

SPECIFICATIONS

# ShoreTel Service Appliances

The Service Appliances are sealed appliances, optimized for resiliency and security, designed to run ShoreTel services such as integrated Audio Conferencing, Web Conferencing, and Instant Messaging. The Service Appliances can be deployed anywhere, including into a corporate DMZ. The appliance has been tested with well-known security tools for potential application and network vulnerabilities.



Service Appliance 100



Service Appliance 400 (requires ShoreTel 12.3)

Specifications	Service Appliance 100	Service Appliance 400
<b>Application capacity</b>		
Audio conferencing	Up to 50 simultaneous audio conferencing ports (including 15 HD calls)	Up to 200 simultaneous audio conferencing ports (including 15 HD calls)
Web conferencing	Up to 30 simultaneous secure Web conferencing ports (HTTPS)	Up to 100 simultaneous secure Web conferencing ports (HTTPS)
Instant Messaging	Up to 500 IM clients	Up to 2,000 IM clients
Number of conferences	Up to 16 conferences	Up to 64 conferences
Hours of conference data	Up to 1,000 hours of conference data	Up to 1,000 hours of conference data
<b>Networking/storage</b>		
Hard Disk	2 x 500 GB	2 x 500 GB
RAID level	Level 1 (Mirror)	Level 1 (Mirror)
Auto-sensing, 10/100/1000 Ethernet interfaces	2	2
Ethernet fail-over	•	•

Specifications (con't)	Service Appliance 100	Service Appliance 400
<b>Maintenance</b>		
Serial connector (DB9)	•	•
Power-on indicator	•	•
Hard drive activity indicator	•	•
Diagnostic indicators	•	•
System status indicator	•	•
Fan status indicator	•	•
System identification button	•	•
USB connectors	2	2
Slide-out system Identification panel	•	
Retention clip	•	•
<b>Mechanical</b>		
19" rack mount	•	•
Dimensions (HxWxD)	1.67 in (4.3 cm) x 17.09 in (43.4cm) x 15.5 in (39.4 cm)	1.7 in (4.3 cm) x 17.2 in (43.7 cm) x 23.5 in (59.7 cm)
Weight	17.8 lb (8.06 kg)	37 lb. (17 kg)
MTBF	53,200 hours	60, 500 hours
Power/ Consumption Rates	Power/ Consumption Rates	Power/ Consumption Rates
Power	250 Watts	650 W
Redundant power supplies		•
Input power	108 watts @368.5 btu/h	280 watts@956 btu/h
AC input voltage	100-240 VAC	100-240 VAC
Rated Input Current	3A(115) to 1.5A(230)	8A (115V) to 4A (230V)
Rated Input Frequency	50-60 Hz	50-60 Hz
Consumption/dissipation	1039 BTU/hour maximum	2218 BTU/hour maximum
<b>Environmental</b>		
Operating temperature	10° to 35° C (50° to 95° F)	10° to 35° C (50° to 95° F)
Operating humidity	8% to 90% (non-condensing)	8% to 90% (non-condensing)
Storage temperature	-40 to 65 degrees C	-40 to 70 degrees C

## About ShoreTel

ShoreTel is a provider of business communication solutions whose brilliantly simple unified communications platforms, applications and mobile UC solutions promise a new rhythm of workforce engagement and collaboration. With costly complexity eliminated by design from its award winning, all-in-one IP phone system, UC and contact center solution, and its industry leading hosted business phone system, workers enjoy a freedom and self-reliance that other providers can't match. Users have full control to engage and collaborate, no matter the time, place or device, for the lowest cost and demand on IT resources in the industry. ShoreTel is headquartered in Sunnyvale, California, and has regional offices and partners worldwide. For more information, visit [shoretel.com](http://shoretel.com) or [shoretelsky.com](http://shoretelsky.com)



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