ShoreTel Conferencing and Instant Messaging

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
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 eliminaited 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