Voice over Internet Protocol (VoIP) ShoreTel Telephone System
ShoreTel VoIP Telephone System

- Distributed architecture – easy to deploy and scale to multiple sites and locations
- Easy to manage from anywhere with browser-based ShoreTel Director
- Applications are distributed and can run from anywhere in the system
ShoreTel VoIP Telephone System

- ShoreGear Voice Switches - heart of VoIP platform
  - Connects the PSTN (public switched telephone network) world with the IP world
  - Call control, messaging, auto-attendant
ShoreTel VoIP Telephone System

- Distributed Voice Servers - applications are distributed and can run from anywhere in the system
  - Voicemail
  - Workgroups
  - Account Codes
  - Unified Communication
  - Etc.
ShoreTel VoIP Telephone System

• Phones
  – Wide range of models
  – Ergonomic Design
  – Buttons for common tasks
  – Display on all models – who is calling, missed calls, messages
ShoreTel VoIP Telephone System

- **IP-115** – single line
  - Six feature keys for common operations
  - A one-line display that shows caller ID, date and time
  - A speaker for two-way intercom communication and hands-free

- **IP-230** – three lines
  - Eight feature keys, four soft keys, and three custom keys
  - Five-line display
  - Full-duplex speakerphone
  - Integrated headset jack
ShoreTel VoIP Telephone System

- IP-565g – six lines
  - Five-line display
  - Color-lit line buttons for call recognition / id
  - Full-duplex speakerphone
  - Color screen
  - Bluetooth headset compatible
  - Eight feature keys, four soft keys, six custom keys
ShoreTel VoIP Telephone System

IP-655 - twelve line
- Large color touch screen
- Advanced microphone technology
- Visual voicemail
- Directory with presence indicator
- Five feature keys
- Optional microphone pods
ShoreTel VoIP Telephone System

IP-8000 – two line conference phone
- Complete room coverage
- Low distortion, advanced noise reduction
- Two feature keys and four soft keys
- Full duplex speakerphone
VOIP Network Diagram

LOMPOC VALLEY CENTER

SANTA MARIA CAMPUS

SOLVANG CENTER

COLUMBIA BUSINESS CENTER
ShoreTel VoIP Telephone System

Unified Communications

- **Outlook Integration**
  - Voicemail notification in Outlook
  - Call contacts from Outlook
  - Call handling on a meeting/appointment basis

- **Desktop Communicator**
  - Define incoming call routing based on who is calling, when they’re calling, and call-handling mode
  - Send calls to voicemail, another phone number, and play specific ringtones based on caller
  - Built-in instant messaging and video phone calls
ShoreTel VoIP Telephone System

Emergency Handling

- E911 Notification
  - Audible and detailed desktop alerts
  - Phones calls to key personnel
  - Real-time built-in instant messaging
THANK YOU