When employees can communicate and collaborate easily across an organization – whether sharing information in a presentation, working on a document together or instant messaging (IM) each other – productivity and business performance improve. By combining voice and data over the enterprise phone system, ShoreTel Conferencing provides rich conferencing and collaboration features, cost-effectively. Conferencing and instant messaging services are fully managed through ShoreTel Director. Whether on the road or working from home, you can always stay engaged in meetings right from your iPhone or iPad.

**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 conferencing**
- 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 Conferencing and IM requirements and capacities

<table>
<thead>
<tr>
<th>Hardware</th>
<th>Software</th>
</tr>
</thead>
<tbody>
<tr>
<td>ShoreTel Service Appliance 100</td>
<td>MS Internet Explorer 8.0</td>
</tr>
<tr>
<td>ShoreTel Service Appliance 400</td>
<td>Safari 4.0 · Mac OS</td>
</tr>
<tr>
<td></td>
<td>Firefox 3.6 · Windows and Mac OS</td>
</tr>
<tr>
<td></td>
<td>Adobe Flash 9 or higher</td>
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<tr>
<td></td>
<td>IOS</td>
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<table>
<thead>
<tr>
<th>Capacities</th>
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</thead>
<tbody>
<tr>
<td><strong>System-wide</strong></td>
</tr>
<tr>
<td>- Up to 5 Service Appliances- Up to 10,000 IM users</td>
</tr>
<tr>
<td>- Up to 1,000 simultaneous audio conferencing ports (200 per conference)</td>
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<tr>
<td>- Up to 500 simultaneous secure Web conferencing ports (100 per conference)</td>
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<tr>
<td><strong>Service Appliance 100</strong></td>
</tr>
<tr>
<td>- Up to 500 IM clients</td>
</tr>
<tr>
<td>- Up to 50 simultaneous audio conferencing ports (including 15 HD calls)</td>
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<tr>
<td>- Up to 30 simultaneous secure Web conferencing ports</td>
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<tr>
<td>- Up to 16 conferences</td>
</tr>
<tr>
<td><strong>Service Appliance 400 (requires ShoreTel 12.3)</strong></td>
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<tr>
<td>- Up to 2,000 IM clients</td>
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<tr>
<td>- Up to 200 simultaneous audio conferencing ports (including 15 HD calls)</td>
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<tr>
<td>- Up to 100 simultaneous secure Web conferencing ports</td>
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<tr>
<td>- Up to 64 conferences</td>
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</tbody>
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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 or shoretelsky.com