

# FEATURE SUMMARY

## ShoreGear® Voice Switches

### Telephone Features

Call barge in  
Call conference (6-party)  
Call forward, busy  
Call forward, external  
Call forward, no answer  
Call hold  
Call join  
Call park/unpark  
Call pickup  
Call recording  
Call stack (1-16 calls)  
Call redirect  
Call transfer, blind  
Call transfer, consultative  
Call transfer, intercom  
Call transfer, mailbox  
Call waiting  
Caller ID name  
Caller ID number  
Caller ID blocking  
Directory dialing  
Distinctive dial tone  
Distinctive ringing  
E911  
Group paging  
Handsfree  
Hot key pad  
InstaDial  
Intercom  
Night bell  
Message waiting  
Missed call  
Multiple line appearance  
Music-on-hold  
Operator ("0")  
On hold reminder ring  
Office Anywhere  
Outbound caller ID  
Paging  
Redial  
Ring tone selection  
Speed dial  
Silent monitoring  
Voice mail ("##")  
Whisper page

### Trunk types

Analog loop start  
Analog wink start  
T1 loop start  
T1 wink start  
T1 PRI  

- NI2
- 4ESS
- 5ESS
- DMS 100
- QSIG

E1 PRI  

- EURO-ISDN
- QSIG

SIP  

- RFC 3261 - SIP
- RFC 2976 - SIP INFO
- RFC 3891- SIP Replace
- RFC 3515 - SIP Refer
- RFC 2396 - URI
- RFC 2388 - DTMF

### Trunk Features

ANI  
Automatic trunk maintenance  
Caller ID name  
Caller ID number  
Centrex flash  
Dial-in prefix  
Dial-out prefix  
DID  
Digit translation  
DNIS  
Network call routing  
Network/User side PRI  
Off-system extensions  
Tandem trunking  
Trunk groups

### IP phone support

MGCP  
VLAN (DHCP)  
ToS/Diff Derv  
UDP 5004 (patent pending)

### DSP features

Dynamic echo cancellation  
Dynamic jitter buffer  
Lost packet handling  
Voice compression  

- Linear
- G.711
- ADPCM
- G.729a

### System features

Account codes  
Admission control  
Backup auto-attendant  
Bridge call appearance  
Call permissions  
Extension length (3-5 digits)  
Fax redirection  
Feature permissions  
IP phone failover  
Media encryption  
Office Anywhere  
On-net dialing (1-7 digits)  
Power fail transfer  
PSTN failover  
SMDI  
SNMP

### Hunt groups

Simultaneous hunt  
Top down hunt  
Single or multiple calls  
per extension  
Busy out group  
Busy out extension  
16 extensions max. per switch  
5 groups max. per switch  
Call forward busy  
Call forward no answer  
Scheduled modes

## ShoreGear Voice Switches

Model	ShoreGear-120/24	ShoreGear-60/12	ShoreGear-40/8	ShoreGear-E1	ShoreGear-T1
<b>Telephones</b> IP Phones Analog phones	120 24	60 12	40 8		
<b>Digital trunks</b> Digital trunk channels Integrated CSU Line and payload loop backs Facilities data link				30B+D+F • • •	24/23B+D • • •
<b>System</b> Port capacity Switch capacity	10,000 ports 200 switches	10,000 ports 200 switches	10,000 ports 200 switches	10,000 ports 200 switches	10,000 ports 200 switches
<b>Front panel</b> 10M/100M Ethernet (RJ-45)  Analog Audio input and output (mini) T1 / E1 (RJ-48C) T1 / E1 monitor (RJ-48C) Maintenance (DB-9)	2  RJ-11, RJ-21X •  •	2  RJ-11, RJ-21X •  •	2  RJ-11, RJ-21X •  •	2   • • •	2   • • •
<b>Mechanical</b> 19" rack mount  Dimensions  Weight	•  17.16 in. x 1.72 in. x 14.28 in. / 43.6 cm x 4.4 cm x 36.3 cm 9 lb / 4.1 kg	•  17.16 in. x 1.72 in. x 14.28 in. / 43.6 cm x 4.4 cm x 36.3 cm 9 lb / 4.1 kg	•  17.16 in. x 1.72 in. x 14.28 in. / 43.6 cm x 4.4 cm x 36.3 cm 9 lb / 4.1 kg	•  17.16 in. x 1.72 in. x 14.28 in. / 43.6 cm x 4.4 cm x 36.3 cm 8 lb / 3.6 kg	•  17.16 in. x 1.72 in. x 14.28 in. / 43.6 cm x 4.4 cm x 36.3 cm 8 lb / 3.6 kg
<b>Power</b> Input voltage, frequency Input current Consumption Dissipation	100-240 VAC, 50-60 Hz 2A max. 63 W max. 63 W max.	100-240 VAC, 50-60 Hz 2A max. 41 W max. 41 W max.	100-240 VAC, 50-60 Hz 1A max. 25 W max. 25 W max.	100-240 VAC, 50-60 Hz 1A max. 19 W max. 19 W max.	100-240 VAC, 50-60 Hz 1A max. 18 W max. 18 W max.
<b>Environmental</b> Operating temperature Operating humidity Storage temperature	0° to 50° C 0-90% non-condensing -30° to 70° C	0° to 50° C 0-90% non-condensing -30° to 70° C	0° to 50° C 0-90% non-condensing -30° to 70° C	0° to 50° C 0-90% non-condensing -30° to 70° C	0° to 50° C 0-90% non-condensing -30° to 70° C

Specifications	IP 560 / IP 560g	IP 230	IP 212k	IP 110	BB 24	AP 100 (US and Canada Only)
<b>Functions</b>						
Call appearance	6 (Tri-color LEDs)	3 (Green LEDs)	12 (Tri-color LEDs)	1	24 (Tri-color LEDs)	1
Feature keys	8 (Transfer, conference, hold, intercom, redial / history, voice mail, options, directory)	8 (Transfer, conference, hold, intercom, redial / history, voice mail, options, directory)	8 (Transfer, conference, hold, intercom, redial / history, voice mail, options, directory)	6 (Transfer, conference, hold, intercom, redial, voice mail)	N/A	8 (Hold, redial, goodbye, options, directory, history, redial, copy, services)
Soft keys	4	4	2	No	N/A	6
Display	24 characters x 7 lines 168 x 80 pixels Backlit, grayscale	24 characters x 5 lines 120 x 35 pixels	13 characters x 8 lines 65 x 56 pixels	16 characters x 1 line 80 x 7 pixels	12 characters x 14 line 80 x 168 pixels Backlit, grayscale	20 characters x 5 lines 100 x 35 pixels
Speakerphone (full duplex)	Yes (LED)	Yes (LED)	Yes (LED)	No (speaker only)	N/A	Yes (LED)
Mute	Yes (LED)	Yes (LED)	Yes (LED)	Yes	N/A	Yes
Volume controls	Handset, speakerphone, headset, alert / rings	Handset, speakerphone, headset, alert / rings	Handset, speakerphone, headset, alert / rings	Handset, alert / rings	N/A	Handset
Headset compatibility	RJ-22 (LED)	RJ-22 (LED)	RJ-22 (LED)	External	N/A	External
Color	Silver, black aluminum	Silver, black plastic	Silver, black plastic	Silver, black plastic	Silver, black plastic	Black plastic
<b>Features</b>						
Call redirect	Yes	Yes	Yes	No	N/A	No
Call timer	Yes	Yes	Yes	No	N/A	Yes
Caller ID name, number	Yes	Yes	Yes	Yes	N/A	Yes
Conference call mgmt.	6 party	6 party	6 party	3 party	N/A	3 party
Directory	Unlimited (system)	Unlimited (system)	Unlimited (system)	No	N/A	200 (local)
Message waiting (LED)	Yes	Yes	Yes	Yes	N/A	Yes
Missed call indicator	Yes	Yes	Yes	No	N/A	100 number list
Redial / history	Last 20 numbers	Last 20 numbers	Last 20 numbers	Last number	N/A	Last 10 numbers
Ring tone selections	4	4	4	4	N/A	4
Speed dial	Unlimited	Unlimited	Unlimited	N/A	N/A	200
Time and date	Yes (SNTP sync)	Yes (SNTP sync)	Yes (SNTP sync)	Yes (SNTP sync)	N/A	Yes (Caller ID sync)
Transfer to voice mail	Yes	Yes	Yes	No	N/A	No
On hook dialing	Yes	Yes	Yes	No	N/A	No
<b>Option Management</b>						
Call handling mode	Yes	Yes	Yes	Via voice mail	N/A	Via voice mail
Call forwarding	Yes	Yes	Yes	No	N/A	No
Handsfree mode	Yes	Yes	Yes	No	N/A	No
Ring tone	Yes	Yes	Yes	No	N/A	Yes (local)
Agent state	Yes	Yes	Yes	Via voice mail	N/A	Via voice mail
<b>IP Telephony</b>						
Protocol	MGCP	MGCP	MGCP	MGCP	MGCP	N/A
Quality of service	VLAN, DiffServ/ToS, UDP5004	VLAN, DiffServ/ToS, UDP5004	VLAN, DiffServ/ToS, UDP5004	VLAN, DiffServ/ToS, UDP5004	VLAN, DiffServ/ToS, UDP5004	N/A
Supported codecs	Wideband G.711 uLaw G.729A	Wideband G.711 uLaw G.729A	Wideband G.711 uLaw G.729A	Wideband G.711 uLaw G.729A	N/A	N/A
Power (standard) Power (optional)	802.3af PoE Local adapter (optional)	802.3af PoE Local adapter (optional)	802.3af PoE Local adapter (optional)	802.3af PoE Local adapter (optional)	802.3af PoE Local adapter (optional) PoE power forwarding	Local adapter
Ethernet	10/100, 10/100/1000 switch	10/100 switch	10/100 switch	10/100 switch	10/100 switch	N/A
IP addressing	DHCP, Static	DHCP, Static	DHCP, Static	DHCP, Static	DHCP, Static	N/A
<b>Technical Specifications</b>						
Size	11.6 x 7.5 x 5.3 in 29.5 x 19.1 x 13.5 cm	9.5 x 6.8 x 5.2 in 24.1 x 17.3 x 13.2 cm	9.5 x 6.8 x 5.2 in 24.1 x 17.3 x 13.2 cm	5.9 x 6.8 x 5.1 in 15.0 x 17.3 x 13.0 cm	5.9 x 5.7 x 4.0 in 15.0 x 14.5 x 10.2 cm	4.75 x 6.0 x 5.5 in 12.1 x 15.2 x 14.0 cm
Weight	2.6 lb 1.2 kg	2.1 lb 1.0 kg	2.1 lb 1.0 kg	1.6 lb 0.7 kg	1.1 lb 0.5 kg	2.0 lb 0.9 kg
Power (idle/active)	Class 2 (560), Class 3 (560g) PoE 3.4W / 6.4W (560), 4.3 / 8.2 (560g)	Class 2 PoE (3.1 W / 5.1 W)	Class 2 PoE (3.1 W / 5.1 W)	Class 2 PoE (3.0 W / 3.9 W)	Class 3 PoE (2.9 W / 4.6 W)	16 VDC x 250 MA
Interfaces	RJ-45 Ethernet uplink RJ-45 Ethernet downlink RJ-22 handset jack RJ-22 headset jack	RJ-45 Ethernet uplink RJ-45 Ethernet downlink RJ-22 handset jack RJ-22 headset jack	RJ-45 Ethernet uplink RJ-45 Ethernet downlink RJ-22 handset jack RJ-22 headset jack	RJ-45 Ethernet uplink RJ-45 Ethernet downlink RJ-22 handset jack	RJ-45 Ethernet uplink RJ-45 Ethernet downlink	RJ-11 line jack RJ-22 handset jack
Loop length	100 meters	100 meters	100 meters	100 meters	100 meters	3000 feet or more
Hearing-aid compatible	Yes	Yes	Yes	Yes	Yes	Yes

## ShoreWare® Management

### 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 voice mail storage  
100 Base-T Ethernet NIC

### Software Requirements

Microsoft® Windows Server 2000® or Microsoft® Windows Server 2003, Standard and Enterprise Edition

### Installation

Installation wizards  
Integrated software distribution  
License management  
Silent client install

### Administration

Browser-based interface  
Centralized administration:  
    Call control  
    Voice mail  
    Automated attendant

Workgroups  
    Call detail reporting  
Multi-user access  
Multi-level access control  
User ID and password protection  
User groups  
Call permissions  
Telephony permissions  
Voice mail 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	
Brazil	Malaysia
Canada	Netherlands
France	New Zealand
Singapore	Portugal
Hong Kong	Germany
Ireland	Spain
Italy	United Kingdom
	USA

### Language Support

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

## ShoreWare® System Monitor

### Installation and Setup Requirements

SNMP read-only community string and IP address for each monitored device  
Network-attached PC that conforms to the hardware and OS specification

### Hardware Requirements

Pentium 200 MHz processor or faster  
100 MB of free disk space  
100 MB of RAM for the service (permits monitoring of 1,000 network interfaces)  
Network interface card

### OS Requirements

Windows 2003 Server  
Windows XP Professional  
Windows 2000 Server or Professional

### Web Console Requirements

Internet Explorer v6.0 or later

### Network Device Requirements

Works with any SNMP manageable device  
    SNMP v1  
    SNMP v2c  
Supports fetching multiple OIDs per packet to minimize traffic on the network if the manageable device supports this capability

## ShoreWare® Messaging

### 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® or Microsoft® Windows Server 2003, Standard and Enterprise Edition

### Branch Office Solution Integrated Server:

800 MHz or better  
512 MB RAM or better  
40 GB hard disk or better  
CD ROM or better  
10/100 Ethernet NIC or better  
One or more USB ports  
No monitor, keyboard or mouse  
Microsoft® Windows® Server 2003, for Telecommunications Systems

### Dial Plan Support

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

### Language Support

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

### Voice Mail

10,000 mailboxes  
21 servers

3,000 mailboxes/main server  
2,000 mailboxes/distributed server  
254 calls/server  
Unlimited storage  
Messaging controls:  
Play  
Record  
Pause  
Rewind  
Fast forward  
Delete  
Save  
Skip  
Reply  
Forward  
Compose features:  
Mark urgent  
Address by extension  
Address by name  
Address by distribution list  
Broadcast  
Call handling modes  
Five personal modes:  
Standard  
In a meeting  
Out of office  
Extended absence  
Custom  
Call forwarding  
Greeting  
Transfer to personal assistant  
Recorded name  
Find Me  
Message notification:  
Stutter dial tone  
FSK message waiting  
Dial pager  
Dial extension  
Dial external number  
Management features:  
Login security  
Change password  
Force password changes  
Password-length limits  
Voice mail permissions

Message length  
Number of messages  
Broadcast  
Distribution lists  
Message notification  
Automatic message forwarding  
Legacy integration  
SMDI

### Auto Attendant

256 menus  
256 levels  
256 schedules  
254 calls/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

## Personal Call Manager™

### Customized Views

Compact view  
Docked view (top or bottom)  
Detailed view

### Call Control: Make Call

New call  
Redial  
Speed dial  
Dial by name  
Dial vanity numbers  
Intercom  
Leave a message  
Page  
Pickup  
Pickup night bell  
Silent monitor  
Barge in  
Whisper page

### Dial by Name

Outlook contacts  
System directory  
Personal directory

### Call Presentation

Calling name  
Calling number  
Current call state  
Call duration  
Hold duration  
Trunk group or DNIS  
Routing slip  
Call note  
Play sound  
Bring to front  
Call stack (16 calls)  
Matching contact name

### Call Management

Answer  
Transfer  
Record  
Send to voice mail  
Send to auto-attendant  
Join to conference  
Add-on conference  
Park  
Hold  
Hang up

### Outlook Integration

#### Voice Mail Inbox Integration

Caller ID name and number  
Call back  
Compose  
Date, time and duration  
Delete  
Forward  
Forward via e-mail  
Move backward  
Move forward  
Play  
Reply  
Reply all  
Save  
Sort with folders

### Contact Integration

QuickDial by name  
Personal contacts

Public contacts  
Selectable contact folders  
Matching contact name display  
Local contact caching  
Matching contact screen pop  
Create / edit matching contact

### Calendar Integration

Calendar call routing

### Mobility Options

**SoftPhone**  
Reassign extension to cell phone  
Reassign extension to home phone  
Turn PC to a phone  
Use with PC headsets  
Number pad for DTMF entry

### Find Me Call Handling

Forward to any two numbers  
Caller ID delivered on Find Me  
Announce callers on Find Me  
Answer call with key press  
Send to voice mail with key press

### Call Handling Modes

Five call handling modes  
Standard  
In a meeting  
Out of the office  
Extended absence  
Custom  
Call forward (always, no answer, busy)  
Customized greetings by mode  
Call handling note for operator/administrative assistant

### Message Notification

Notify on any, urgent or never  
Notify at an extension  
Notify at an external number  
Notify to a pager  
Notify via an e-mail  
E-mail message header  
E-mail full message (wave file)  
Configurable re-try options

### Office Anywhere Extension Assignment

Assign number to internal numbers  
Assign number to external telephones (cell, home, etc.)  
Assign number to PC based softphone  
Return number back to desktop telephone

### Voice Mail Viewer

Caller ID name and number  
Call back  
Compose  
Date, time and duration  
Delete  
Export  
Forward  
Move backwards  
Move forwards  
Play

Reply  
Reply all  
Save  
Matching contact name display

### History Viewer

Caller ID name and number  
Matching contact name display  
Date, time and duration  
Trunk group or DNIS  
Detailed routing slip  
Call note  
One-click call back  
Create / edit contact from caller ID

### Redial List

Dialed calls  
Missed calls

### Directory Viewer

Export directory  
Import directory  
Open a text page  
View personal directory  
View system directory

### Personal Options

Handsfree operation  
Select personal assistant  
Disable call-waiting tones  
Record greeting  
Record name  
Select default trunk access  
Manage passwords  
Configure sounds  
Selectable "hot key"  
Play messages on the phone  
Play messages on the computer

### Integrated Conferencing

Up to six parties on conference  
Add / share documents  
Move pages forward  
Move pages backward

### Integrated Presence

Display call status  
Display call handling mode  
View call handling note

### Recommended Platform – Call Manager

450 MHz Pentium III  
128 MB RAM / 256 MB RAM for Windows XP  
70 MB hard disk – fresh install  
100 MB hard disk – upgrades  
10/100 Base-T Ethernet / 100 Base-T  
Speakers and microphone (recommended)

### Minimum Platform – Call Manager

266 MHz Pentium II  
256 MB RAM  
100 MB Disk space requirement

### Software Requirements

Microsoft® Windows 2000 Professional, SP4  
Microsoft Windows XP Professional, SP1 and SP2  
Microsoft Outlook® 2000 SP2, 2002/XP SP2, Outlook 2003 SP2  
Microsoft Windows 2000 Terminal Server SP4  
Citrix Metaframe XP Presentation Server R 3.0

### Minimum Platform – SoftPhone

500 MHz Pentium II  
256 MB RAM  
USB headset (recommended)  
Microsoft Windows 2000, XP

### Advanced Call Manager Only

Integrated just-in-time presence  
Personal call recording

### Typical Bandwidth

Estimated: .2 kbps / Call Manager  
Estimated: 88 kbps / ADPCM Call

### Technical Specifications

Number of lines . . . . . 16  
Max. history entries . . . . . 1000 calls  
Find me destinations . . . . . 2 Numbers  
Notification options . . . . . E-mail, pager, cell  
Max. just-in-time display . . . . 25 matching entries  
Shared document support . . . Microsoft Office  
Documents (Word, PowerPoint®, Excel®)  
Call handling modes . . . . . 5  
Max. no. notification tries . . . . 20

### Language Support

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

### Dial Plan Support

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

## Operator Call Manager™

### Customized Views

Compact view  
Docked view (top or bottom)  
Detailed view

### Call Control: Make Call

New call  
Redial  
Speed dial  
Dial by name  
Intercom  
Leave a message  
Page  
Pickup  
Pickup night bell  
Silent monitor  
Barge in  
Whisper page

### Dial by Name

Outlook contacts  
System directory  
Personal directory

### Call Presentation

Calling name  
Calling number  
Current call state  
Call duration  
Hold duration  
Trunk group or DNIS  
Routing slip  
Call note  
Play sound  
Bring to front  
Call stack (16 calls)  
Matching contact name

### Call Management

Answer  
Transfer  
Record  
Send to voice mail  
Send to auto-attendant  
Join to conference  
Add-on conference  
Park  
Hold  
Hang up

### Outlook Integration

Caller ID name and number  
Call back  
Compose  
Date, time and duration  
Delete  
Forward  
Forward via e-mail  
Move backward  
Move forward  
Play  
Reply  
Reply all  
Save  
Sort with folders

### Contact Integration

QuickDial by name  
Personal contacts  
Public contacts  
Selectable contact folders  
Selectable contact folders  
Matching contact name display

Local contact caching  
Matching contact screen pop  
Create / edit matching contact

### Calendar Integration

Calendar call routing

### Mobility Options SoftPhone

Reassign extension to mobile phone  
Reassign extension to home phone  
Turn PC to a phone  
Use with PC headsets  
Number pad for DTMF entry

### Find Me Call Handling

Forward to any two numbers  
Announce callers on Find Me  
Answer call with key press  
Send to voice mail with key press

### Call Handling Modes

Five call handling modes  
Standard  
In a meeting  
Out of the office  
Extended absence  
Custom  
Call forward (always, no answer, busy)  
Customized greetings by mode  
Call handling note for operator/administrative assistant

### Message Notification

Notify on any, urgent or never  
Notify at an extension  
Notify at an external number  
Notify to a pager  
Notify via an e-mail  
E-mail message header  
E-mail full message (wave file)  
Configurable re-try options

### Office Anywhere Extension Assignment

Assign number to internal numbers  
Assign number to external telephones  
(mobile, home, etc.)  
Assign number to PC based softphone  
Return number back to desktop telephone

### Voice Mail Viewer

Caller ID name and number  
Call back  
Compose  
Date, time and duration  
Delete  
Export  
Forward  
Move backwards  
Move forwards  
Play  
Reply  
Reply all  
Save  
Matching contact name display

### History Viewer

Caller ID name and number

Matching contact name display  
Date, time and duration  
Trunk group or DNIS  
Detailed routing slip  
Call note  
One-click call back  
Create / edit contact from caller ID

### Redial List

Dialed calls  
Missed calls

### Directory Viewer

Export directory  
Import directory  
Open a text page  
View personal directory  
View system directory

### Personal Options

Handsfree operation  
Select personal assistant  
Disable call-waiting tones  
Record greeting  
Record name  
Select default trunk access  
Manage passwords  
Configure sounds  
Selectable "hot key"  
Play messages on the phone  
Play messages on the computer

### Integrated Conferencing

Up to six parties on conference  
Add / share documents  
Move pages forward  
Move pages backward

### Integrated Presence

Display call status  
Display call handling mode  
View call handling note

### Recommended Platform – Call Manager

450 MHz Pentium III  
128 MB RAM / 256 MB RAM for Windows XP  
70 MB hard disk – fresh install  
100 MB hard disk – upgrades  
10/100 Base-T Ethernet / 100 Base-T  
Speakers and microphone (recommended)

### Minimum Platform – Call Manager

266 MHz Pentium II  
256 MB RAM  
100 MB Disk space requirement

### Software Requirements

Microsoft® Windows® 2000 Professional, SP4  
Microsoft Windows XP Professional, SP1 and SP2  
Microsoft Outlook® 2000 SP2, 2002/XP SP2, Outlook 2003 SP2  
Microsoft Windows 2000

Terminal Server SP4  
Citrix Metaframe XP Presentation Server R 3.0

### Minimum Platform – SoftPhone

500 MHz Pentium II  
256 MB RAM  
USB headset (recommended)  
Microsoft Windows 2000, XP

### Advanced Call Manager Only

Integrated just-in-time presence  
Personal call recording

### Typical Bandwidth

Estimated: .2 kbps / Call Manager  
Estimated: 88 kbps / ADPCM Call

### Technical Specifications

Number of lines . . . . . 16  
Max. history entries . . . . . 1000 calls  
Find me destinations . . . . . 2 Numbers  
Notification options . . . . . Email, pager, cell  
Max. just-in-time display . . . . 25 matching entries  
Shared document support . . . . Microsoft Office  
Documents (Word, PowerPoint®, Excel®)  
Call handling modes . . . . . 5  
Max. no. notification tries . . . . 20

### Language Support

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

### Extension Monitor

Multiple viewing options  
Multiple docking options  
User name, number  
Call handling mode  
Call handling details  
Call state summary  
Call stack  
Call state  
Calling name, number  
Call duration  
Routing slip  
Dial user  
Dial user mailbox  
Call pickup  
Call

### Bridge Call Appearance Monitor

Multiple viewing options  
Multiple docking options  
Call appearance name, number  
Call state  
Calling name, number  
Call duration  
Call pickup  
Call notes  
Call properties

### Dial Plan Support

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

## Converged Conferencing

### Audio Conferencing

- From 2 to 96 participants
- One-time or recurring calls
- Reservation-less, anytime calls
- Instant, ad-hoc conference calls
- Leader required or leaderless calls
- User-selected access codes
- Auto generated access codes
- Project code call tracking
- Mute one, multiple, all Parties
- Drop one, multiple, all Parties
- Hold one, multiple, all Parties
- Department code call tracking
- Dial out to add parties via the web
- Touch tone dial out to add parties
- Web based call back line to join
- Touch tone mute controls
- Optional entry and exit tones
- Announce names on joining
- Roll call announcements
- Lecture mode (parties muted)
- Record conference calls
- Listen to audio over the phone
- Publish recordings via a web link
- Listen to audio using the PC
- One-click e-mail invitations
- View all parties on the call
- Lock calls to unwanted parties
- Participant audio controls
- Mute, Drop, and Hold
- Start call from invitations link
- Start call from calendar link
- Play recordings into conferences

### Conference Management

- Schedule new conferences
- Create instant conferences
- Audio, Instant Message, Web
- View, change, and delete calls
- View previous conference details
- Access chat and conference archives
- View personal call activity reports
- Access and distribute recordings
- Delegate for assistant scheduling

- One click to start conferences
- Secure, password protected access
- Change personal login credentials
- Integrated online help system
- Set your current phone number

### Instant Messaging

- Buddy list with presence
- Multiple concurrent IM sessions
- Internal instant messaging
- Block specific user messages
- Block messages when set to busy
- Multi-party instant messaging
- All party text chat in conferences
- Private, side-bar text chat
- Archived instant messages

### Document Sharing

- Share PowerPoint® presentations
- Password and SSL protection
- Leader controlled slide advance
- Start and stop sharing dynamically
- Share MS Office documents
- File cabinet to exchange documents
- Keep for later for recurring calls
- Record presentations with the audio
- Publish recordings via a web link

### Application Sharing

- Share individual windows
- Share entire desktop
- Co-browse with shared browser
- Collaborative Document Editing
- Pass control to participants
- All leaders can share their desktop
- Get control of other leaders PC

### Presence / Buddy List

- Integrated buddy list with presence
- View who is logged into the bridge
- View who is on a conference call
- Seven user controlled presence states
- Auto set to idle on no PC activity
- Arrange buddies into groups

- Send e-mail to any buddy in the list
- Hide your presence status from others
- Manage who can view your status
- Play a sound on a new message

### Reporting

- Predefined end user reports
- Predefined administrator reports
- Report by project or department code
- Export full call details (CSV or XML)
- Traffic and network statistics
- Alarm and event logs

### Security and Compliance

- Optional HTTPs Transport
- Individual user authentication
- One-time conference access codes
- Password protected documents
- Local database authentication
- LDAP database authentication
- Individual user privileges
- IM text logged to SMTP

### Management

- All IP – no tie line integration
- Password protected access
- Reserved Executive Ports
- Port usage level alerts
- E-mail alerts to administrator
- Automatic port configuration
- One button database backups
- Bulk provision to add initial users
- LDAP integration for authentication
- Configurable voice prompts
- Resource availability display
- User class of service levels

### Others

- Browser, zero install applications
- Reliable, embedded, appliance
- Uses the Linux Operating System
- Local system – not services based



## Contact Center Solutions

Specifications	Workgroup	Contact Center	Enterprise Contact Center
<b>System</b>			
Graphical real-time displays	Yes	Yes	Yes
Universal Queue	No	No	Yes
Inbound (voice)	Yes	Yes	Yes
Outbound Campaign Dialing (voice)	No	No	Callback, Abandoned Callback, Campaigns (dial from list)
Enterprise Resource Matching	No	Basic	Advanced
Inbound (web chat)	No	No	Optional
Inbound (e-mail)	No	No	Optional
Skills-based routing	No	Skill group routing	Agent capabilities, management preferences
Routing by DNIS	Yes	Yes	Yes
Routing by ANI or caller ID	No	No	Yes
Routing by type of day	Holiday routing	Holiday routing	Schedule-based routing
Routing by time of day (schedule)	Two shifts	Two shifts	Schedule-based routing
Routing by customer information	No	No	SQL databases via ODBC
Priority Routing	No	No	Yes
Overflow on wait	No	Single-level, multiple groups	Multi-level, multiple groups
Interflow on wait	No	Actual wait	Actual wait, estimated wait
Wrap-up code (Call coding)	No	Yes	Yes
Maximum calls in queue / server	254	150	150
Wall Board support	Queue Monitor only	Optional	Desktop Wall Board; external via COM port
Operating system (server)	Integrated with ShoreWare server	Dedicated Windows 2000, 2003 Server	Dedicated Windows 2000, 2003 Server
<b>Agent</b>			
Screen pop	Outlook; client-based (TAPI)	CTI via agent toolbar	Outlook; client-based (DDE, ActiveX, triggers)
Graphical user interface	Yes	Yes	Yes
Calls in queue display	Yes	Yes (COS permission)	Yes (COS permission)
Graphical threshold alerts	Yes (also audio)	Yes (Wall Board - Optional)	Yes (Wall Board)
Call picking from queue	Yes	Yes (COS permission)	Yes (COS permission)
Individual group login	No	Yes (COS permission)	Yes (COS permission)
On-screen wall board	No	Optional	Yes
Call information display	Yes	Yes	Yes
Previous call log display	Yes	Yes	Yes
Redundant Server	Optional	Optional	Optional
<b>Supervisor</b>			
Supervisors	128	128	128
Real-time statistics	Yes (Queue monitor)	Yes	Yes
Historical reports	No (on ShoreWare server)	Yes (if permitted)	Yes (if permitted)
<b>Supervisor Real-Time Monitoring</b>			
Default refresh rate	Real time	One second	One second
Color-coded notifications	Yes	Two levels	Two levels
Available report formats	Tabular	Tabular	Tabular
Agent status and statistics	No	Yes	Yes
Group status and statistics	Login and call status	Yes	Yes
Group calls in queue status	Yes	Yes	Yes
Agent requires help notifications	No	Yes	Yes
Agent log in / log out status / control	Yes	Yes	Yes
Call monitor and barge in	Yes	Yes	Yes
<b>Historical Reporting</b>			
Reporting formats	Tabular	Tabular, graphical	Tabular, graphical
Automatic reports scheduler	No	Print or save to file	Print or save to file
Export data in multiple formats	Yes	Yes	Yes
Add / remove report columns	No	Yes	Yes
Custom formulas	No	Optional	Yes
Agent performance reports	Yes	Yes	Yes
Group performance reports	Yes	Yes	Yes
ACD call distribution reports	Yes	Yes	Yes
Abandoned call reports	No	Yes	Yes
Wrap-up code reports	No	Yes	Yes
<b>Wall Board Director</b>			
Free text messages	No	Optional	Yes
Real-time statistics messages	Queue Monitor	Optional	Yes
System alarms	Queue Monitor	Optional	Yes

