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Desk hours - 8:30-8:00 Eastern

Market Development – Michael Filbert

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[www.ShoreTel.com](http://www.ShoreTel.com)

## Vendor Program Overview

Beyond mere business phone systems: unified communications.

ShoreTel's Unified Communications (UC) capabilities leverage the power of VoIP to integrate communication tasks. Built on our brilliantly simple business VoIP phone solution, ShoreTel brings together VoIP telephony, instant messaging, video conferencing, mobility, presence, and collaboration capabilities into a seamless business environment.

Our business VoIP phone system with built-in UC lets both on-site and remote users see who is available at any given moment, and decide how best to reach them. With less time spent playing phone-tag, everyone has more time for the real business at hand.

## Key Products

IP655 Phone –color touchscreen, 5 function keys, unlimited redial/history

IP930D Phone –wireless, color backlight, unlimited redial/history

IP565G Phone –8 function keys, color backlight, last 20 redial/history

Mobility –must be mobility certified, routers and mobile accessories

Enterprise Contact Center –must be ECC certified, Inbound/outbound voice, chat, email, fax, text

## Maintenance/Support

Maintenance is highly recommended with all purchases. Maintenance provides tech support and product updates. One, Three and Five year options are available.

## Media

Hard copy media is provided free for all new licenses purchases.

## Authorization Requirements

ShoreTel restricts the sale of product to ShoreTel Partners only. ShoreTel has different levels of authorization. This affects the products that can be purchased based off a reseller's authorization level.

## Ordering Requirements

To assure prompt processing of your ShoreTel Purchase, please be sure to include the following information when placing your order with us:

1. Ship to address and method
2. PO number
3. End-user agency/organization name
4. End-user shipping street address, city, state and zip code
5. End-user contact name - first and last name required
6. End-user contact phone number
7. End-user contact email address (email domain must match business name)

**Product Delivery**

ShoreTel's normal processing time on orders is 2 business days. Licenses are delivered via email. The delivery goes directly to the reseller. ShoreTel ships product using UPS.

**Renewals**

Renewals must be purchase before the license expires. A 20% reinstatement fee is applied after the expiration date of the support contract.

**Important Notes**

ShoreTel restricts the sale of product to ShoreTel Partners only. ShoreTel requires resellers to be both ShoreTel certified and authorized to purchase through Ingram Micro before receiving quotes or placing orders. If you are not certified or authorized please contact Michael Filber on the ShoreTel market development team at x66154.