

ShoreWare Director



Providing a single point of management for your enterprise phone system



BENEFITS

- Provides a single, centralized view into the entire enterprise phone system
- Significantly reduces total cost of ownership by streamlining management tasks
- Allows fast, flexible deployment and easy scalability
- Enables proactive maintenance to ensure consistently high service levels

ShoreWare® Director is a browsed-based network management tool that provides a single management interface for all voice applications across all locations. Instead of using separate management systems for multiple PBX, voicemail and automated attendant systems, ShoreWare Director unifies all systems and tasks into a single interface. Extremely easy to learn and use, administrators can quickly be productive, reducing ownership costs and freeing IT resources to work on other projects.

Reducing complexity—and cost of ownership

With ShoreWare Director, streamlined management can translate directly into money saved. Enterprise management can be consolidated at a single point, eliminating the need for multiple administrators. From anywhere on the network, system administrators can see a unified view of all voice switches, voicemail systems and automated attendants.

Get up and running quickly with a scalable system

ShoreWare Director automatically recognizes all active IP phones on the network and immediately configures them, eliminating the need to manually add and delete phones through a management console. For example, when new users are added to the ShoreTel® IP telephony system, they automatically get an extension, mailbox, and auto-attendant profile. Furthermore, the new user can easily be added to an Automatic Call Distribution (ACD) group and will receive an e-mail to download their desktop software – all through ShoreWare Director.

To expand your ShoreTel network, simply plug in a new ShoreGear® voice switch and ShoreWare Director will automatically discover it, readying more telephone or trunk capacity.

Auto-discovery capabilities are enabled by ShoreTel's IP telephony system's integrated software distribution for voice switches, IP phones, servers and desktop applications – which reduces support overhead and helps ensure that the system is always running optimally. Software automatically updates the centralized database, allowing for streamlined backup procedures.

The ShoreGear voice switches support a Simple Network Management Protocol (SNMP) agent, allowing them to be discovered by any network management application. In addition, ShoreWare Director can be configured using SNMP features, included in the server operating system, to automatically generate traps on any event on the ShoreTel IP telephony system.

Easy proactive maintenance

ShoreWare Director provides a single-screen view of the entire enterprise system, graphically notifying administrators of performance status of all key components, at all times. Using icons and green, yellow and red indicators, administrators can quickly take action when required.

For fast, 24-hour response, ShoreWare Director also delivers warnings through e-mail to one or more e-mail addresses. Because ShoreTel intelligence is distributed throughout the system, if one device fails, the others automatically compensate, assuring optimal performance 24x7.

Manage your toll and WAN usage

ShoreWare Director provides centralized Call Detail Reporting (CDR) for multi-location enterprises. Rather than entailing multiple CDR databases and their inherently complex data, the ShoreWare CDR spans all locations.

Bundled reports provide information on trunk, user, workgroup, and network activity. Custom reports can be created using database tools. Consolidated reporting allows you to spot under-utilized trunks, helping to reduce service provider feeds, as well as track network performance across WAN links. The ShoreWare CDR Service also generates call records into a text file for use by third-party call accounting packages.

Online documentation

ShoreWare Director provides searchable online documentation for quick, easy answers. Resources include a complete administration guide, installation and user documentation.

SPECIFICATIONS

Minimum Hardware Requirements

2.4 GHz Pentium
4 PC 1 GB RAM
300 MB hard disk space for software
30 MB hard disk space per hour of
voicemail storage
100 Base-T Ethernet NIC

Software Requirements

Microsoft® Windows Server 2000
Microsoft Windows Server 2003 R2 SP2
Standard and Enterprise

Installation

Installation wizards
Integrated software distribution
License management
Silent client install

Administration

Browser-based interface
Centralized administration:
Call control
Voicemail
Automated attendant
Workgroups
Call detail reporting
Call detail reporting
Multi-user access
Multi-level access control
User ID and password protection
User groups
Call permissions
Telephony permissions
Voicemail permissions
Trunk groups
Dialing plans
Dynamic configuration
Automatic synchronization
Unattended restart
Online help
Maintenance
Real-time monitoring
Event reporting
E-mail event notification
SNMP
Online help

Call Detail Reporting

CDR database
Integrated archival
Bundled reports:
User activity
Trunk activity
Workgroup agent activity
Workgroup queue activity
WAN activity
Third party integration
Space-delimited CDR output

Dial Plan Support

Australia	Malaysia
Brazil	Netherlands
Canada	New Zealand
France	Portugal
Germany	Singapore
Hong Kong	Spain
Ireland	UK
Italy	USA

Language Support

English (UK)	Spanish (Spain)
French (France)	German (Germany)
English (US)	

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KEY FEATURES

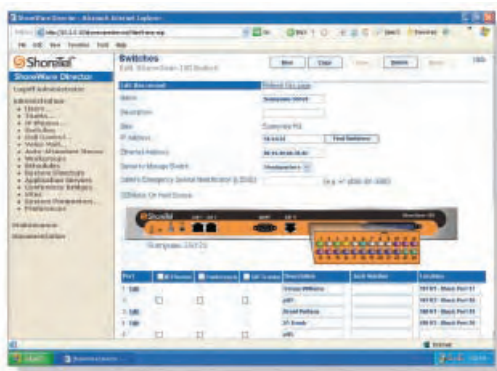


Figure 1: Graphical installation capabilities make it easy for new switches to be automatically added to the network.

Plug-and-play installation

Plug-and-play installation means that IP phones plugged into the network are automatically recognized by the system and configured for immediate service. If more capacity is required, simply plug in a new ShoreGear voice switch and it will be automatically discovered by ShoreWare Director, and more telephone or trunk capacity is ready. (See Figure 1)

Integrated software distribution

The ShoreTel IP telephony system also provides integrated software distribution for voice switches, IP phones, servers and desktop applications, thereby reducing support overhead and ensuring the system is always running optimally. New users can be added in seconds from anywhere on the network with only a browser.

Ease of administration

From anywhere on the network, the system administrator can launch a web browser and gain access to ShoreWare Director—the best-in-class management interface. Through one browser, you can manage all the sites including the PBX, voicemail, automated attendant and desktop applications. ShoreWare Director is hosted on the main voice application server and pushes web pages out to the system administrator. When a new user is added, for instance, the system administrator simply clicks “add new”, enters the user’s first and last name and hits save. The management software automatically updates the centralized database—allowing for easy backup procedures—and the change is propagated to each and every voice switch, the mailbox is created, the automated attendant dial-by-name and number are updated, the online directories are updated and the user even gets an e-mail with a URL to download their desktop productivity application.

SNMP support

The ShoreGear voice switches support a SNMP agent so they can be discovered by any network management application. In addition, the ShoreWare server can be configured using SNMP features included in the server operating system

to automatically generate traps on any event on the ShoreTel system.

Ease of maintenance

With a single Web interface for all your locations, you get a single view of your complete voice network. ShoreWare Director maintenance screens “bubble-up” anything that goes wrong on the system on one screen. With simple icons and color coding—green is good, yellow indicates a potential problem, and red is bad—you can quickly take action when required. In addition, the system features proactive notification in which anything that goes wrong on the system can generate an e-mail to one or more addresses for fast, 24-hour response.



Figure 2: The QuickLook function gives you an instant view of overall system health.

Call Detail Reporting

The ShoreWare CDR service generates call records for all locations into a single, unified database on the ShoreWare server—there is no need for “buffer boxes” and “polling devices” to integrate CDR data from multiple sites. Bundled reports provide information on trunk, user, workgroup, and network activity. Using database tools, knowledgeable individuals can create custom reports tailored for specific needs. The ShoreWare CDR Service also generates call records into a text file for use by third-party call accounting packages.

Online documentation

ShoreWare Director provides online documentation for quick, easy answers including a complete administration guide, installation guide as well as user documentation all in one spot. Standard search tools allow you to find all the references to our topic of interest so you can get on with your task immediately.

About ShoreTel

ShoreTel is a leading provider of enterprise Pure IP telephony solutions. ShoreTel voice systems provide customers with a number of key benefits, including ease of use, manageability and lower total cost of ownership than alternative solutions. ShoreTel’s distributed software architecture and switched-based hardware platform extend enterprise-class voice services to every office and outpost, keeping employees fully connected wherever they go. Founded in 1996, ShoreTel has achieved broad industry recognition for its technology and high customer satisfaction. For more information, visit www.shoretel.com or call 1-800-425-9385.