

SPECIFICATIONS

# ShoreTel Communicator

ShoreTel Communicator is a powerful unified communications (UC) application for users across an organization, whether an operator, a contact center agent, a knowledge worker or a road warrior. Available on multiple operating systems, ShoreTel Communicator makes it easy for people to communicate however they choose: by video, voice (wired or wireless), instant messaging (IM), and more.

## Access levels

**Personal access** comes as standard with the ShoreTel UC system and offers Instant Messaging, remote call control, visual voicemail and inbound call routing options.

**Professional access** offers advanced features such as softphone, personalized call handling and high-quality video for users who depend on constant communication in their work environment.

**Workgroup agent access** enables call center agents to perform automatic call distribution (ACD) functions such as viewing calls in queue, log into queue and accessing team mailboxes.

**Workgroup supervisor access** helps call center supervisors monitor all their agent and queue activity. Supervisors can also monitor, coach and barge into call center sessions.

**Operator access** helps provide callers with a high level of personalized service with features such as busy call appearance and call pick up for operators, executive administrators and receptionists. Built-in tools include IM and presence information.

**Mobile access** offers mobile users access to familiar functions, such as ShoreTel QuickDialer, access to corporate and address book contacts, and visual voicemail. Users can make their mobile phone the enterprise extension on the fly and easily change their call handling settings to meet their mobile requirements.

Comparison Chart	Personal Access	Professional Access	Agent Access	Supervisor Access	Operator Access	Mobile Access
<b>Remote Call Control and Presence</b>						
QuickDialer	•	•	•	•	•	•***
Call, answer, hold, conference	•	•	•	•	•	
Call history, redial history	•	•	•	•	•	•
Speed dial	•	•	•	•	•	
Advanced call management: Intercom, park, page, pick-up, silent monitor, barge in, whisper transfer/page, overhead page, telephony presence change alert	•	•	•	•	•	
Just-in-time telephony presence	•	•	•	•	•	
Call handling modes	•	•	•	•	•	•
Call handling mode delegation (to give permission)	•	•	•	•	•	
Call handling mode delegation (to change somebody else's)				•	•	
Personalized call handling: based on who is calling, when the call arrives or based on the user's call handling mode		•	•	•	•	
Up to 6-party audio conference (add-on and join)	•	•	•	•	•	
Bridge call appearance: multiple viewing/docking options, call appearance name/number, call state/duration/notes & properties, call pick-up					•	
Share call appearances					•	
Call drag and drop to contact viewer			•	•	•	
Programmable buttons	•*	•	•	•	•	
<b>Visual Voicemail</b>						
Standard integrated voicemail: Caller id name and number, date, time and duration, play, call back, delete	•	•	•	•	•	•
Advanced voicemail playback: compose, forward, forward via email, move backward, reply, reply all, save, sort with folders	•	•	•	•	•	
Voicemail preview						•***
Message notification and escalation	•	•	•	•	•	
<b>Outlook Integration*</b>						
Voicemail inbox	•	•	•	•	•	
Contact integration	•	•	•	•	•	•***
Calendar-based call handling mode	•	•	•	•	•	
<b>Contact Viewer</b>						
Telephony presence	•	•	•	•	•	
Detailed telephony presence (ringing status, connect time)	•			•	•	
Instant messaging presence	•	•	•	•	•	
Instant messaging presence change alert	•	•	•	•	•	
Presence privacy management	•	•	•	•	•	
Person-to-person and multiparty IM	•	•	•	•	•	
Client side IM logging	•	•	•	•	•	
<b>Mobility</b>						
Extension assignment: Assign to internal numbers or external telephones (cell, home, etc.)	•	•	•	•	•	•
Find Me	•	•	•	•	•	•
SoftPhone: Number pad for dtmf entry, swift change from phone to SoftPhone, G.711/G.722 Codec		•	•	•	•	•
GPS-based change of call handling mode or extension assignment						•***
Bluetooth-based change of call handling mode or extension assignment						•***
<b>Audio and Web Conferencing</b>						
Launch of the Converged Conferencing Console**	•	•	•	•	•	
Ad-hoc Web conferencing**	•	•	•	•	•	
<b>Video</b>						
High-quality, low latency video: H.264/Svc protocol, 640 x 480 (VGA), up to 30 frames per second		•			•	
<b>Workgroup and Contact Center</b>						
Queue monitoring			•	•	•	
Queue alerts			•	•		
Workgroup mailbox			•	•		
Agent monitoring				•	•	
Contact Center integration	•	•				

\* ShoreTel Communicator for Web is available with the Personal Access Level, with the exception of this feature.

\*\* Requires ShoreTel Conferencing Service

\*\*\* Device dependent

Note that ShoreTel Communicator for Mac offers the features available through the Communicator for Web, plus additional Mac specific features such as contact dialing and importing from the Mac Address Book, dialing from many applications using Mac OS X services, auto-startup, badge with missed call and unheard voicemail counts as well as background notifications of incoming calls and voicemails.

## ShoreTel Communicator for Windows

### Software requirements

#### Operating system

Windows OS	Microsoft Windows Terminal Server	Citrix
Windows XP Professional, 32 bit Windows Vista Business, 32-bit Windows Vista Enterprise, 32-bit Windows Vista Business, 64-bit Windows Vista Enterprise, 64-bit Windows 7 Professional, 32-bit Windows 7 Enterprise, 32-bit Windows 7 Professional, 64-bit Windows 7 Enterprise, 64-bit	Windows 2008 Terminal Server, 32-bit Windows 2008 Terminal Server , 64-bit, Standard - Enterprise Windows 2008 Terminal Server R2 (64-bit)	XenApp 5.0, Windows 2008, 32-bit XenApp 6.0 Windows 2008 R2 (limited support)

<b>Outlook Integration</b>	Outlook 2007, 2010
<b>Instant Messaging and IM Presence</b>	ShoreTel Converged Conferencing 7.1, Microsoft OCS 2007, Shoretel Instant Messaging Service
<b>ShoreTel Communicator for Mac</b>	MacOS 10.6.4

### Hardware requirements

Communicator	Processor - XP and Vista	Processor - Windows 7
ShoreTel Communicator with Personal Access	Pentium 3 - 800 MHz	Pentium 4 – 1.6 GHz
ShoreTel Communicator with Professional Access	Pentium 4 - 3.0 GHz with HT or Dual Core 1.6 GHz	Pentium 4 - 3.0 GHz with HT or Dual Core 1.6 GHz
ShoreTel Communicator with Agent, Supervisor, Operator Access (<40 extension presence)	Pentium 4 - 3.0 GHz with HT or Dual Core 1.6 GHz	Pentium 4 - 3.0 GHz with HT or Dual Core 1.6 GHz
ShoreTel Communicator with Agent, Supervisor, Operator Access (<500 extension presence)	Dual Core 1.6 GHz	Dual Core 1.6 GHz
VGA Video	Dual Core 1.6 GHz	Dual Core 1.6 GHz
XGA Video	Core 2 Quad 2.4 GHz	Core 2 Quad 2.4 GHz

<b>Video</b>	VGA: Up to 600 kbps of bandwidth; Graphic card with 64 MB of VRAM, DirectX 9.0c-compatible	XGA: Up to 1.2 Mbps, Graphic card with 256 MB of VRAM, DirectX 9.0c-compatible
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### ShoreTel Communicator for Mobile

Samsung Blackjack II	BlackBerry 9550 Series (Storm2)	Nokia E71
BlackBerry 81xx Series	BlackBerry 96xx series (Tour)	Nokia E72
BlackBerry 83xx Series	BlackBerry 9700 Series (Bold)	Nokia E75
BlackBerry 8500 Series (Curve)	HTC P6500 (Sirius) HTC TyTn II	Nokia Surge 6790
BlackBerry 88xx Series	Nokia E51 Series	Nokia E90
BlackBerry 8900 (Curve)	Nokia E61i	Nokia N78
BlackBerry 90xx and later (Bold)	Nokia E63 Series	Nokia N82
BlackBerry 9500, 9520, 9530 (Storm)	Nokia E65	Nokia N95

### ShoreTel Communicator for iPhone

iPhone 3G and 3GS

iPhone 4

iPad

### ShoreTel Communicator for Web

Supported browsers: Safari 4.0 on Macintosh, Microsoft Internet Explorer 8.0, Firefox 3.6 on Windows

Optional: Adobe Flash 9, 10

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## 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](http://shoretel.com) or [shoretelsky.com](http://shoretelsky.com)



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