

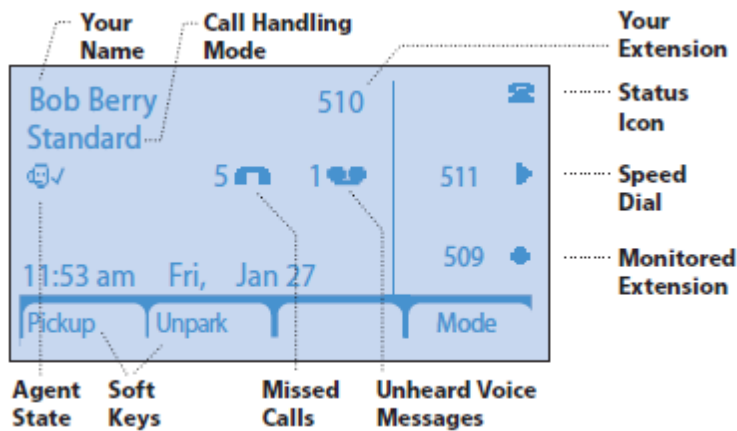
Ursinus ShoreTel IP Phone System Key Features

To continue our commitment to offer the latest technology, we will be implementing a new voice over IP telephone system “ShoreTel”. The new system includes a suite of applications that are integrated with the system improving productivity and providing better ways to communicate. Below are just a few key features among many that will increase productivity.

Directory Viewer

Directory Viewer is a convenient phone book of system and personal contacts. Users can view contacts and initiate calls with the press of a button on your phone.

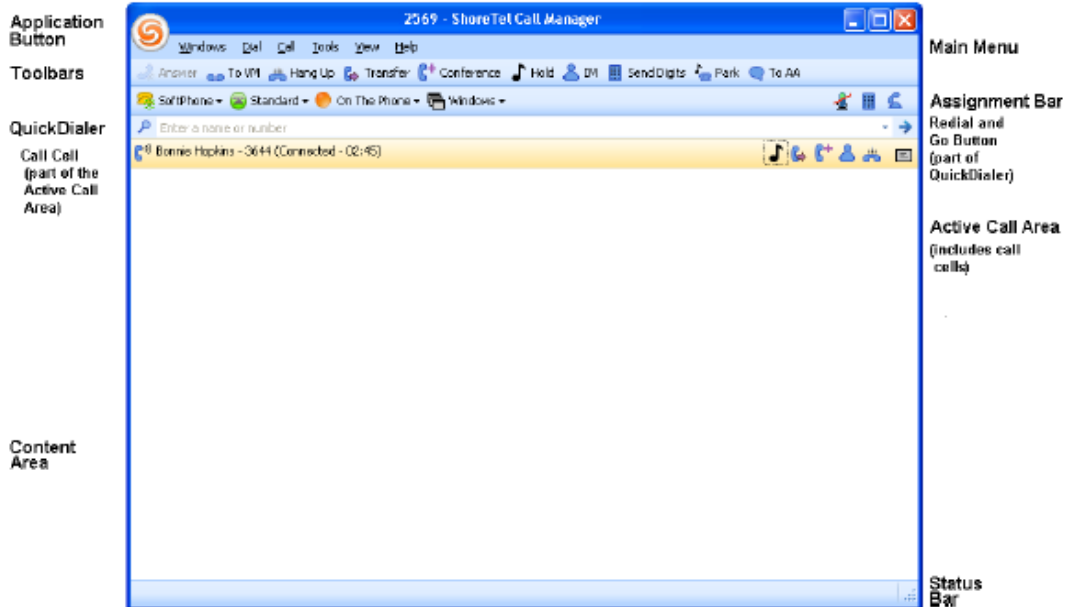
The system is intuitive; displaying the number of missed calls missed giving you the ability to view the missed call displaying the number of the caller.



Personal Call Manager “PCM”

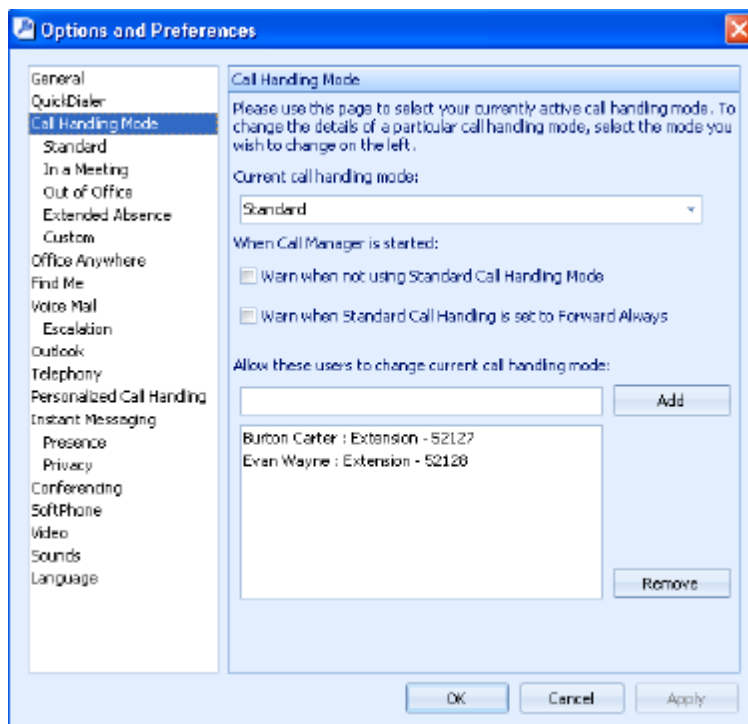
What is PCM? Call Manager is the ShoreWare client application that will help you manage your calls, voice mail, and personal system settings through a graphical user

interface with a touch of a mouse.



Call Handling defines call management conditions and tasks for your inbound calls. The system provides five call handling modes giving you the ability to customize how calls are handled depending on the mode.

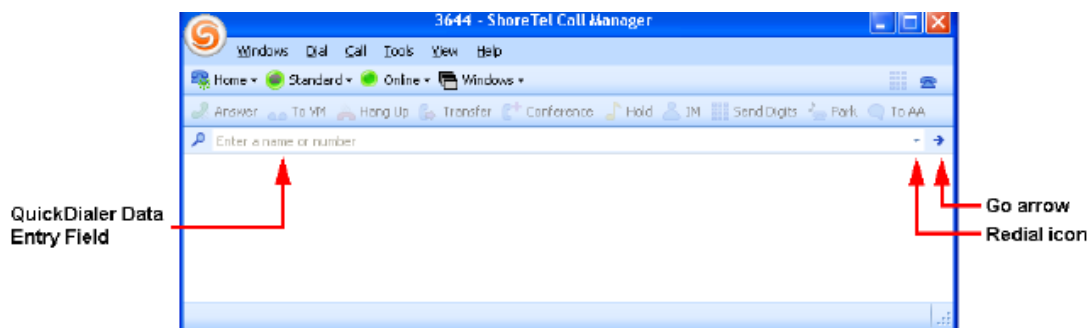
- Standard
- In a Meeting
- Out of Office
- Extended Absence
- Custom



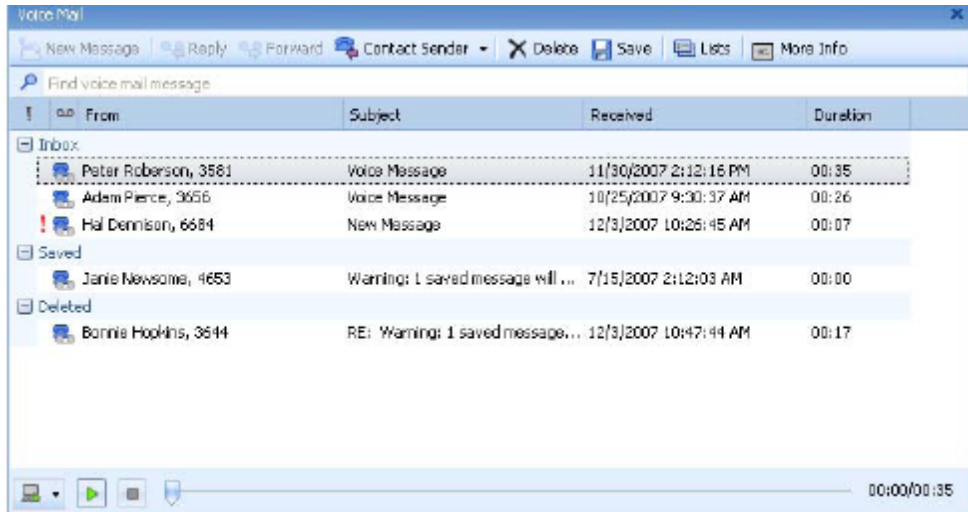
History Viewer is available through Call Manager; displaying a detailed log of both incoming and outgoing calls. You will have the ability to search the history for phone numbers of past callers. For each call, the History Viewer displays the source or destination number, the start time, and duration.

From/To	Name	Phone Number	Start Time	Duration	Call Note
Missed	Adam Pierce	(398) 306-7555	12/11/2007 12:14 PM	00:18	
To	Bonnie Hopkins	3577	12/11/2007 12:00 PM	01:12	
Missed		(726) 477-9125	12/11/2007 11:55 AM	00:18	
Missed		(398) 635-0008	12/11/2007 11:44 AM	00:18	
Message	Molly Ogden	3037	12/11/2007 11:41 AM	00:18	
From	Pete Preston	2665	12/11/2007 11:32 AM	00:18	
Message	UNAVAILABLE	(468) 911-8280	12/11/2007 11:31 AM	00:18	
From	Charles Smith	(224) 941-1175	12/11/2007 11:30 AM	00:00	
To	Even Wayne	4559	12/11/2007 11:28 AM	01:30	
From	Bruce Jenkins	3625	12/11/2007 11:26 AM	01:47	
From	Kelvin Mason	3259	12/11/2007 10:53 AM	00:22	
From	Matty Jones	3073	12/11/2007 10:50 AM	00:47	
To	Mathilda Rollins	3553	12/11/2007 10:44 AM	00:12	
To	Janie Newsome	3445	12/11/2007 10:42 AM	00:17	
To	Mathilda Rollins	3553	12/11/2007 10:41 AM	00:21	
Missed	WIRELESS CALLER	(398) 316-7555	12/11/2007 10:22 AM	00:18	
Message		(726) 363-0253	12/11/2007 10:18 AM	00:18	
Transferred	Adam Pierce	(224) 635-5058	12/11/2007 10:11 AM	02:21	
Missed		1910	12/11/2007 9:51 AM	00:00	

Unified Messaging is an Outlook integration feature that provides an interface to the messaging applications on the desktop computer. This feature provides access to voice mail from Microsoft Outlook, enabling you to manage your voice mail messages in the same way that they currently manage your e-mail messages. In addition, it will allow you to take advantage of the calendar based call handling feature, giving you the tools to customize how calls are routed when they are not available.



VoiceMail Integration with Outlook, the ShoreTel system provides visual voicemail to the PC desktop with Personal Call Manager as well as to Microsoft Outlook with your choice of an e-mail message form that can be played on the PC through your e-mail with a standard WAV Audio for Windows as a message attachment that can be played on your multimedia PC. Your message attachment can be conveniently viewed and filed within the Outlook mailbox, giving you the ability to reply directly to the sender with a message or with a call.



Message Notification gives you the ability to be notified via e-mail, mobile phone, or pager when a message has arrived. This feature also offers escalation options to ensure that the message always gets attention.

Office Anywhere allows you to maintain an on-system extension presence with an external number, you will have the ability to route your office phone extension to a cell phone, and at home office so while the conversation occurs over the cell phone or home phone, the call appears via Call Manager and can be acted upon using many of the features available via Call Manager.

