

PRODUCT UPDATE

What's New in ShoreTel 12

ShoreTel 12 introduces a collaboration solution that is fully integrated into the ShoreTel core platform, breaking the complexity barrier that has prevented its massive adoption. Additionally, system capacity has been increased to 20,000 users, allowing large enterprise customers to adopt ShoreTel with the certainty that their systems will be able to keep pace with company growth and expansion.



HIGHLIGHTS/SUMMARY

- ShoreTel Conferencing and Instant Messaging
- ShoreTel Communicator compatibility with Outlook 2010
- ShoreTel Communicator for Mac
- Support for up to 20,000 users in a single system image

New Integrated Collaboration Solution

ShoreTel 12 integrates audio conferencing, web conferencing, and Instant Messaging into its core architecture. These new services, which can be centralized or distributed, run off the Service Appliance 100 (SA-100), a new appliance entirely managed through ShoreTel Director.

Service Appliance SA-100

The SA-100 is a sealed appliance, optimized for resiliency and security, capable of running ShoreTel services such as the integrated Audio Conferencing, the Web Conferencing and the Instant Messaging services. The SA-100 can be deployed anywhere, including into a corporate DMZ. The appliance is tested with well-known security tools for potential application and network vulnerabilities.

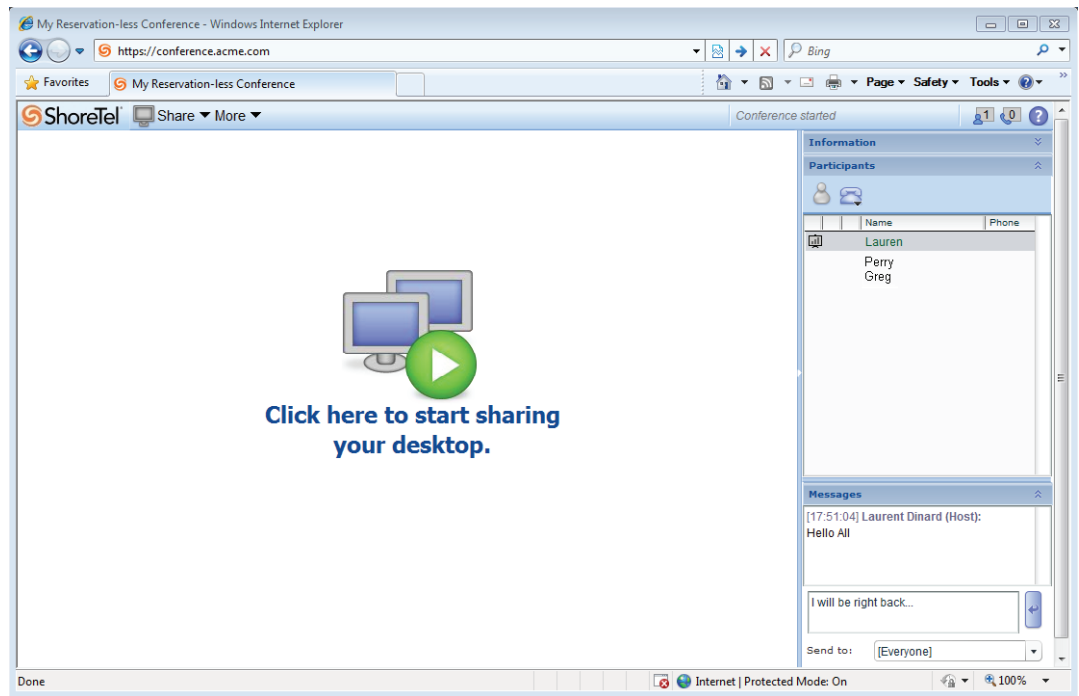
Immersive audio conferencing

Whether the audio conference in question is one-time-only or always-on, users

can invite their colleagues, partners, or customers to dial into the audio conference services in a single step. And because participants can be dialed in directly, the dead-time associated with waiting for them to join is eliminated. ShoreTel Conferencing offers support for wide-band codecs, providing a higher level of listening comfort, making everyone – regardless of their location – feel more immersed in, and closer to, the conversation.

Brilliantly simple web conferencing

Whether you are a PC or a Mac user, ShoreTel's brilliantly simple Web Conferencing enables you to share your desktop to collaborate on documents with your team. So you can, for example, conduct a sales presentation to prospective customers or simply use the interface to manage any audio conference. Participation for attendees is simplified, as well: with a simple click on a web link – and no download – attendees can see the shared desktop within seconds.



You can also manage your documents in either your own personal library or in the public one. Using the pointer or whiteboarding session makes conferences even more efficient. And at the end of the meeting, sharing the results with participants is as easy as sending out the resulting document.

Secure, standards-based IM

The SA-100 embeds a XMPP server that can be used with ShoreTel Communicator's existing integrated Instant Messaging features: contact list; point-to-point and multi-point conversation; privacy; encryption. The SA-100 also introduces offline messaging, allowing for the delivery of any missed Instant Messages to a user upon re-login. Leveraging the new XMPP IM service, a Mac user can use his iChat software to communicate via IM with both Mac and Windows users.

One-click conference scheduling for Outlook

Without IT supervision or assistance, users can schedule or create spontaneous conferencing, or even reservation-less conferences, using an intuitive Web interface. For Outlook users, scheduling a conference has never been simpler: simply pressing the "Conference" button

in the Outlook ribbon automatically associates a ShoreTel Conference with the meeting, including all information required for the host and participants to join. When conference-time comes, the system changes participants' availability to "In Meeting" and plays a user-defined greeting.

Self-service scheduling

Users can schedule or create spontaneous conferencing, or even reservation-less conferences, without IT supervision using an intuitive Web interface. For Outlook users, scheduling a conference has never been simpler: simply pressing the "Conference" button in the Outlook ribbon automatically associates a ShoreTel Conference with the meeting, including all information required for the host and participants to join.

Instant recording

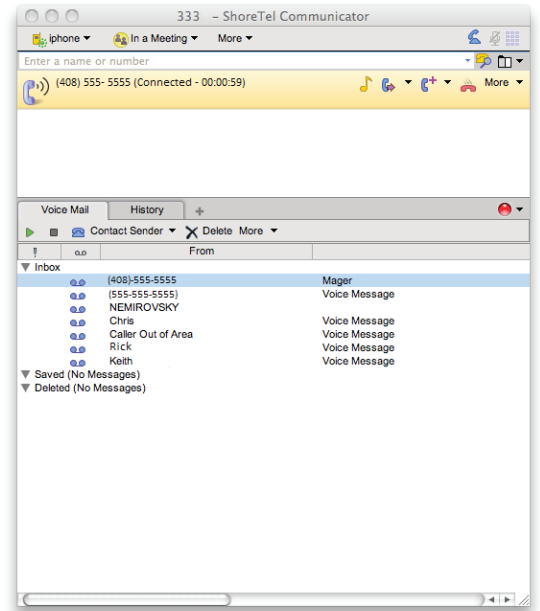
The Instant Recording feature gives users more options for the storage and distribution of the recording of the conference and its accompanying Web presentation, including keeping an archive of the event or enabling the distribution of the information to a broad audience. The recording can be initiated from any interface, including a hard phone, ShoreTel Communicator, and DTMF commands.

Enhanced platform support

ShoreTel Communicator for Mac

ShoreTel 12 introduces ShoreTel Communicator for Mac. Previously, ShoreTel 11 offered Mac users ShoreTel Communicator for Web accessible only via Web browser, and not in a native Mac application.

ShoreTel Communicator for Mac is a native Mac OS X application, which offers the features available through the Communicator for Web, plus additional Mac-specific features such as dialing contacts directly from the Mac Address Book, importing contacts from Mac Address Book, and notification of incoming or voicemails.



Enhanced user experience

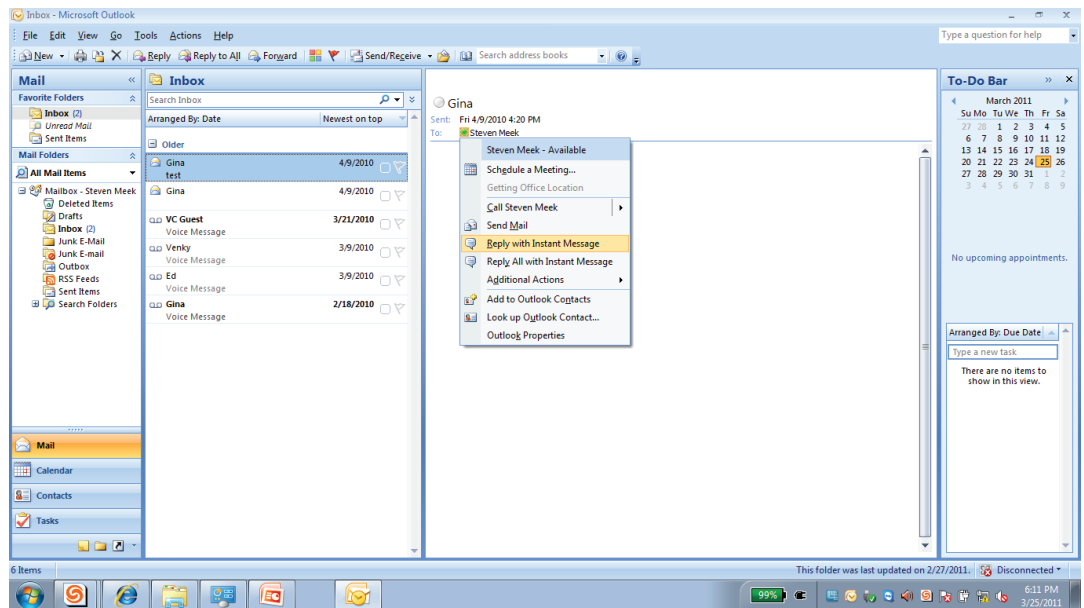
Communicator presence indication in Microsoft Outlook and Word

Presence indications are available within Microsoft Outlook 2007-2010, and Microsoft Word 2007-2010. Prior to ShoreTel 12, user presence indications were available from within ShoreTel Communicator, but not from Microsoft Outlook or Word. This newly added feature increases end-user productivity by allowing them to initiate

a call, an IM conversation, or to flag for changes based on presence information.

ShoreTel Communicator: support for Office 2010

Communicator is now compatible with Outlook 2010 for the following functionalities: voicemail form, contact import, presence, CHM and Conference Scheduling Add-On. Presence is available with Word 2010.



Server-based call history

Prior versions of ShoreTel Communicator recorded call information into a call history file on the user's computer. If the PC was turned off, ShoreTel Communicator application was not running, or the user was logged into ShoreTel Communicator on a different computer, then calls were not recorded to the local PC history file.

In ShoreTel 12, call history in ShoreTel Communicator for Windows is always complete, as it is server-based.

Support for 20,000 users

With ShoreTel 12, system capacity has been doubled compared to the previous release, allowing enterprise customers to manage systems with up to 20,000 users as a single entity. Thanks to the simplicity of ShoreTel Director's browser-based management interface, the frequent moves, adds, and changes (MACs) common to a large enterprise can be accomplished with ease, enabling the ShoreTel UC system to deliver a lower overall TCO than that of the competition.

About ShoreTel

ShoreTel, Inc., is the provider of brilliantly simple Unified Communication (UC) solutions based on its award-winning IP business phone system. We offer organizations of all sizes integrated, voice, video, data, and mobile communications on an open, distributed IP architecture that helps significantly reduce the complexity and costs typically associated with other solutions. The feature-rich ShoreTel UC system offers the lowest total cost of ownership (TCO) and the highest customer satisfaction in the industry, in part because it is easy to deploy, manage, scale and use. Increasingly, companies around the world are finding a competitive edge by replacing business-as-usual with new thinking, and choosing ShoreTel to handle their integrated business communication. ShoreTel is based in Sunnyvale, California, and has regional offices worldwide. For more information, visit www.shoretel.com.

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