

# 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 browser-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. This interface is extremely easy to learn and use, so administrators can be highly efficient. This improved efficiency helps reduce ownership costs and frees IT resources to work on other projects.

### Reducing complexity—and cost of ownership

ShoreWare Director simplifies unified communications (UC) system management by consolidating control at a single point. This eliminates the need for multiple administrators because it provides a unified view of all voice switches, voicemail systems and automated attendants from anywhere on the network.

### Get up and running quickly with a scalable system

ShoreWare Director automatically recognizes and configures all active IP telephones\* on the network, eliminating the need to manually add and delete phones through a management console. For example, when new users are added to the ShoreTel® UC system, they are automatically assigned an extension, mailbox, and auto-attendant profile. Furthermore, the new user can easily be added to an Automatic Call Distribution (ACD) group and receives 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, quickly providing more telephone or trunk capacity.

Auto-discovery capabilities are enabled by the ShoreTel UC system's integrated software distribution for voice switches, IP telephones, 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.

\*Does not apply to third party SIP phones.

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 UC system.

### Easy proactive maintenance

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

For fast, 24-hour response, ShoreWare Director also delivers e-mail warnings to one or more 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 multilocation enterprises. Rather than having to support multiple disparate CDR databases and their inherently complex data, the ShoreWare CDR spans all locations.

With both standard and customizable reporting available, ShoreWare Director enables the administrator to spot under-utilized trunks. This helps 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 and easy answers. Resources include a complete administration guide, and installation and user documentation.

## SPECIFICATIONS

**Minimum Hardware Requirements**

Pentium E2160 Dualcore 1.8 GHz  
1GB RAM  
3.5 GB 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 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

- 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
- Reset logging
- 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\***

US, Canada	Netherlands
Australia	New Zealand
Belgium	Spain
France	Sweden
Germany	United Kingdom
Ireland	

**Language Support\***

English (UK)	German (Germany)
English (US)	Danish, Dutch
French (France)	Swedish, Italian
Spanish (Spain)	Norwegian
Spanish (CALA)	

\*International support is subject to change & may vary per release - please contact your ShoreTel sales representative for the latest information regarding availability

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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 telephones 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, providing increased telephone or trunk capacity (see Figure 1).

**Integrated software distribution**

The ShoreTel UC system also provides integrated software distribution for voice switches, IP telephones, 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.

**Ease of administration**

Through one Web browser, the administrator can manage all 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 system then automatically creates the mailbox, updates the automated attendant dial-by-name and number, and online directories. The user even automatically receives an e-mail with a URL to download the desktop productivity application.

**Ease of maintenance**

With one Web interface for all of your locations, the administrator provides a single view of the complete UC network. ShoreWare Director maintenance screens "bubble-up" any potential system issues on one screen. With simple icons and color coding—green is normal, yellow indicates a potential problem, and red is an immediate warning—the administrator can quickly take action when required. In addition, the system features proactive notification in which any system issue generates an e-mail to one or more addresses for a quick response.

**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.

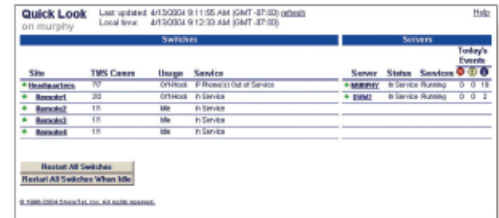


Figure 2: The QuickLook function gives you an instant view of overall system health.

**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 Pure IP Unified Communications solutions that enable companies of any size to seamlessly integrate voice, video, messaging and data with their business processes. Independent of device or location, ShoreTel's unique distributed software architecture eliminates the traditional costs, complexity and reliability issues inherent in other solutions. Founded in 1996, ShoreTel has achieved broad industry recognition for this proven technology, and continues to deliver the highest levels of customer satisfaction, ease of use and manageability while driving down the overall total cost of ownership. For more information, visit [www.shoretel.com](http://www.shoretel.com).