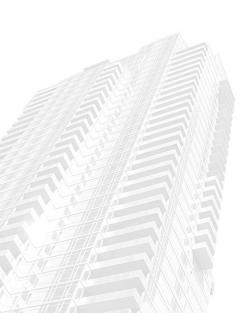# Converged Conferencing 7.1

ShoreTel®

HIGHLIGHTS/SUMMARY

- *Increased capacity*

- *Support for Call Manager Instant Messaging feature*

- *Expanded Microsoft support*

- *Conferencing port reservation*

- *Simplified and more secure administration*

Overview

Converged Conferencing release 7.1 offers a variety of enhancements—from usability improvements that increase the quality of the user experience to an improved administrative interface that further streamlines system management.

The key new features are the increased capacity to 204 conferencing ports and the ability to enable Converged Conferencing as the instant messaging (IM) and presence server for ShoreWare® Call Manager. With these new features, ShoreTel provides an end-to-end IM solution for organizations of all sizes.

In addition to dozens of usability enhancements, release 7.1 also allows users to reserve ports with guaranteed access when their meetings start. These changes and more, help administrators manage the system faster and even more securely.

Increased capacity for conferencing and embedded IM server

With this new version, the server capacity is increased from 96 to 204 concurrent audio and Web ports that support a broad range of conference types, including town hall meetings and webinars.

In addition to conferencing, the embedded IM server now supports up to 500 active IM users when used in conjunction with the ShoreWare Call Manager IM feature. The IM server supports encrypted communications to the ShoreWare Call Manager via HTTPS. The combination of conferencing and IM services within a single, simple, and secure appliance makes release 7.1 a unique offering in the marketplace today.

Expanded Microsoft support

Internet Explorer 7 and Office 2007 documents are now fully supported with this new version. Please note that customers upgrading from release 5.6 must acquire Microsoft Office 2007 to activate this feature.

Active talker indicator

With Converged Conferencing 7.1, the participant list displayed during a conference now provides a visual indication of who is speaking during a call. This enhanced capability is especially useful in larger conferences where a host may need to mute a specific caller with a noisy background.

Improved color depth

Converged Conferencing 7.1 supports up to 16-bit color sharing for improved image quality in the shared document or application.

Extended set of phone commands

Participants no longer have to be at their desks to record a conference call with version 7.1. Conference leaders simply dial ##4 from a touchtone phone to start or stop a recording. The recording is then stored in the account of the person who owns the conference.

Plus many more usability improvements...

The new release comes with a wealth of additional usability enhancements. Here are some general highlights:

- The form to create a conference has been grouped into three easy steps, and the description of the meeting options has been clarified. In addition, expired conference options can be reused to create a new conference in just a few clicks.

- The ability to assign a specific time zone to a conference facilitates meeting management across time zones, a huge benefit for highly mobile workers and offices in dispersed geographical locations.

- Leaders in a conference call may now place outgoing calls to add new people to the conference. By default, everybody in the conference will hear the outgoing call as it is placed, including the phone ringing and the new person answering. However, there is an option in case the leader does not want other participants to hear the outgoing call as it is placed, by selecting the Dial Out with Prompt option.

- When attendees join a conference by having the system call them back, they must press 1 to confirm that this is the correct number. This feature helps eliminate accidentally adding a voicemail box to a conference call. If the call is either not answered, the line is busy, or the call is answered by voicemail, it will not be connected to the conference.

- Conference participants are now automatically presented with the shared document or shared desktop, without having to click on a link.

- For large conferences such as webinars, participants can be prevented from seeing or IMing each other. In that case, the leader is the only who sees the entire participant list. Also, when sharing the desktop, there is now an option to keep the conversation window in the background.

Improved utilization with port reservation
Port reservation is an option enabled by the administrator at the system or organization level. With port reservation enabled, a user is assured access to a scheduled conference as the conference starts. This feature also enables an administrator to decide whether the users can overbook.

Enhanced Security
With this new version of Converged Conferencing, Lightweight Directory Access Protocol (LDAP) user synchronization is now supported over Secure Sockets Layer (SSL—also called LDAPS). User account password policies are implemented to improve end-user information security. Changes include strong passwords, and the ability to force password change at the next login, or require password change every N days. SNMP now supports v3 with privacy.

Simplified Administration
User management is greatly simplified with version 7.1, as administrators can now seamlessly add new users to the database by interrogating a LDAP server. For organizations that do not use LDAP, a new option allows importing, exporting and deleting user data in bulk.

The new paginated user list provides a user-interface improvement for administrators by displaying 50 users at a time. This produces faster results, and makes the lists easier to navigate.

A contextual online help is available in the administrator Web interface to guide the administrator through the different settings.

To help reduce administrator workload, all users can access their own Call Detail Reports. This feature also is particularly useful for situations where users bill their customers for conferencing time, such as legal services or design consulting. For maintenance purposes, the administrator can send notifications to online users.

Multilanguage Support
Converged Conferencing 7.1 is currently available in US English and UK English.

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.

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