables users to quickly identify who's available, enabling faster decision-making. Turn a chat into a phone call with the click of a button, and turn that call into a desktop share with another click.

IM recipients get an alert and pop-up message for instant access, and it's easy to save chat threads for future reference.

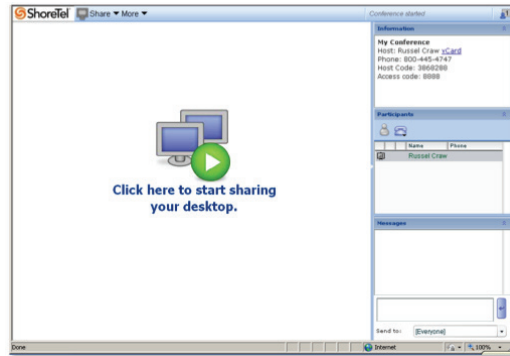
When coupled with ShoreTel Mobility for smart phone and tablet users, instant messaging functions like regular phone texting, with the familiar user interface of your favorite mobile device.

Audio conferencing: Phone conferences can instantly connect internal and external participants. With no IT supervision or assistance, end-users can create conferences "on the fly", turning a one-on-one call into a conference simply by clicking the names of additional colleagues. Phone meetings scheduled in Outlook automatically generate invitations including dial-in information and web links for computer access.

When the meeting time arrives, internal users can access the call by pressing the "conference" button on their ShoreTel phone or by joining the conference via ShoreTel Communicator; their Call Handling Mode will automatically reflect "In a Meeting." External customers, partners and remote employees join by clicking a Web link that automatically calls them to establish an immediate connection with no time lost dealing with complicated client downloads, long-distance dialing or passcode entry.

Instant recording and superior sound: Both audio conferences and desktop sharing can be fully recorded with a click of a button to archive and enable wider distribution of the information presented. Like all ShoreTel IP PBX systems, ShoreTel Collaboration offers unmatched audio quality. Our support for wide-band codecs provides a higher level of listening comfort so everyone—regardless of location—feels more immersed in the conversation. The ShoreTel IP Phone 655 is an ideal complement to ShoreTel Collaboration, especially when equipped with the microphone extension.

Desktop sharing: ShoreTel's brilliantly simple browser interface enables PC and Mac users alike to share a common desktop for demonstrations and collaboration. With a simple click on the conference web link—and no download—attendees can see the shared desktop within seconds. Sharing control can pass easily between participants for full participation by all. The message window allows concurrent chat and text messaging between individuals or all participants.



ShoreTel integrates with iPhone and calendar applications, with one-click access to the ShoreTel conferences application.

A built-in library lets users manage documents in both personal and public folders. Documents can also be delivered to participants instantaneously via “send file” or the message window—no need to take the time to open an email to send an attachment. A built-in whiteboard facilitates sharing ideas, which can then be sent out to any recipient. If users have questions about the desktop sharing, a help button brings up contextual support.

ShoreTel Collaboration Software

ShoreTel Collaboration Service Appliances embedded with ShoreTel Collaboration software can be deployed anywhere, including into a corporate DMZ. The appliance has been tested with well-known security tools for potential application and network vulnerabilities. Like all ShoreTel appliances, these solid-state devices have no spinning media that can fail; appliance life is 13-15 years.

ShoreTel Collaboration Software can also be installed on industry-standard x86 servers in a virtualized environment. These deployments capitalize on data center investments, allow for faster software upgrades and can help reduce the number of servers needed, especially for customers that choose a centralized unified communications deployment. Because of our unique single-image architecture, ShoreTel makes virtualized deployments far easier for system integrators to implement and for IT managers to maintain than solutions from other UC vendors.

ShoreTel offers system operators ultimate flexibility in choosing the implementation method that best suits their infrastructure and financial needs. Customers can be confident that both deployment methods offer superior resiliency for mission critical applications due to the outstanding 99.999% (“five nines”) reliability of the core ShoreTel Unified Communications Platform.

ShoreTel Collaboration Specifications

Instant messaging

- XMPP-based
- Encrypted communications
- Integrated authentication with ShoreTel Communicator
- Contact list management
- Offline messaging
- Multi-party conversation
- Presence privacy
- Mac iChat support

Conference management

- Reservationless, scheduled and instant conference
- One-click scheduling in Microsoft Outlook
- Advanced settings in Microsoft Outlook
- Conference Web Portal
- Instant conference from ShoreTel Communicator
- Bridge into conference from ShoreTel Communicator or phones
- User-selected host and participant access codes
- Auto-generated access codes
- Host-required option
- Audio and web recordings/playback
- Resilient conferencing
- Overload protection
- Floating licensing

Audio conferencing

- HD audio
- Dial out
- Telephone interface (DTMF)
- Integrated conference button on ShoreTel phones
- Mute one, all parties
- Drop one, all parties
- Dial out to add parties via the Web
- Web-based call back line to join
- Optional entry and exit tones
- Announce names on joining
- Roll call announcements

Telephone interface (DTMF)

- List option
- Mute or un-mute your line
- Mute/un-mute all
- List participants
- Start/stop recording
- Lock/unlock conference
- Disconnect all

Web collaboration

- Zero install for participants
- Zero install for hosts using
- ShoreTel Communicator
- Application and desktop sharing
- Application and desktop sharing recording/playback
- Whiteboard
- File transfer
- Conference chat

Application sharing

- Share entire desktop
- Share individual windows
- Share zones
- Pass presenter controls to participants
- Pointer

Document sharing

- PowerPoint slides
- Flash videos
- Public and personal libraries
- Pictures

Mobile collaboration

- Host and attend conferences from anywhere
- View desktop share
- View shared content with annotations
- View shared files
- See the participants and manage them including mute/unmute and drop
- End lock the conference
- Control your previously uploaded slides
- Full-screen conference view
- Pinch-to-zoom
- Private or group chat
- Call back
- Active Directory Single-sign-on

Security and compliance

- Individual user authentication
- One-time conference access codes
- 7-digit access codes
- Password protected conference
- Encrypted Web conferences (HTTPS)
- Encrypted audio (SRTP)
- Conference locking

Reporting





- Audio CDR in Director
- Web conferencing CDR

Audio codecs

- G.722
- G.711
- DV14/ADPCM
- Linear
- Wideband Linear

Language support

- US English
- UK English
- Australian English
- Spanish (Spain)
- Danish
- German
- French (France)
- Italian
- Dutch
- Norwegian
- Portuguese (Brazilian, Portugal)
- Swedish

 ShoreTel			
Specifications	Collaboration Service Appliance 100	Collaboration Service Appliance 400	Virtual Collaboration Service Appliance
Application capacity			
Audio conferencing	Up to 50 simultaneous audio conferencing ports (including 15 HD calls)	Up to 200 simultaneous audio conferencing ports (including 15 HD calls)	Up to 200 simultaneous audio conferencing ports (including 15 HD calls)
Web conferencing	Up to 50 simultaneous secure Web conferencing ports (HTTPS)	Up to 100 simultaneous secure Web conferencing ports (HTTPS)	Up to 200 simultaneous secure Web conferencing ports (HTTPS)
Instant Messaging	Up to 500 IM clients	Up to 2,000 IM clients	Up to 2,000 IM clients
Number of conferences	Up to 16 conferences	Up to 64 conferences	Up to 100 conferences

Specifications (con't)	Collaboration Service Appliance 100	Collaboration Service Appliance 400
Networking/storage		
Hard Disk	2 x 500 GB	2 x 500 GB
RAID level	Level 1 (Mirror)	Level 1 (Mirror)
Auto-sensing, 10/100/1000 Ethernet interfaces	2	2
Ethernet fail-over	•	•
Maintenance		
Serial connector (DB9)	•	•
Power-on indicator	•	•
Hard drive activity indicator	•	•
Diagnostic indicators	•	•
System status indicator	•	•
Fan status indicator	•	•
System identification button	•	•
USB connectors	2	2
Slide-out system Identification panel	•	
Retention clip	•	•
Mechanical		
19" rack mount	•	•
Dimensions (HxWxD)	1.67 in (4.3 cm) x 17.09 in (43.4cm) x 15.5 in (39.4 cm)	1.7 in (4.3 cm) x 17.2 in (43.7 cm) x 23.5 in (59.7 cm)
Weight	17.8 lb (8.06 kg)	37 lb. (17 kg)
MTBF	53,200 hours	60,500 hours
Power/ Consumption Rates	Power/ Consumption Rates	Power/ Consumption Rates
Power	250 watts	650 watts
Redundant power supplies		•
Input power	108 watts @368.5 btu/h	280 watts @956 btu/h
AC input voltage	100-240 VAC	100-240 VAC
Rated Input Current	3A (115V) to 1.5A (230)	8A (115V) to 4A (230V)
Rated Input Frequency	50-60 Hz	50-60 Hz
Consumption/dissipation	1039 BTU/hour maximum	2218 BTU/hour maximum
Environmental		
Operating temperature	10° to 35° C (50° to 95° F)	10° to 35° C (50° to 95° F)
Operating humidity	8% to 90% (non-condensing)	8% to 90% (non-condensing)
Storage temperature	-40 to 65 degrees C	-40 to 70 degrees C

About ShoreTel

ShoreTel is a provider of business communication solutions whose brilliantly simple unified communications platforms, applications and mobile UC solutions promise a new rhythm of workforce engagement and collaboration. With costly complexity eliminated by design from its award winning, all-in-one IP phone system, UC and contact center solution, and its industry leading hosted business phone system, workers enjoy a freedom and self-reliance that other providers can't match. Users have full control to engage and collaborate, no matter the time, place or device, for the lowest cost and demand on IT resources in the industry. ShoreTel is headquartered in Sunnyvale, California, and has regional offices and partners worldwide. For more information, visit shoretel.com or shoretelsky.com



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