

Increase employee productivity and customer satisfaction by unifying communications across multiple enterprise locations.



Highly reliable, intelligent ShoreTel voice switches meet the communications needs of small, medium and large offices by:

- Eliminating communication boundaries with one enterprise phone system
- Instilling confidence through a proven, dependable design
- Providing a smooth, scaleable migration to IP telephony
- Allowing rapid plug-and-play deployment
- Preserving pristine voice transmission quality

*ShoreGear-120/24
ShoreGear-60/12
ShoreGear-40/8
ShoreGear-T1
ShoreGear-E1*

Eliminate communication boundaries

With a single phone system spanning multiple locations, enterprises can radically simplify employee communication and boost customer satisfaction. Enterprises can uncover hidden productivity drains as employees use four-digit dialing to reach coworkers and seamlessly transfer, conference, pick up, park and intercom between sites. Workers can even move locations and assign their extensions with the ShoreTel AnyPhone™ feature. Customer satisfaction increases as calling parties connect with the right people faster.

Confidence through reliability

System administrators can rest easy knowing ShoreGear voice switches deliver 99.999% reliability and use an embedded, real-time operating system. A unique call control architecture enables switches to communicate with each other and distribute call processing on the network. If a switch goes offline, its peers automatically compensate, ensuring uninterrupted service. Distributed call processing eliminates single-point failures – providing a level of reliability exceeding even traditional voice systems.

Key products

The ideal solution for a headquarters, regional and branch offices, **ShoreGear-120/24**, **ShoreGear-60/12** and **ShoreGear-40/8** support up to 120, 60 and 40 IP phones or 24, 12 and 8 analog devices respectively. The switches provide an audio input port for a music-on-hold source, plus an audio output port for overhead paging and night bell services. A power-fail transfer port ensures dial tone during power outages.

Smooth migration path

With five stackable, space-efficient designs, ShoreTel makes it easy to choose the right solutions for large corporate headquarters, regional branches and small satellite offices. Enterprises can also migrate to IP telephony over time. They can leverage existing investments using the ShoreGear-T1 to provide tandem trunking and coordinated dialing with existing PBXs.

Rapid deployment

Plug-and-play installation means enterprises can add new ports and users by simply connecting switches to the network. ShoreWare™ Director automatically discovers new switches and adds them to the ShoreTel system.

Pristine voice quality

In independent rankings, ShoreTel consistently earns top marks for superior IP telephony call quality. The low latency and toll-quality voice delivered by ShoreGear switches are the result of ShoreTel technology leadership in dynamic echo cancellation and jitter buffering, as well as lost packet handling.

ShoreGear-T1 provides a T1 interface for high-density trunking to a central office (CO). ShoreGear-T1 supports loop start, wink start or Primary Rate Interface (PRI) signaling. ShoreGear-T1 can also function as a voice-over-IP gateway to PBX installations – bridging the ShoreTel system to pre-existing legacy systems and smoothing the migration path to IP telephony. These ShoreGear switches include two LAN ports for redundant network connections. **ShoreGear-E1** provides an E1 interface using Euro-ISDN PRI signaling for international applications.

Feature list

Telephone features

Call barge in
 Call conference (6-party)
 Call forward, busy
 Call forward, external
 Call forward, no answer
 Call hold
 Call join
 Call park/unpark
 Call pickup
 Call recording
 Call stack (1-16 calls)
 Call redirect
 Call transfer, blind
 Call transfer, consultative

Call transfer, intercom
 Call transfer, mailbox
 Call waiting
 Caller ID name
 Caller ID number
 Caller ID blocking
 Camp on
 Directory dialing
 Distinctive dial tone
 Distinctive ringing
 E911
 Handsfree
 Intercom
 Night bell
 Message waiting

Missed call
 Multiple line appearance
 Music-on-hold
 Operator ("0")
 On hold reminder ring
 Paging
 Redial
 Ring tone selection
 Speed dial
 Silent monitoring
 Voice mail ("#")
Trunk types
 Analog loop start
 Analog wink start
 T1 loop start

T1 wink start
 T1 PRI
 E1 PRI
Trunk features
 ANI
 Automatic trunk maintenance
 Caller ID name
 Caller ID number
 Dial-in prefix
 Dial-out prefix
 DID
 DNIS
 Network call routing
 Network/User Side PRI
 Off-system extensions

Tandem trunking
 Trunk groups
IP phone support
 MGCP
 ToS/Diff Serv
 UDP 5004 (patent pending)
DSP features
 Dynamic echo cancellation
 Dynamic jitter buffer
 Lost packet handling
 Voice compression
 • Linear
 • G.711
 • ADPCM
 • G.729a

System features
 Account codes
 Admission control
 AnyPhone™
 Backup auto-attendant
 IP phone failover
 Call permissions
 Extension length (3-5)
 Fax redirection
 Feature permissions
 Power fail transfer
 PSTN failover
 SMDI
 SNMP

Model	ShoreGear-120/24	ShoreGear-60/12	ShoreGear-40/8	ShoreGear-T1	ShoreGear-E1
Telephones					
IP phones	120	60	40		
Analog phones	24 (8 universal)	12 (8 universal)	6 (2 universal)		
Analog trunks					
Trunk ports	8 (8 universal)	8 (8 universal)	4 (2 universal)		
Digital trunks					
Digital trunk channels				24/23B+D	30B+D+F
Integrated CSU				•	•
Line and payload loop backs				•	•
Facilities data link				•	•
System					
Port capacity	10,000 ports	10,000 ports	10,000 ports	10,000 ports	10,000 ports
Switch capacity	200 switches	200 switches	200 switches	200 switches	200 switches
Front panel					
10M/100M Ethernet (RJ-45)	2	2	2	2	1
Analog	RJ-11, RJ-21X	RJ-11, RJ-21X	RJ-11, RJ-21X		
Audio input and output (mini)	•	•	•	•	•
T1 / E1 (RJ-48C)				•	•
T1 / E1 monitor (RJ-48C)				•	•
Maintenance (DB-9)	•	•	•	•	•
Mechanical					
19" rack mount	•	•	•	•	•
Dimensions	17.16 in. x 1.72 in. x 14.28 in.	17.16 in. x 1.72 in. x 14.28 in.	17.16 in. x 1.72 in. x 14.28 in.	17.16 in. x 1.72 in. x 14.28 in.	13.75 in. x 2.50 in. x 11.25 in.
Weight	9 lb	9 lb	9 lb	8 lb	10 lb
Power					
Input power	100-240 VAC, 50-60 Hz	100-240 VAC, 50-60 Hz	100-240 VAC, 50-60 Hz	100-240 VAC, 50-60 Hz	100-240 VAC, 50-60 Hz
Power consumption	2A max.	2A max.	1A max.	1A max.	1A max.
Environmental					
Operating temperature	0° to 50° C	0° to 50° C	0° to 50° C	0° to 50° C	0° to 50° C
Operating humidity	0-90% non-condensing	0-90% non-condensing	0-90% non-condensing	0-90% non-condensing	0-90% non-condensing
Storage temperature	-30° to 70° C	-30° to 70° C	-30° to 70° C	-30° to 70° C	-30° to 70° C

