

**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
<b>Telephones</b>					
IP phones	120	60	40		
Analog phones	24 (8 universal)	12 (8 universal)	6 (2 universal)		
<b>Analog trunks</b>					
Trunk ports	8 (8 universal)	8 (8 universal)	4 (2 universal)		
<b>Digital trunks</b>					
Digital trunk channels				24/23B+D	30B+D+F
Integrated CSU				•	•
Line and payload loop backs				•	•
Facilities data link				•	•
<b>System</b>					
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
<b>Front panel</b>					
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)	•	•	•	•	•
<b>Mechanical</b>					
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
<b>Power</b>					
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.
<b>Environmental</b>					
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

