

Bulletin Number: 17002 – Global
Date: January 31, 2017

Summary

This bulletin provides the initial notification of a comprehensive set of actions that will end:

- Support for certain older voice switch products
- Sales of ShoreTel 14.2
- Sales of pre-ST Voice Switches and associated SBE 100 Bundles
- Sales and support of the VPN Concentrator products

Contents

Summary.....	1
Introduction	2
SG Full-width Voice Switches: End of Life	3
Alternative Products for SG Full-width Voice Switches.....	3
Half-width SG Voice Switches and SG-24A: End of Sale	4
Continuing Availability	4
Alternative Products for SG Half-width and SG24A Voice Switches.....	5
Migration to ShoreTel Connect CLOUD	6
ShoreTel 14.2 Software: End of Life	6
Alternative Products for ShoreTel 14.2 Software.....	6
Voice Switch Bundle: End of Sale	6
SBE 100 Bundles: End of Sale	7
Continuing Availability	7
Alternative Products for SBE 100 Bundles	7
Voice Switch Software Compatibility	7
Hardware Warranty and Support Coverage	7
VPN Concentrator: End of Sale and End of Life	8
Alternative Products for VPN Concentrator	8
Tables of all Affected SKUs	8
Voice Switch SKUs (End of Life)	8
Voice Switch SKUs (End of Sale)	9
Voice Switch Bundle SKU.....	10
VPN Concentrator SKUs	10
ShoreTel 14.2 Software SKU.....	11
SBE 100 Bundle and Related SKUs.....	11
More Information.....	13

Introduction

This bulletin provides the initial notification of a comprehensive set of actions that will end:

- Support for certain older voice switch products
- Sales of ShoreTel 14.2
- Sales of pre-ST Voice Switches and associated SBE 100 Bundles
- Sales and support of the VPN Concentrator products

This formal announcement marks the beginning of this process that will be completed in a number of steps through mid-2018.

The following table provides a quick summary of the actions ShoreTel has already taken and will be taking:

Product	Announce EoS	EoS	Announce EoL	EoL
Full-width SG voice switches except SG-24A	Apr 2012 and earlier	Jun 2012 and earlier	Jan 2017	Dec 2017
SG-24A	Jan 2017	Jun 2018	-	-
Half-width SG voice switches except BRI models	Jan 2017	Jun 2018	-	-
Pre-ST switch bundles	Jan 2017	Jun 2017	-	-
Pre-ST SBE Bundles except BRI bundles	Jan 2017	Jun 2017	-	-
VPN Concentrator	Jan 2017	Jun 2017	Jan 2017	Jun 2018
ShoreTel 14.2 Software	Jan 2017	Jun 2018	Jan 2017	Jun 2018

End of Life (EoL) means that support renewals will no longer include the affected products, software updates and bug fixes will no longer be provided, and RMAs for hardware will not be issued. At EoL, the product enters an extended support phase in which ShoreTel will continue to answer questions and provide assistance for customers with active support contracts on the balance of their ShoreTel system. Note that affected products will not be compatible with versions of ShoreTel Connect ONSITE software released after the EoL date. Specifically, firmware images and all references to affected products will be removed from Connect Director.

End of Sale (EoS) means that the product is removed from all quoting tools and may no longer be ordered. After the EoS date, products remain fully supported (subject to active support agreements) with Connect ONSITE software updates, bug fixes, TAC assistance, and RMA service for hardware.

SG Full-width Voice Switches: End of Life

ShoreTel first sold the SG Full-width Voice Switches in 2003. EoS for most of these voice switch models occurred in early 2009, with the EoS for the SG-120 following in June, 2012. The following SG Full-width Voice Switches, currently fully supported, are addressed by this action:

- SG-40
- SG-60
- SG-120
- SG-T1
- SG-E1

Since these five models began shipping 14 years ago, customers who purchased them have benefitted from full support with updates, bug fixes, RMA service and compatibility with all subsequent versions of system software through the latest ShoreTel Connect ONSITE. However, these voice switch models' physical limits have finally been reached. After December 31st, 2017 the SG Full-width Voice Switches (except the SG-24A) will be EoL. After this date, these voice switch models will be on extended support, as defined in the *Introduction* section above.

The SG-24A, which was introduced in 2008, remains fully supported and is not part of this End of Life announcement. However, it is reaching End of Sale, along with the SG Half-width Voice Switches, as described below.

Alternative Products for SG Full-width Voice Switches

The ST Voice Switches will continue to constitute ShoreTel's primary portfolio of voice switches. While an assessment of individual customer needs will determine which ST Voice Switches—or combinations thereof—will be the best alternatives to the SG Full-width Voice Switches, general guidance is provided here:

- SG-40, SG-60, SG-120: recommend the ST50A and ST100A as replacements for these general purpose voice switches.
- SG-T1, SG-E1: recommend the ST1D and ST2D digital trunk switches. The ST2D is a double density version of the ST1D. Both of these new switches can be configured to support either T1 or E1 trunks.
- Consider the ST100DA as a replacement for a combination of these older voice switch models being used for IP phone and trunking services. The ST100DA provides 8 analog ports, a digital trunk (configurable as either T1 or E1) and support for up to 100 IP extensions with no trade-offs.

Note that the ST Voice Switches require ShoreTel Connect ONSITE software.

Customers may also wish to consider replacing their old voice switch models with virtual voice switches supported by ShoreTel Connect ONSITE, or they may consider migrating their premises deployments to ShoreTel Connect CLOUD. Refer to the *Migration to ShoreTel Connect CLOUD* section below for details.

Half-width SG Voice Switches and SG-24A: End of Sale

Effective July 1st, 2018, ShoreTel will end the sale of half-width SG Voice Switches, and the SG-24A (full-width) Voice Switch that are currently available. The increasing difficulty of obtaining and managing parts for the manufacture of these voice switch models is the principal factor leading to this action. In addition, the demand for these older voice switch models continues to decline as the focus shifts to the new ST Voice Switches. The following specific SG voice switch models will be discontinued:

- SG-30
- SG-50
- SG-90
- SG-50V
- SG-90V
- SG-T1k
- SG-E1k
- SG-220T1
- SG-220E1
- SG-220T1A
- SG-24A

Customers who wish to purchase these voice switch models have until June 30th, 2018 to place their final orders. ShoreTel will continue to provide support with updates, bug fixes, TAC assistance and RMA service for a minimum of five years beyond EoS.

Ending sales of these older models will allow partners and customers to focus their efforts on a simpler, up-to-date portfolio of ST Voice Switches, which, by the end of 2017, will have been in the market for well over two years. The ST Voice Switches are ShoreTel's principal portfolio of voice switches, and ShoreTel will continue to sell these for the foreseeable future.

Continuing Availability

The current SG Half-width BRI switches will remain available for purchase for the foreseeable future. These switches are as follows:

SKU	Description
10228	Voice Switch SG-90BRI - 1U half width - Max Capacities: 90 IP phones, 4 Analog exts, 8 BRI Channels, 0 Universal ports Not all maximum capacities can be reached at the same time. Assembled in USA
10326	Voice Switch SG-90BRIV - 1U half width - Max Capacities: 90 IP phones, 4 Analog exts, 8 BRI Channels, 0 Universal ports. 90 mailboxes, 56 hours of storage. Not all maximum capacities can be reached at the same time. Made in USA.
10319	Voice Switch SG-30BRI - 1U half width, Max Capacities: 30 IP phones, 2 Analog exts, 1 BRI trunk (2 channels), 0 Universal ports. Not all maximum capacities can be reached at the same time. Assembled in USA.

Accessories, parts and paper documentation for the End of Sale voice switches will also remain available for the foreseeable future.

Alternative Products for SG Half-width and SG24A Voice Switches

The ST Voice Switches will continue to constitute ShoreTel's primary portfolio of voice switches. While an assessment of individual customer needs will determine which ST Voice Switches—or combinations thereof—will be the best alternatives to the SG Voice Switches, general guidance is provided here:

- SG-30, SG-50, SG-90: recommend the ST50A and ST100A as replacements for these general purpose voice switches.
- SG-T1k, SG-E1k: recommend the ST1D and ST2D digital trunk switches. The ST2D is a double density version of the ST1D. Either of these new switches can be configured to support either T1 or E1 trunks.
- ST220T1, ST220E1, ST220T1A: recommend the ST100DA for IP extension, analog FXS and FXO connection and digital trunk (configured as T1 or E1) support in a single half-width switch.
- SG-50V, SG-90V: recommend the ST50 and ST100. These switches will benefit from planned ShoreTel Connect software improvements that will enable support of “V-switch” functionality without requiring unique “V-switch” hardware.
- Also consider the new ST200 and ST500 Voice Switches, which support large numbers of IP extensions.
- SG-24A: recommend the ST24A and ST48A for support of analog devices. The ST48 is a double-density version of the ST24A.
- 144 FXS Port Analog Bundle (based on SG-24A): recommend one of the two new 144-port bundles based on either the ST24A or the ST48A Voice Switch.
- Consider the the ST100DA as a replacement for a combination of these older voice switch models being used for IP phone and trunking services. The ST100DA provides 8 analog ports, a digital trunk (configurable as either T1 or E1) and support for up to 100 IP extensions with no trade-offs.

Note that the ST Voice Switches require ShoreTel Connect ONSITE software.

Customers may also wish to consider replacing their old voice switch models with virtual voice switches supported by ShoreTel Connect ONSITE, or they may consider migrating their premises deployments to ShoreTel Connect CLOUD. Refer to the *Migration to ShoreTel Connect CLOUD* section below for details.

Migration to ShoreTel Connect CLOUD

Customers who are facing decisions related to EoL hardware may find that now is the perfect time to migrate their business communications to ShoreTel Connect CLOUD. ShoreTel has a [Trade-In Promotion](#) that provides incentives to facilitate this deployment.

ShoreTel 14.2 Software: End of Life

Effective July 1st, 2018, ShoreTel will no longer sell or provide updates or bug fixes for ShoreTel 14.2 software. ShoreTel will continue provide extended support as defined in the *Introduction* section above for ShoreTel 14.2.

ShoreTel Connect is and will remain ShoreTel's principal software offering. EoL of ShoreTel 14.2 will encourage ShoreTel and its partners to focus on the benefits that ShoreTel Connect provides to customers, whether in premises or cloud installations.

Alternative Products for ShoreTel 14.2 Software

All customers with support agreements are always entitled to upgrades to the latest ShoreTel Connect software at no charge for the software. ShoreTel encourages all customers to consider upgrading their system to the latest ShoreTel Connect software. ShoreTel Connect ONSITE software can be installed on any currently supported ShoreTel hardware.

Customers may also wish to consider migrating their installations to ShoreTel Connect CLOUD.

Voice Switch Bundle: End of Sale

The 144-port analog bundle based on the SG-24A Voice Switch will reach EoS on June 30th, 2017:

- 144-port Analog Bundle (with 6x SG-24A and 144 Extension licenses)

The removal of this bundle will help partners and customers focus their efforts on the two similar 144-port analog bundles based on the ST24A and ST48A Voice Switches.

SBE 100 Bundles: End of Sale

The SBE 100 Bundles containing pre-Connect software and the End of Sale voice switches noted above will also be discontinued as part of this action.

To encourage partners and customers to shift their focus to ShoreTel Connect and ST Voice Switch products, all but one pre-Connect and pre-ST voice switch bundle, including VAD-only bundles, will reach EoS on June 30th, 2017.

Continuing Availability

All Connect SBE 100 bundles with ST-generation switches and Virtual SBE 100 bundles and the SBE 100 bundle with the SG-90BRI switch will remain available for purchase in supported countries for the foreseeable future. The one SG family voice switch bundle that remains is the following:

SKU	Description
60176	Small Business Edition 100, BRI or analog trunking. Contains SG90BRI, UC Server 25 and a tray. Requires SKU 10475 or 60197 SBE 100 authorization license.

Alternative Products for SBE 100 Bundles

A wide range of SBE 100 bundles based on the ST Voice Switches and Connect are available, and partners should position ShoreTel Connect SBE 100 bundles with prospective customers going forward. ST Voice Switch SBE 100 bundles can be selected based on the guidance provided for switches, above.

Voice Switch Software Compatibility

With the exception of the old SG Full-width Voice Switches with EoL dates announced above, all of the SG Half-width Voice Switches and SG24A will continue to be fully supported by ShoreTel Connect software. ShoreTel has no plans to end software compatibility between any of these voice switches and ShoreTel Connect software releases for the foreseeable future.

Hardware Warranty and Support Coverage

Existing ShoreTel warranty and support contracts on all Half-width SG Voice Switches and the SG-24A Voice Switch will continue until the warranty period or support contract expires. These switches will be eligible for support renewals for at least five years after the EoS date. In the event that one of these EoS voice switches fails in the field, ShoreTel reserves the right to replace the failed product with a similar or better product.

VPN Concentrator: End of Sale and End of Life

ShoreTel is also announcing the EoS and EoL for the VPN Concentrator product. Coinciding with the previously announced (and updated) EoS date for the last of the 100/200/500 Series phones, no orders for the VPN Concentrator will be accepted after June 30th, 2017. At the same time, bundles that include the VPN Concentrators, as well as licenses for these hardware products, will be EoS.

EoL for all VPN Concentrator products in the field will occur one year later on June 30th, 2018, and extended support will be provided for customers with active support agreements.

The VPN Concentrator models currently available are:

- VPN Concentrator (up to 10 connections): Model 4550
- VPN Concentrator (up to 100 connections): Model 7301

Alternative Products for VPN Concentrator

Customers may upgrade to ShoreTel Connect and deploy the Edge Gateway solution. Not only does this provide a superior audio experience for remote phone users, it also supports using the Connect client and Agent Interaction Center remotely without the need for a VPN to be established. The Edge Gateway is also managed from within Director for a more seamless administrative experience. Note that the Edge Gateway requires ShoreTel Connect ONSITE software.

Customers choosing to migrate from VPN Concentrators to an Edge Gateway solution will be able to migrate their VPN licenses at no charge. A future bulletin will provide the details of that offer.

Tables of all Affected SKUs

Voice Switch SKUs (End of Life)

The following SG Full-width Voice Switch SKUs will be EoL after December 31, 2017:

SKU	Description
10134	ShoreGear 120 - 1U full width - Max Capacities, 120 IP phones, 16 Analog exts, 0 LS trunks, 8 Universal ports. Not all maximum capacities can be reached at the same time.
10142	ShoreGear 40 - 1U full width - Max Capacities, 40 IP phones, 4 Analog exts, 2 LS trunks, 2 Universal ports. Not all maximum capacities can be reached at the same time.
10144	ShoreGear T1 - 1U full width - Max Capacities, 1 T1, 0 IP phones, 0 Analog exts, 0 LS trunks, 0 Universal ports. Digital trunk support only.
10168	ShoreGear 60 - 1U full width - Max Capacities, 60 IP phones, 4 Analog exts, 0 LS trunks, 8 Universal ports. Not all maximum capacities can be reached at the same time.
10242	ShoreGear E1 (International only) - 1U full width - Max Capacities, 1 E1, 0 IP phones, 0 Analog exts, 0 LS trunks, 0 Universal ports. Digital trunk support only.

Voice Switch SKUs (End of Sale)

The following Voice Switch SKUs will be EoS after June 30, 2018:

SKU	Description
10259	Voice Switch SG-50 - 1U half width, Max Capacities: 50 IP phones, 2 Analog exts, 4 LS trunks, 0 Universal ports. Not all maximum capacities can be reached at the same time. Requires one Tray (SKU 10223) for every two units. Made in USA.
10260	Voice Switch SG-90 - 1U half width, Max Capacities: 90 IP phones, 4 Analog exts, 8 LS trunks, 0 Universal ports. Requires one Tray (SKU 10223) for every two units. Made in USA.
10261	Voice Switch SG-220T1 - 1U half width, Max Capacities: 1 T1, 220 IP phones, 0 analog exts, 0 LS trunks, 0 universal ports. Requires one Tray (SKU 10223) for every two units. Made in USA.
10262	Voice Switch SG-220E1 (International only) - 1U half width - Max Capacities, 1 E1, 220 IP phones, 0 Analog exts, 0 LS trunks, 0 Universal ports. Made in USA.
10229	Voice Switch SG-220T1A - 1U half width, Max Capacities: 1 T1, 220 IP phones, 4 Analog exts, 2 LS trunks, 0 Universal ports. Requires one Tray (SKU 10223) for every two units. Made in USA.
10324	Voice Switch SG-50V - 1U half width. Max Capacities: 50 IP phones, 2 Analog exts, 4 LS trunks, 50 mailboxes, 22 hours of storage. Requires one Tray (SKU 10223) for every two units. (Requires ShoreTel 8.1 or later). Made in USA.
10325	Voice Switch SG-90V - 1U half width. 90 IP phones, 4 Analog exts, 8 LS trunks, 90 mailboxes, 56 hours of storage. Requires one Tray (SKU 10223) for every two units. (Requires ShoreTel 8.1 or later). Made in USA.
10323	Voice Switch SG-E1k - 1U half width, Max Capacities: 1 E1, 0 IP phones, 0 Analog exts, 0 LS only trunks, 0 Universal ports. Digital trunk support only. Requires one Tray (SKU 10223) for every two units. (Requires ShoreTel 8.1 or later). Made in USA.
10322	Voice Switch SG-T1k - 1U half width, Max Capacities: 1 T1, 0 IP phones, 0 Analog exts, 0 LS only trunks, 0 Universal ports. Digital trunk support only. Requires one Tray (SKU 10223) for every two units. (Requires ShoreTel 8 or later). Made in USA.
10320	Voice Switch SG-30 - 1U half width, Max Capacities: 30 IP phones, 2 Analog exts, 2 LS trunks, 0 Universal ports. Requires one Tray (SKU 10223) for every two units. (Requires ShoreTel 8 or later). Made in USA.
10321	Voice Switch SG-24A - 1U full width, Max Capacities - 24 Analog extensions. No IP Phone or trunk support. (requires ShoreTel 8 or later)
10411	Voice Switch SG-90V (Taiwan) - 1U half width. Max Capacities: 90 IP phones, 4 Analog exts, 8 LS trunks, 90 mailboxes, 56 hours of storage. Requires one Tray (SKU 10223) for every two units. (Requires ShoreTel 8.1 or later). For sale in Taiwan only.
10412	Voice Switch SG-220T1A (Taiwan) - 1U half width, Max Capacities: 1 T1, 220 IP phones, 4 Analog exts, 2 LS trunks, 0 Universal ports. Requires one Tray (SKU 10223) for every two units.
10413	Voice Switch SG-30 (Taiwan) - 1U half width, Max Capacities - 30 IP phones, 2 Analog exts, 2 LS trunks, 0 Universal ports. Requires one Tray (SKU 10223) for every two units.
10414	Voice Switch SG-50 (Taiwan) - 1U half width, Max Capacities - 50 IP phones, 2 Analog exts, 4 LS trunks, 0 Universal ports. Requires one Tray (SKU 10223) for every two units.
10415	Voice Switch SG-90 (Taiwan) - 1U half width, Max Capacities: 90 IP phones, 4 Analog exts, 8 LS trunks, 0 Universal ports. Requires one Tray (SKU 10223) for every two units.
10416	Voice Switch SG-50V (Taiwan) - 1U half width. Max Capacities: 50 IP phones, 2 Analog exts, 4 LS trunks, 50 mailboxes, 22 hours of storage. Requires one Tray (SKU 10223) for every two units. (requires 8.1 or later)

SKU	Description
10537	Voice Switch SG-90V - 1U half width. 90 IP phones, 4 Analog exts, 8 LS trunks, 90 mailboxes, 56 hours of storage. Requires one Tray (SKU 10223) for every two units. (Requires ShoreTel 8.1 or later). Made in USA. This switch should only ship to China
10538	Voice Switch SG-220E1 (International only) - 1U half width - Max Capacities, 1 E1, 220 IP phones, 0 Analog exts, 0 LS trunks, 0 Universal ports. Made in USA. This switch should only ship to China
10365	Voice Switch SG-220E1 - 1U half width, Max Capacities - 1 E1, 220 IP phones, 0 analog exts, 0 LS trunks, 0 universal ports. Requires one Tray for every two units. For Mexico and CALA Only
10366	Voice Switch SG-E1k (International only) - 1U half width, Max Capacities - 1 E1, 0 IP phones, 0 Analog exts, 0 LS only trunks, 0 Universal ports. Digital trunk support only. Requires one Tray (SKU 10223) for every two units. For Mexico and CALA only

Voice Switch Bundle SKU

The following Voice Switch Bundle SKU will be EoS after June 30, 2017:

SKU	Description
60155	Voice Switch 144 FXS Port Analog Bundle (includes Voice Switch SG-24A and extension only licenses)

VPN Concentrator SKUs

The following currently available VPN Concentrator and related SKUs will be EoS after June 30, 2017, and they will be EoL on June 30, 2018:

SKU	Description
30058	VPN Concentrator Add-on licenses : Qty 5. For Models 4550, 5300LF2, 7301
30059	VPN Concentrator Add-on licenses : Qty 10. For Models 5300LF2, 7301
30060	VPN Concentrator Add-on licenses : Qty 25. For Models 5300LF2, 7301
30071	VPN Concentrator Add-on licenses : Qty 5. For Model 4500
30072	VPN Concentrator Add-on licenses : Qty 15. For Models 5300LF2, 7301, Australia only
30073	VPN Concentrator Add-on licenses : Qty 40. For Models 5300LF2, 7301, Australia only
30074	VPN Concentrator Add-on licenses : Qty 90. For Models 5300LF2, 7301, Australia only
60138	VPN Concentrator Model 4550 , Bundle (Includes Licenses for 5 connections). For use with ST 12.3 or later only
60141	VPN Concentrator Model 4550, Bundle (Includes Licenses for 10 connections). For use with ST 8.1 or later only
60204	VPN Concentrator Model 7301, Bundle (Includes Licenses for 25 connections). For use with ST 14.2 or later only
60205	VPN Concentrator Model 7301, Bundle (Includes Licenses for 50 connections). For use with ST 14.2 or later only
80157	VPN Concentrator Model 7301, Bundle (Includes Licenses for 10 connections). For use with ST 14.2 or later only

The following VPN Concentrator and related SKUs are already EoS. All of them will be EoL on June 30, 2018:

SKU	Description
60029	VPN Concentrator Model 4500 , Bundle (Includes Licenses for 5 connections). For use with ST 8.1 or later only
60031	VPN Concentrator Model 5300 , Bundle (Includes Licenses for 10 connections). For use with ST 8.1 or later only
60030	VPN Concentrator Model 4500 , Bundle (Includes Licenses for 10 connections). For use with ST 8.1 or later only
60032	VPN Concentrator Model 5300 , Bundle (Includes Licenses for 25 connections). For use with ST 8.1 or later only
60033	VPN Concentrator Model 5300 , Bundle (Includes Licenses for 50 connections). For use with ST 8.1 or later only
60034	VPN Concentrator Model 5300 , Bundle (Includes Licenses for 100 connections). For use with ST 8.1 or later only
60137	VPN Concentrator Model 5300LF2, Bundle (Includes Licenses for 10 connections). For use with ST 12.3 or later only
60142	VPN Concentrator Model 5300LF2 , Bundle (Includes Licenses for 25 connections). For use with ST 8.1 or later only
60143	VPN Concentrator Model 5300LF2, Bundle (Includes Licenses for 50 connections). For use with ST 8.1 or later only
60144	VPN Concentrator Model 5300LF2, Bundle (Includes Licenses for 100 connections). For use with ST 8.1 or later only

ShoreTel 14.2 Software SKU

The following SKUs associated with ShoreTel 14.2 software will be EoS on June 30th, 2018:

SKU	Description
29152	ShoreTel 14.2 Software (GA Release)

SBE 100 Bundle and Related SKUs

The following SBE 100 SKUs will be EoS on June 30th, 2017:

SKU	Description
10475	Small Business Edition 100 authorization license. Activates SBE 100 with 10 ext+mbx, 10 Communicator Personal, 1 Operator, 10 SIP trunk and 1 Pre-Announce app license. One authorization license per SBE 100 system only. Not available in USA or Canada.
10480	SBE 100 bundle, 15 Users with server. Includes UC Server 25, SG90, tray, 15 ext & mailbox lic, 1 ext only lic, 1 Communicator Operator access lic, 15 Communicator Personal access lic, 8 SIP trunk lic, 1 site lic, 5 Appl Dialer & 5 Web Dialer lic
10481	SBE 100 bundle, 20 Users with server. Includes UC Server 25, SG90, tray, 20 ext & mailbox lic, 1 ext only lic, 1 Communicator Operator access lic, 20 Communicator Personal access lic, 8 SIP trunk lic, 2 site lic, 5 Appl Dialer & 5 Web Dialer lic
10482	SBE 100 bundle, 25 Users with server. Includes UC Server 25, SG220T1A, tray, 25 ext & mailbox lic, 1 ext only lic, 1 Communicator Operator access lic, 25 Communicator Personal access lic, 24 SIP trunk lic, 3 site lic, 5 Appl Dialer & 5 Web Dialer lic

SKU	Description
10483	SBE 100 bundle, 50 Users with server. Includes UC Server 25, SG220T1A, tray, 50 ext & mailbox lic, 1 ext only lic, 1 Communicator Operator access lic, 50 Communicator Personal access lic, 24 SIP trunk lic, 4 site lic, 5 Appl Dialer & 5 Web Dialer lic
10484	SBE 100 bundle, 15 Users w/o server. Includes SG90, tray, 15 ext & mailbox lic, 1 ext only lic, 1 Communicator Operator access lic, 15 Communicator Personal access lic, 8 SIP trunk lic, 1 site lic, 5 Appl Dialer & 5 Web Dialer lic
10485	SBE 100 bundle, 20 Users w/o server. Includes SG90, tray, 20 ext & mailbox lic, 1 ext only lic, 1 Communicator Operator access lic, 20 Communicator Personal access lic, 8 SIP trunk lic, 2 site lic, 5 Appl Dialer & 5 Web Dialer lic
10486	SBE 100 bundle, 25 Users w/o server. Includes SG220T1A, tray, 25 ext & mailbox lic, 1 ext only lic, 1 Communicator Operator access lic, 25 Communicator Personal access lic, 24 SIP trunk lic, 3 site lic, 5 Appl Dialer & 5 Web Dialer lic
10487	SBE 100 bundle, 50 Users w/o server. Includes SG220T1A, tray, 50 ext & mailbox lic, 1 ext only lic, 1 Communicator Operator access lic, 50 Communicator Personal access lic, 24 SIP trunk lic, 4 site lic, 5 Appl Dialer & 5 Web Dialer lic
60174	Small Business Edition 100, analog trunking. Contains SG90, UC Server 25 and a tray. Requires SKU 10475 SBE 100 authorization license. Not available in USA or Canada.
60175	Small Business Edition 100, E1 trunking. Contains SG90, E1k, UC Server 25 and tray. Requires SKU 10475 SBE 100 authorization license. Not available in USA or Canada.
60201	Small Business Edition 100, 50 User, E1 trunking bundle without server. Includes SG220E1, rack-mount tray, 25 ext&mailbox, 25 ext only, 30 virtual SIP trunk, 5 SIP device licenses. Also includes 10 audio and 10 web conference port licenses. China only

The following VAD-Only SBE 100 SKUs will be EoS after June 30th, 2017:

SKU	Description
60159	SBE 100 15 User SW Bundle. Contains 15 ext & mailbox lic, 1 ext only lic, 1 Communicator Operator access lic, 15 Communicator Personal access lic, 8 SIP trunk lic, 1 site lic, 5 Appl & 5 Web Dialer lic. Must be sold with SKU 10488. VADs only
60160	SBE 100 20 User SW Bundle. Contains 20 ext & mailbox lic, 1 ext only lic, 1 Communicator Operator access lic, 20 Communicator Personal access lic, 8 SIP trunk lic, 2 site lic, 5 Appl & 5 Web Dialer lic. Must be sold with SKU 10488. VADs only
60161	SBE 100 25 User SW Bundle. Contains 25 ext & mailbox lic, 1 ext only lic, 1 Communicator Operator access lic, 25 Communicator Personal access lic, 24 SIP trunk lic, 3 site lic, 5 Appl & 5 Web Dialer lic. Must be sold with SKU 10489. VADs only
60162	SBE 100 50 User SW Bundle. Contains 50 ext & mailbox lic, 1 ext only lic, 1 Communicator Operator access lic, 50 Communicator Personal access lic, 24 SIP trunk lic, 4 site lic, 5 Appl & 5 Web Dialer lic. Must be sold with SKU 10489. VADs only
60181	SBE 100 HW Bundle. Contains SG90, UC Server 25 and tray. To be used to fulfill customer orders SKU 10480 or 10481. Must be sold to end customers with SKU 60159 (15 user SW bundle) or 60160 (20 user SW bundle). Stocking VADs only
60182	SBE 100 HW Bundle. Contains SG220T1A, UC Server 25 and tray. To be used to fulfill customer orders SKU 10482 or 10483. Must be sold to end customers with SKU 60161 (25 user SW bundle) or 60162 (50 user SW bundle). Stocking VADs only

More Information

For Voice Switches and Bundles:

Alan Batt

Senior Product Manager

+1-(408)-962-2604

abatt@shoretel.com

For SBE Bundles:

Natalia Kagramanova

Senior Product Manager

+1-(408)-962-2762

nkagramanova@shoretel.com

For VPN Concentrator:

Dieter Rencken

Senior Product Manager

+1-(408)-331-3335

drencken@shoretel.com

or contact your ShoreTel sales representative for additional information.