ShoreTel Unified Messaging

ShoreTel’s Unified Messaging is a comprehensive, simple, and robust solution that satisfies a full range of customer messaging needs, including access to voicemail, fax, and email by a choice of popular methods. It is a native, fully integrated component of the ShoreTel system that can also be easily integrated as a standalone solution with other systems.

Specifications

**Message notification**
- Escalation notification
- Stutter dial tone
- FSK message waiting
- Voicemail full notification
- Dial pager
- Dial extension
- Dial external number

**Voicemail**
- 10,000 mailboxes
- 21 servers
- 3,000 mailboxes/main server
- 2,000 mailboxes/distributed server
- 254 calls/server
- Unlimited storage
- 99 personal distribution lists

**Messaging controls**
- Play
- Record
- Pause
- Rewind
- Fast forward
- Delete
- Save
- Skip
- Reply
- Reply to additional targets
- Reply all
- Reply with call back
- Call sender
- Forward

**Compose message controls**
- Mark urgent
- Address by extension
- Address by name
- Address by distribution list
- Broadcast

**Call handling modes**
- Standard
- In a meeting
- Out of office
- Extended absence
- Custom

**Call forwarding**
- Greeting

**Transfer to personal assistant**
- Recorded name

**Find me**
- Management features
  - Auto delete by number of days
  - Login security
  - Change password
  - Force password changes
  - Force change from default password
  - Password length limits
  - Voicemail permissions
  - Message length
  - Number of messages
  - Broadcast
  - 1,000 system distribution lists
  - Message notification

- Automatic message forward
- Automatic delete after forwarding

**Legacy integration**
- Contact ShoreTel Sales for the list of legacy PBXes supported

**Auto-attendant**
- 256 menus
- 256 levels
- 256 schedules
- 254 calls per 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
- 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

**Dial plan support**
- Austria  -  Mexico
- Australia  -  Netherlands
- Belgium  -  New Zealand
- Brazil  -  Portugal
- Canada  -  Germany
- Denmark  -  Singapore
- France  -  Spain
- Germany  -  Switzerland
- USA  -  Sweden
- Ireland  -  Malaysia
- Italy  -  Hong Kong
- United Kingdom

**Language support**
- Danish
- Dutch
- English (UK)
- English (US)
- French (France)
- German (Germany)
- Italian
- Spanish (Spain)
- Spanish (CALA)
- Swedish
License Types and Capabilities

ShoreTel offers three types of competitively priced licenses to meet the different deployment strategies of its customers. The “Extension and Mailbox” (Combo) license is the most popular for the enterprise, as it offers subscribers full use of the Communicator (formerly Call Manager) and Unified Messaging capabilities. The “Mailbox-Only” license is customized primarily for those customers who integrate ShoreTel’s Unified Messaging solution with their legacy PBX’s. The following table describes what features are available to these licenses as well as features available to the “Extension-Only” license, which can be added to the “Mailbox” license once customers make the transition to a full ShoreTel system.

* Forwarding calls is typically handled by the PBX, however, when the call gets to the ShoreTel voicemail system, the call will follow the ShoreTel voicemail system forwarding conditions.
** Calls will be directed to mailbox only.

### 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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### License Types and Capabilities

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<th>Combo</th>
<th>Extension Only</th>
<th>Mailbox Only</th>
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<tr>
<td>Use SoftPhone</td>
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<tr>
<td>Make call, take call, etc.</td>
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<tr>
<td><strong>Voicemail features</strong></td>
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<td>Member of a workgroup</td>
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<tr>
<td><strong>Call Manager features</strong></td>
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<tr>
<td>Standard, Professional, Workgroup, and Operator Call Manager</td>
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<td>No mailbox features</td>
<td>No extension features</td>
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<tr>
<td>System directory</td>
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<td>No mailbox features</td>
<td>No extension features</td>
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<tr>
<td><strong>Outlook features</strong></td>
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<tr>
<td>Outlook Calendar integration</td>
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