

Dear Teledata Customer,

ShoreTel 8.1 is right around the corner and we want to keep you up-to-date on what this means for you, the ShoreTel administrator. With this update, ShoreTel will move forward on its promise of advancing innovative functionality and low total cost of ownership with a new VPN phone, an expanded range of devices supported by Mobile Call Manager, industry-leading high resolution video and more. But, with every ShoreTel release there are things you need to be aware of. One of those is your compliance with the ShoreTel Global Technical Assistance Center (TAC).

ShoreTel TAC supports two software revisions back from the current General Availability release. This means that once ShoreTel 8.1 becomes Generally Available, ShoreTel TAC will provide support for versions 7.0, 7.5 and 8.1. ShoreTel customers who are on version 6.1 and earlier will need to upgrade their system to a supported software version prior to utilizing ShoreTel support services.

You can check your software version by accessing the ShoreWare Director software which will log you into the "Quick Look" page. On the right of the page, select your Headquarters Server. Scroll to the bottom of the sever page, and make note of the "Build Number". Build numbers 11.15.5300 and lower will not be supported after version 8.1 is released. If you have questions regarding your current software level, please contact Teledata Support.

For customers who plan to upgrade to version 8.1 after General Availability release, please be aware of new minimum desktop and server requirements.

The minimum desktop requirements for Personal Call Manager in 8.1 are:

- Windows XP Professional with Service Pack 2 or Windows Vista Business
- Pentium 3 – 800 MHz Processor
- 1 GB RAM (2 GB RAM for Vista)
- 1 GB Hard Drive space
- Microsoft .NET version 2.0 (Personal Call Manager will install if not already present)

The ShoreWare Version 8.1 server software is only supported on the following operating systems:

- Windows Server 2003 SP2 32-bit (Standard or Enterprise)
**ShoreWare Version 8.1 is not supported on Windows 2003 SP1*
- Windows Server 2003 R2 Enterprise Edition, 32-bit (Standard or Enterprise)
**ShoreWare is supported only on 32-bit operating systems*

Teledata Communications is happy to help with your software migration plans. If you have any questions or concerns regarding these topic s, please feel free to contact us.



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