

ShoreTel Small Business Edition



Get the benefits of an enterprise-class ShoreTel IP Phone system designed to meet the specific needs of your growing business



ShoreTel Small Business Edition can reduce costs and raise productivity in your business by:

- Simplifying the installation and management of your IP PBX system
- Improving company-wide employee communications with advanced IP telephony features and applications
- Streamlining time-consuming tasks by prioritizing and routing communications efficiently
- Maximizing flexibility by providing employee mobility

*ShoreWare Director,
Small Business Edition*

*ShoreGear 40/8, 60/12,
120/24, T1 or E1 Voice
Switch*

*ShorePhone IP 560g,
IP 560, IP 230, IP 212k,
IP 110, BB 24
and AP 100*

ShoreWare Voicemail

*ShoreWare Automated
Attendant*

*ShoreWare Personal,
Advanced and
Operator Call Manager*

*ShoreTel Converged
Conferencing Solutions*

*ShoreTel Contact
Center Solutions*

ShoreTel has been supplying enterprises with reliable, easy-to-use phone systems since 1998 – providing organizations with increased productivity and industry-leading customer satisfaction. Now the power of a ShoreTel system is available to smaller enterprises at an affordable cost.

ShoreTel Small Business Edition is an integrated package, including hardware, software, and server – providing you with the benefits and functionality that ShoreTel systems are famous for, including:

- **Ease of Use** – The most intuitive interface in the industry gives you control over system functions, improving communications, increasing productivity, and lowering total cost of ownership.
- **Best-in-Class Management** – A single-view, web-based interface enables your system to be managed from anywhere on the network, resulting in increased control and decreased expense.
- **Distributed Reliability** – ShoreTel phone systems are built on a distributed architecture that ensures 99.999% reliability with no single point of failure.
- **Seamless Scalability** – ShoreTel Small Business Edition can be easily integrated with your current communications infrastructure, making migration easy and providing you with the ability to expand your network according to your needs. And, if your needs expand beyond the capabilities of ShoreTel Small Business Edition, a simple software upgrade opens up all of ShoreTel's features across all your sites – no hardware change required.

Designed with Small Business in Mind

ShoreTel SBE can be scaled to a size that meets the needs of your business, with up to 50 users at one location, providing a cost-effective solution that will dramatically improve communications and productivity within your organization. Small businesses have unique work processes and practices that require the ability to add phones, change extensions, and be flexible enough to grow as you grow. ShoreTel Small Business Edition was designed with these needs in mind.

As a small business, you may not have the luxury of dedicated IT staff. That's why the ease-of-use, ease-of-setup, and ease-of-management of a ShoreTel system is a perfect fit for your company. These benefits make it possible for you to manage the system with minimal training – and are some of the reasons ShoreTel has been ranked the number one IP Telephony leader in customer satisfaction.

Phones that Look Beautiful Too

ShoreTel phones are ergonomically designed for both comfort and visual impact. Their leading-edge designs are available in a wide variety of configurations and are offered in black or silver. ShoreTel 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. A ShoreTel phone will not only boost office productivity, it will enhance your office image as well.



Rock Solid Reliability

System administrators can rest easy knowing ShoreGear voice switches deliver 99.999% reliability and use an embedded, real-time operating system. ShoreTel uses a completely solid state design avoiding failure from hard disk crashes. The ShoreGear voice switch has all call processing software, eliminating the requirement for external, MS-Windows based servers to process calls.

Small Business Edition 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

Overview

ShoreTel Small Business Edition is an integrated package that provides everything you need to get started quickly, including the ShoreGear voice switch, user licenses, operator license, and a server ready for system management and advanced applications. You simply select the basic package depending on your system size requirements and choose from the optional line of telephones to add to the system.

Easy Installation and maintenance

ShoreTel Small Business Edition is easy to set up and manage. With ShoreWare Director Small Business Edition, you can add new users in seconds from anywhere on your single-site network using an intuitive browser interface. Active IP phones are automatically recognized and immediately configured. ShoreTel Small Business Edition will help you save on unnecessary training costs and end reliance on third parties for basic configuration changes. No other system is simpler to install and manage.

Reliable, scaleable IP PBX

ShoreGear voice switches have no moving parts (other than a fan) and use an embedded operating system – delivering 99.999% uptime for your telephone system. If redundancy is required, a second ShoreGear voice switch can be added, delivering the only redundant call control available for the small business market. And if your company expands, you can order a simple software upgrade to ShoreTel Enterprise Edition and protect all of your initial investment.

Wide selection of ergonomic telephones

ShoreTel Small Business Edition gives you the option to select from a range of award-winning ShorePhone telephones. Designed to be pleasing to the eye as well as

highly functional, the line includes a stylish, cost-effective one-line **IP 110** for lobbies and open areas, a twelve-line **IP 212k** for key system applications, a three-line **IP 230** for office workers and a six-line **IP 560** for executives and assistants. The **IP 560g** adds Gigabit Ethernet support to the IP 560 for users with Gigabit desktop needs (architects, designers, etc.). Up to four **BB 24** programmable button boxes can be added to any phone (except the IP 110) each delivering 24 additional buttons important for operators and assistants. 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 hard disk. You can record personal greetings and manage mailboxes from your desktop software or from any telephone, as well as your Microsoft Outlook inbox. Saved messages can be played on multimedia PCs, forwarded to others, or embedded in other documents. Once you've seen this flexible system in action, you'll wonder how you managed without it.

Productivity tools out of the box

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

Advanced applications are easy to add-on

Additional applications, including contact center functionality and complete collaboration solutions, can be added to ShoreTel Small Business Edition as your needs grow.

Feature Comparison:

	Small Business Edition	Enterprise Edition
System		
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
ShoreWare Director		
Installation	•	•
Administration	•	•
Maintenance	•	•
Call detail reporting	•	•
Dial plan support	•	•
Language support	•	•
Integrated server	•	o
ShoreGear Voice Switches		
ShoreGear-120/24	•	•
ShoreGear-60/12	•	•
ShoreGear-40/8	•	•
ShoreGear-T1	•	•
ShoreGear-E1	•	•
Office Anywhere	•	•
IP phone failover	•	•
Power transfer failover	•	•
PSTN failover	o	•
On-net dialing	o	•
SMDI – External voicemail	o	•
ShorePhone Telephones		
IP 560g	•	•
IP 560	•	•
IP 230	•	•
IP 212k	•	•
IP 110	•	•
BB 24	•	•
AP 100	•	•
SoftPhone	•	•
Voicemail		
Mailboxes	100	10,000
Servers	3	21
Calls / server	10	254
Call Handling Modes	•	•
Find Me	•	•
AMIS	o	•
SMDI – ShoreTel voicemail	o	•
Automated Attendant		
Menus	256	256
Call Managers		
Personal Call Manager	50	10,000
Advanced Call Manager	50	10,000
Operator Call Manager	50	200
Converged Conferencing		
Conference bridge	12, 24 port*	12, 24, 48, 96 port
Contact Center		
Workgroups (groups, agents, supervisors)	50, 50, 50	128, 500, 128
Contact Center	•	•
Enterprise Contact Center	•	•

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

