



ShoreTel5 Release 1.2 and ShoreTel5 Release 2

The new features in ShoreTel5 Release 1.2 and ShoreTel5 Release 2 enhance end user productivity across multiple locations supporting fast paced, distributed enterprises. Additional capabilities include foreign-language editions supporting the international offices and expanded legacy integration for easier VoIP migration.

"The single most responsive manufacturer we've ever dealt with"

– Sam Bishop, President
TOTLCOM, Inc.

ShoreTel5 Release 1.2

Hunt groups

Multi-site hunt groups deliver flexible call routing and allow resources to be leveraged across sites to ensure rapid call answering. This distributed, multi-site hunting capability has been embedded in ShoreGear voice switches allowing top down or simultaneous ringing even in the event of a WAN outage.

Group paging

Simultaneous, multi-location group paging makes it even more likely that callers will get connected to the right person in a timely fashion. It is more cost-effective and less disruptive than overhead paging systems, and also works across multiple locations.

Whisper page

Whisper page takes intercom and paging to a new level enabling a user to break into an ongoing conversation speeding communication. When a critical call arrives while an executive is on the phone, an assistant can privately alert the executive by initiating a whisper page. The executive can respond privately with a simple mute. And because of the ShoreTel distributed architecture, whisper page works seamlessly between locations.

Outbound caller ID

The caller ID presented on outbound calls can be configured on a per user basis to be different than their DID number. Calls made by multiple employees within a group can present a single phone number to ensure

callbacks go to the right place. This even works between sites, so if the employee moves between locations, or is teleworking, the correct call back number is still presented.

Message forwarding

Message forwarding increases productivity and responsiveness to customers by providing automatic-forwarding of voice messages from one mailbox to another. The feature is perfect for assistants that review an executive's voice mail or for handling voice messages when an employee leaves the company.

VLAN tagging

Automatic VLAN tagging speeds the deployment of IP phones using industry standards. Using DHCP rather than proprietary protocols, IP phones can automatically be placed on a separate voice VLAN that is prioritized over data traffic to ensure voice quality on the local area network.

Time of day control

This advanced technical feature uses a scripting language to automatically change a user's call handling mode or class of service as well as send users to their "home port."

IP210a with Ethernet switch

ShoreTel has added an integrated Ethernet switch to the IP210 telephone. The IP210a can now be daisy-chained to a PC, with both devices supported by a single wire to the desktop.

"Before installing a ShoreTel system, we struggled with a hodge-podge of different phone systems. ShoreTel is saving Muzak a lot of money."

– Dave Thompson,
Director of Information
Technology, Muzak

ShoreTel5 Release 2

International

In addition to U.S. English, all the user-facing products in the system have been localized and are now available in German and Castilian Spanish. These include all versions of the Call Manager application; the voice mail, auto-attendant, and workgroup system prompts; and the user documentation. Other new features aimed at international operations are Caller-ID and message-waiting support for analog phones (UK, Germany, Spain), CE marks on ShoreGear hardware indicating conformity with a common set of European regulations, and localized tones and cadences for ShoreTel's revolutionary line of IP phones. In addition, support for the New Zealand dialing plan has been added.

SMDI – ShoreTel voice mail for legacy PBXs

Customers migrating to VoIP have another option allowing the ShoreTel voice mail system to talk to their legacy PBX system. Support for the Simplified Message Desk Interface (SMDI) enables the ShoreTel voice mail application to work with most traditional PBX platforms. Businesses can eliminate multiple voice mail systems and provision advanced features such as unified messaging today, while setting the stage for full VoIP migration in the future.

FAX integration

Improved FAX server integration allows a single number to be used for an individual's DID and FAX number. FAX calls can be automatically redirected to a FAX server

invoking a specific FAX mailbox. Using a FAX server from vendors like GFI, Captaris or Castelle, users can easily receive FAX messages in their E-mail inbox.

Dial by name, number list

The automated attendant dial by name and number feature now allows each menu to leverage a list of users rather than all users on the system. When people calling a branch office use the dial-by-name feature, the search can be limited to the subset of employees in that location instead of wading through the entire organizational directory.

Advanced Call Manager default

When adding new users, the Advanced Call Manager is the default call manager assigned, simplifying adding new users.

Call handling mode lockdown

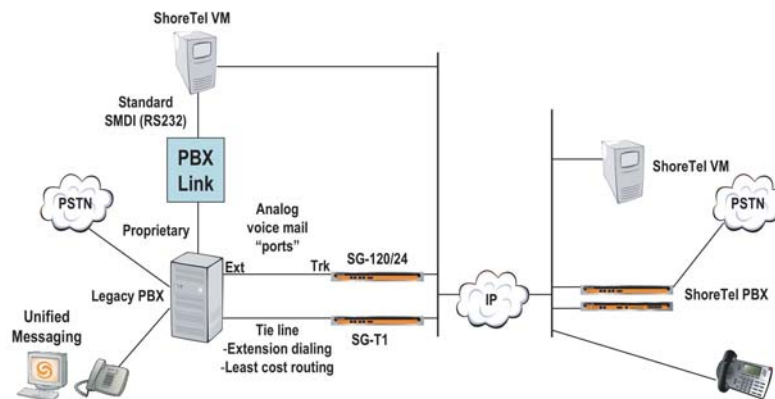
The call handling mode for users can now be locked down to avoid accidental or malicious changing of the call flow. Three options are provided: 1) allow no changes, 2) allow changing between modes and 3) allow all changes.

Caller ID on Find Me

Increasing productivity, the Caller ID of the original caller can now be delivered on Find Me calls. This feature requires Find Me calls to use ISDN PRI trunks.

SoftPhone launches off-hook

Users now have the option to have the SoftPhone automatically go off-hook in handsfree mode.



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