

# ShoreTel Small Business Edition



Pure IP communications that can grow with your business



## BENEFITS

- Provides rich, Pure IP-based communications abilities
- Fast, easy installation and streamlined management
- Empowers employees with flexible communication options that increase productivity
- Maximizes flexibility by providing employee mobility

ShoreTel is a leading provider of unified communications (UC) systems with a history of satisfied customers that goes back to 1998. Now the power of ShoreTel *Pure IP* communications is available in a solution tailored to meet the needs of small businesses.

ShoreTel Small Business Edition (SBE) easily scales to meet the needs of small businesses focused on growth, providing up to 50 users at one location with high-performance, *Pure IP* communications. ShoreTel SBE was created to help small business owners empower employees with productivity-boosting unified communications, while delivering exceptional ease of management and low total cost of ownership. Most standard functions, such as adding or changing phones, and moving users, can be done by anyone with basic IT knowledge and skills.

### Enterprise-class Pure IP communications

ShoreTel SBE is an integrated package that includes hardware and software necessary for enterprise-class benefits in a small business environment:

- **Ease of management:** A single-view, Web-based interface allows the entire system to be managed from anywhere on the network, increasing control and lowering total cost of ownership.
- **The power of Pure IP:** ShoreTel *Pure IP* communications give users new freedom and flexibility with efficient call handling capabilities and mobility features that allow them to connect with more callers.
- **Ease of use:** The most intuitive interface in the industry improves communications and increases productivity.
- **Distributed reliability:** ShoreTel UC systems are built on a distributed architecture that helps ensure 99.999 percent reliability—the most stringent enterprise system availability requirement—with no single point of failure. ShoreGear® Voice Switches use an embedded, real-time operating system, eliminating the requirement

for external, Microsoft Windows-based servers to process calls. For maximum availability, the processors that power ShoreGear Voice Switches do not contain mechanical disk drives, eliminating the single most common point of system failure.

If redundancy is required, a second ShoreGear Voice Switch can be added easily and quickly at the site, delivering the only redundant call control available for the small business market.

- **Seamless scalability:** ShoreTel SBE can be easily integrated with your current communications infrastructure, and offers flexible migration options. And, if your needs expand beyond ShoreTel SBE, a simple software upgrade allows your ShoreTel UC system to scale further—no hardware change required.

### A complete solution

ShoreTel SBE is an integrated package that provides everything you need to get started quickly:

- 1 ShoreGear Voice Switch
- 10 Extension and mailbox licenses
- 1 Extension only license
- 11 ShoreWare® Personal Call Manager licenses
- 1 ShoreWare Operator Call Manager license
- Optional pre-configured server for management and advanced applications

Simply select the base package, depending on your system size requirements, and choose from the optional line of telephones to add to the system. ShoreTel ShorePhones™, ShoreTel Converged Conferencing and ShoreWare Contact Center Workgroups Edition are additional options available.

## SMALL BUSINESS EDITION COMPONENTS

- ShoreWare Director, Small Business Edition
- Base Package  
ShoreGear 30, ShoreGear 50, ShoreGear 90, ShoreGear 90BRI
- ShoreWare Voicemail
- ShoreWare Automated Attendant
- ShoreWare Personal, Professional or Operator Call Manager
- Monitor, keyboard or mouse are not required

## High-performance, ergonomically designed phones

ShoreTel ShorePhone IP Telephones are ergonomically designed for both comfort and visual impact. Their leading-edge designs, in black or silver, are available in a wide variety of configurations. ShorePhone IP Telephones provide high fidelity audio, capable of delivering seven octaves of the human voice. Built-in functionality includes speakerphone, caller ID, message waiting, as well as services such as transfer, conference, pick-up, park, intercom and bridged call appearance.

You can choose from a wide range of award-winning ShorePhone IP Telephones:

- The cost-effective, one-line IP 110 or IP 115 for lobbies and open areas
- The twelve-line IP 212k for key-system environments
- The three-line IP 230/IP 230g\* for office and general users
- The six-line IP 265 color phone for demanding professionals
- The six-line IP 560/IP 560g\* for executives and assistants
- The six-line IP 565g color phone with Bluetooth headset support for executives and assistants

Up to four BB 24 programmable button boxes can be added to any phone (except the IP 110 and IP 115), each delivering 24 additional buttons important for operators and assistants. This means you only purchase the phones you need, but still have the option of adding phones later.

## Voicemail and automated attendant

Voicemail and automated attendant require no additional hardware and consume no ports. Their storage capacity is limited only by the size of the server's hard disk. You can record personal greetings and manage mailboxes from your desktop software or from any telephone, as well as a Microsoft Outlook inbox. Saved messages can be played on multimedia PCs, forwarded to others, or embedded in other documents.

## Productivity tools

ShoreTel SBE provides users access to productivity tools including desktop call control, unified messaging with Microsoft Outlook, as well as features for mobile and remote workers like FindMe, call handling modes, message notification, SoftPhone and Office Anywhere.

## Small Business Edition Integrated Server requirements

- 800 MHz or better
- 2 GB RAM or better
- 80 GB hard disk or better
- CD ROM or better
- 100 Ethernet NIC or better
- One or more USB ports
- Microsoft® Windows® Server 2003, for Telecommunications Systems

\* The IP 230g and IP 560g add Gigabit Ethernet support for users with Gigabit desktop needs.

	SMALL BUSINESS EDITION	ENTERPRISE EDITION
<b>System</b>		
Sites	1	200
Switches	5	200
Users	50	10,000
Telephones	50	10,000
Trunks	50	10,000
Simultaneous calls	50	5,000
Busy hour call completion	500	50,000
<b>ShoreWare Director</b>		
Installation	•	•
Administration	•	•
Maintenance	•	•
Call detail reporting	•	•
Dial plan support	•	•
Language support	•	•
Integrated server	•	–
<b>ShoreGear IP Voice Switches</b>		
ShoreGear 90	•	•
ShoreGear 90BRI	•	•
ShoreGear 50	•	•
ShoreGear T1	•	•
ShoreGear 220T1	•	•
ShoreGear E1	•	•
ShoreGear 220E1	•	•
IP phone failover	•	•
Power transfer failover	•	•
PSTN failover	–	•
On-net dialing	–	•
SMDI - External voicemail	–	•
<b>ShorePhone IP Telephones</b>		
IP 560 / IP 560g	•	•
IP 230	•	•
IP 212k	•	•
IP 115	•	•
IP 110	•	•
BB 24	•	•
IP 8000 Conference Phone	•	•
<b>Voicemail</b>		
Mailboxes	100	10,000
Servers	3	21
Calls / server	10	254
Call Handling Modes	•	•
Find Me	•	•
AMIS	–	•
SMDI - ShoreTel voicemail	–	•
<b>Automated Attendant</b>		
Menus	256	256
<b>ShoreWare Call Managers</b>		
Personal Call Manager	50	10,000
Professional Call Manager	50	10,000
Operator Call Manager	50	200
Office Anywhere	•	•
<b>Converged Conferencing</b>		
Conference Bridge	12, 24 port*	12, 24, 48, 96 port
<b>ShoreWare Contact Center</b>		
Workgroup Edition (groups, agents, supervisors)	50, 50, 50	128, 500, 128
Contact Center Edition	•	•
Enterprise Edition	•	•

Note: Conference ports do not count against the 50 user limit

## 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).



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