

Feature Overview



What's New in ShoreTel 6.1

ShoreTel 6.1 introduces new key system capabilities that combine the features of the best traditional TDM products with the flexibility, manageability, usability, and cost-effectiveness of ShoreTel's unique VoIP technology. The star of this latest release is the ShorePhone IP 212k, an ergonomic IP key system telephone with 12 programmable buttons, exceptional audio quality, and big LCD display.



"I really like the 212k phones for small offices. I'm sure they'll be a big hit!"

— Jason Reed,
Information Technology
Manager
Grubb Properties

Key system focus

Key system telephone—IP 212k

The new IP 212k is ideal for branch offices and small businesses that expect "key system" behavior from their phone system. The phone has two soft keys and twelve self-labeling programmable buttons that can be configured to meet the needs of the customer. The phone has eight hard keys (transfer, conference, intercom, hold, voicemail, options, directory and redial) and complete audio controls for the handset, speaker-phone and headset. The IP 212k features a high contrast display oriented vertically to mimic the look and feel of a key system telephone and is available in black or silver plastic.

Bridged call appearance

Bridged call appearance is a new feature for branch offices and small businesses that have shared call answering requirements. A new type of extension is created whose call appearances can be programmed on multiple telephones, in particular the IP 212k (also the IP 560, IP 530, IP 230 and BB 24).

- **Inbound calls** can be pointed at the bridged call appearance alerting multiple telephones with a blinking green button. When one person answers, the associated bridged call appearance goes solid green on their phone while it goes solid red on all other telephones. When the person places the call on hold, the associated call button blinks green on all telephones allowing for second button answer on any telephone.
- For **outbound calls**, a person can press a bridged call appearance, enter a trunk access code, and place a call. The caller ID for the bridged call appearance is delivered (when using PRI) and the associated button on the phone will be solid green while the associated button on other phones will be solid red.

Bridged call appearances are also presented in the Operator Call Manager in a new Bridged Call Appearance Monitor available from the file menu.

Centrex flash

This new feature allows a user to transfer an external call on an analog loop start trunk to an external number using the Centrex feature set from the central office. This feature is important for small offices and branch offices with limited numbers of trunks that have to transfer calls to external numbers. The feature can be programmed on

a button on the IP 560, IP 530, IP 230, IP 212k or BB 24. When on an external call using an analog loop start trunk, the user can press the Centrex flash button causing the system to flash the central office. The user will then hear Centrex dial tone and can continue using the Centrex feature set. Typically this means entering an external number (do not use an access code) and hanging up to complete a Centrex transfer clearing the trunk. It can also be used to initiate conference calls using Centrex conference. This feature is only supported on analog loop start trunks and requires Centrex flash to be enabled on the trunk.

More phone options

Office worker telephone—IP 230

A new IP 230 telephone is targeted at the general office worker and is an enhancement to the existing IP 210. The phone has four soft keys and three self-labeling programmable buttons that can be configured to meet the needs of the customer. The phone has eight hard keys (transfer, conference, intercom, hold, voicemail, options, directory and redial) and complete audio controls for the handset, speakerphone and headset. The IP 230 features a high contrast display with four lines of display and one line of soft keys and is available in black or silver plastic.

Gigabit telephone—IP 560g

The new IP 560g is targeted at users that have network bandwidth requirements (graphic designers, media artists, engineers, etc.) and want to daisy the network jack from the wall, through their telephone and to their computer. The IP 560g is functionally identical to the current IP 560 but features a 10/100/1000 auto-sensing Ethernet switch supporting the 802.3af power over Ethernet standard. Note that Gigabit Ethernet requires Cat5e cabling.

International

Ireland dial plan

With ShoreTel 6.1, support for the dialing plan in Ireland has been introduced. This allows dialing from the Call Manager and telephones as well as proper dial plan signaling to the central office in Ireland.

QSIG exposed in ShoreWare Director

QSIG has been exposed in ShoreWare Director making it easier to configure PRI tie lines to third party devices including legacy PBX systems. This is most important in Europe where QSIG is the standard of choice rather than Euro-ISDN for PBX to PBX networking.

Customer satisfaction enhancements

"Zero-zero" to personal assistant

An enhancement to the personal assistant feature of a user's mailbox helps speed communications between executives and their assistants. When a user is checking their mailbox for messages, they can press zero at the main menu, or zero-zero during message playback to reach their configured personal assistant. This is important for instance when a lawyer is checking messages, hears something important and needs to immediately reach their assistant.

"Two line Caller ID" on the IP 230/530/560

The presentation of Caller ID on connected calls has been improved to deliver more information to make the system even more useful. When a user has a single call, the IP 230, IP 530 and IP 560 will use two lines to display the full Caller ID name and number of the other party rather than abbreviating the information on a single line. If a second call comes in, the display will revert to single line Caller ID.

Build number exposed on Director login page

The build number for the release have been exposed directly on the Director login page rather than requiring the user to "hover" over the release number to see the more detailed build number. This will simplify system maintenance and troubleshooting.

Additional FAX option

A new option has been added on the user edit page for FAX machines. If you have a FAX machine connected to an extension port, you can configure that port ONLY for FAX calls. Typically the system dynamically detects the FAX tone before locking the echo canceler and jitter buffer. With this new option, the jitter buffer and echo canceler will always be locked. This is useful in some international applications when the analog extension port is always used for FAX calls.

CDR text file change to handle longer extensions

The CDR text file has been changed to handle the longer extension numbers associated with On Net Dialing.

IMPORTANT: If you have a call accounting system using the CDR text file, you may have to modify the configuration of the call accounting software to handle the longer extensions.

SIP improvements

DTMF support on the backup auto-attendant for SIP trunks

When a call on a SIP trunk reaches the backup automated attendant, the backup automated attendant can now listen for DTMF tones from the SIP trunk for navigation.

Music on hold for SIP trunks

When a call on a SIP trunk is placed on hold, the ShoreTel system will now play music to the SIP trunk. Note that music on hold is not played across ShoreTel to ShoreTel SIP tie trunks at this time.

Ringback tone for hunt groups and workgroups for SIP trunks

When a call on a SIP trunk goes to a hunt group or workgroup, the ShoreTel system will now ensure the calling party hears ringback tone.

FAX improvement for SIP trunks (ShoreGear analog port <-> SIP trunk)

When a FAX call between an analog extension port on a ShoreGear voice switch and SIP trunk occurs, the ShoreTel system will properly detect the FAX tone.

Licensing

System key (node locked)

With ShoreTel 6.1, we have introduced "node locking" of the ShoreTel software licenses for the customer to their specific system using profile information on the main ShoreWare Director server. Customers and partners can submit the profile information of their system on-line using ShoreWare Director and ShoreTel will deliver a new system key via e-mail within 3-5 days. Note: After upgrading to ShoreTel 6.1, you will have 45 days to ensure the new license key is installed or you will be shutout of ShoreWare Director.

Compliance management (with grace period)

With ShoreTel 6.1, we have introduced compliance management into ShoreTel Director. If you are out of compliance, you will have 45 days to get back into compliance by removing unneeded configurations and / or ordering additional licenses. The grace period allows ad-hoc, unplanned changes that could exceed the license limits to be made instantly and giving you 45 days to get back into compliance.

IMPORTANT: Do not upgrade to ShoreTel 6.1 unless you are already in license compliance. If you upgrade, you only have 45 days before you will be locked out of ShoreWare director.

Additional site license (keyed)

With ShoreTel 6.1, we have introduced a new keyed, "additional site license" that is required for each site beyond the main, headquarter location. For installed base customers, when you upgrade and request your new system key, you will automatically receive additional site licenses for all configured sites.

SIP trunk license (self-audited)

With ShoreTel 6.1, the SIP trunk self-audited license will now appear on the license edit page.

