ShoreTel

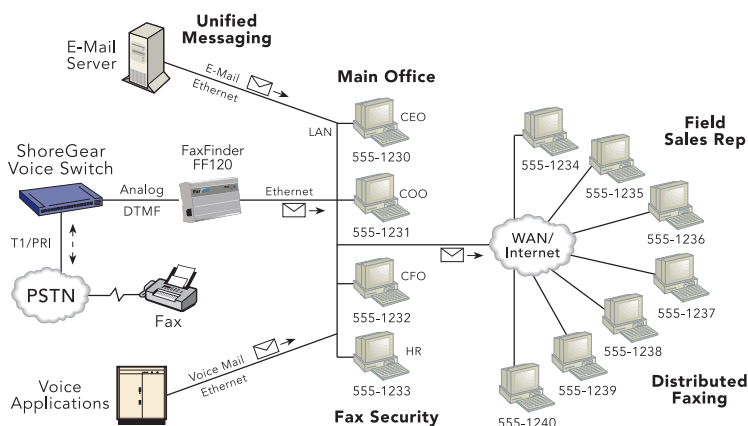## Distributed Fax Capabilities for Complete Unified Messaging

ShoreTel an innovative leader in delivering IP telephony to the enterprise, and Multi-Tech together provide a complete, distributed, unified messaging solution by delivering voice mail and faxes directly to the desktop of remote offices and field sales people. The ShoreTel architecture distributes voice applications – including voicemail and automated attendant – to servers across a Wide Area IP network. Now, with the cost-effective, easy-to-use, Multi-Tech FaxFinder® V.34 fax server solution, faxes can also be distributed across the IP network to local LAN users as well as over a WAN to remote and mobile workers.

The ShoreTel system is a completely distributed, scaleable solution layered on the IP network with no single point of failure. At the heart of the system is a call control architecture that distributes call management functions to intelligent gateways – called voice switches – anywhere on the IP network. Users are also able to run applications on their desktop to get unified messaging so voice mail shows up in their e-mail inbox. The resulting solution provides a single-image system for all locations and all voice applications.

The Multi-Tech FaxFinder fax server complements the ShoreTel system by adding distributed faxing to complete the unified messaging package. It simply connects to an analog port(s) of the ShoreTel system. When a fax call is received, the ShoreTel system converts the call to DTMF tones and sends it to the FaxFinder fax server. The fax server answers the call, receives the fax, converts it to a PDF or TIFF file, attaches it to an e-mail, and forwards it to the mail server where it is sent to the recipient's mailbox. Once received, users can view, print or forward the fax as an e-mail to another e-mail user.

"Fax integration is an important part of a unified messaging solution," explains John Casselman, Product Specialist of ShoreTel. "By delivering faxes directly to the desktop, the Multi-Tech FaxFinder fax server provides instant and flexible access to information anywhere, anytime."

In addition, the FaxFinder fax server, used in conjunction with the ShoreTel system will help reduce monthly phone bills. The solution allows you to share inbound and outbound trunks for fax services rather than having dedicated fax lines reducing monthly service costs.

FaxFinder® and ShoreTel

Solution Benefits:

· Distributed fax solution for remote offices and field sales people

· Delivers faxes directly to the desktop

· Completes unified messaging solution

· Reduces monthly phone bills

Solution Components:

· FaxFinder fax server at corporate site

· ShoreWare Server Software, ShoreTel5 Release 2 or higher

· 1 or 2 analog ports on ShoreGear Voice Switches

· Sufficient ShoreWare User License(s). One user license is required for each telephone port connected to the fax server

> " By delivering faxes directly to the desktop, the Multi-Tech FaxFinder fax server provides instant and flexible access to information anywhere, anytime. "
>
> - John Casselman, Product Specialist at ShoreTel, Inc.

MultiTech® Systems

Multi-Tech FaxFinder

The FaxFinder fax server is a turnkey desktop solution that connects to an analog port(s) of a PBX capable of DID to DTMF conversion. It converts faxes to PDF or TIFF files allowing you to receive faxes wherever you are as e-mails and send faxes from any application that can print. The solution provides distributed faxing capabilities, over a WAN, from a corporate office to small remote offices as well as to field sales people. In addition, it provides secure, convenient faxing for LAN users offering a high degree of privacy for both the sender and recipient.

Features:

· Utilizes DTMF to route faxes to e-mail
· Phonebook stores up to 300 unique fax numbers
· Faxes converted to PDF or TIFF files
· Built-in TIFF viewer shows thumbnails, zooms, rotates and flips
· Includes a send fax client compatible with Windows XP, 2000, 2003 and NT (32-bit versions only)
· Client address book synchronization with Microsoft® Outlook®
· Super G3 V.34/33.6K fax communication
· Web server interface for system configuration and management
· Window-based manager for easy firmware updates, copying configuration files and phonebook synchronization
· Connects to 10/100BaseT Ethernet
· Two-year warranty

Model No.	Description
FF120	1-Port V.34 Fax Server
FF220	2-Port V.34 Fax Server
FF420	4-Port V.34 Fax Server
FF820	8-Port V.34 Fax Server

ShoreTel IP Phone System

While competitors modified cumbersome legacy technology or patched together an array of products from different acquisitions to form their telephony products, ShoreTel started from a clean slate. As a result, ShoreTel Smart™ systems are remarkably simple, yet have all the features and reliability expected from a technologically advanced IP telephony solution:

· **Distributed intelligence** - With no single point of failure and embedded hardware platforms, ShoreTel systems are extremely reliable.
· **Single management interface** - A single-view interface means users spend very little effort managing this streamlined system.
· **Easy to use** - With a perceptive design and plug-and-play implementation, ShoreTel systems live up to their reputation as the industry's easiest solutions to deploy and use.
· **Exceptional customer service** - The company has a six-year track record of outstanding customer satisfaction and financial stability.
· **Phenomenal clarity** - Mature IP telephony is a stable communications platform today. Users and their callers won't be able to tell the difference between phone calls over traditional landlines or phone calls over the local and wide area network.
· **Simple expansion capability** - Standalone or integrated solutions easily expand up or down, automatically seeking and enabling new locations.
· **Smooth migration path** - Starting with a branch office or corporate headquarters, ShoreTel technology is the easiest way to embrace IP telephony.