## The ShoreTel ST100DA Voice Switch Package Contains:

- ShoreTel ST100DA Voice Switch
- Power cord
- Stick-on rubber feet for surface installation
- Mounting Ears – attachable installation brackets
- Cable retainer for the Telco cable (metal bracket with a Velcro strap)

About the ST100DA

The ST100DA Voice Switch connects enterprise telephone extensions through an internal IP network or to any central office (CO) digital or analog trunk line.

The switch provides connectivity through:

- One audio input port (3.5 mm stereo) for connecting to a music-on-hold source
- One audio output port (3.5 mm stereo) for connecting to a corporate paging system or night bell. ShoreTel offers an optional paging adapter to provide a balanced output as well as a contact closure ideal for overhead paging systems. *Refer to the* ShoreTel Paging Adapter Quick Install Guide *for information about the Paging Adapter.*
- Two RJ-45 10/100/1000 Mbps LAN connectors
- One DB-9 (female), RS-232C maintenance port (default 115,200 bps, 8 bits, no parity, 1 stop bit, no handshake) for serial communications
- USB port for logging/troubleshooting
- RJ-48C Telco port for connecting the switch to a telephone company line
- RJ-21X port for connections to analog lines and trunks
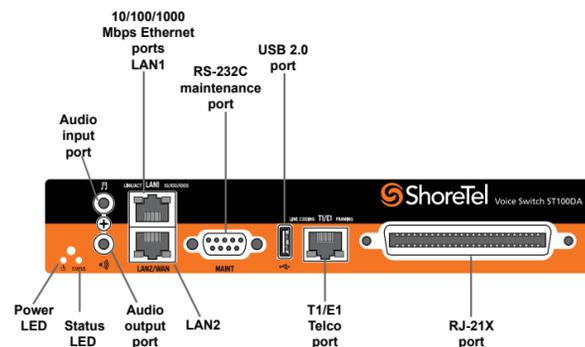
Installation Equipment

To install the switch, you need the following equipment:

- AC surge protector for the power connection
- RJ-45 cables for connecting the switch to the local area network and Telco lines
- Music-on-hold source with a standard mini-headphone adapter (optional)
- Permanent earthing connector for grounding the device
- RJ-21 telephone cable (female connector on end that is connected to the ShoreTel Voice Switch) for analog port connections
- RJ-21 to RJ-11 patch panel for connecting telephones and analog trunks
- #1 Phillips screwdriver

Installation Location Requirements

To ensure optimum operating conditions for the ST100DA VoiceSwitch, verify the operating environment is adequately ventilated, free of gas or airborne particles, and isolated from electrical noise.

Installing the ST100DA in a 19-inch Rack

The ST100DA is placed in a 19-inch rack only by installing a ShoreTel Rack Mount Dual Switch Tray into the rack, then installing the ST100DA Voice Switch into the Tray. You can install a ST100DA Voice Switch on the left or right side of the tray.

Refer to the ShoreTel Rack Mount Dual Switch Tray Quick Install Guide *for information on using the tray.*

Installing the ST100DA on a Wall

The ST100DA is placed on a wall by attaching the ST Voice Switch Wall Mount Bracket to the wall, and then attaching the appliance to the bracket. *Refer to the* ST Voice Switch Wall Mount Bracket Quick Install Guide *for more information*.

⚠️ WARNING: To prevent overheating and fire hazard, do not use the Rack Mount Dual Switch Tray to wall mount the following devices: ST1D/ST2D, ST50A/ST100A, ST200/ST500, or ST100DA. Use the ST Voice Switch Wall Mount Bracket to wall mount these devices.

Mounting the ShoreTel Voice Switch on a Flat Surface

If you plan to mount the switch on a flat surface, first attach the provided rubber feet to the bottom corners of the device. (You can stack up to three switches in a surface installation.)

Das ShoreTel Voice-Schaltgerät auf einer ebenen Oberfläche montieren

Wenn Sie planen, das Gerät auf einer ebenen Oberfläche zu montieren, befestigen Sie zunächst die mitgelieferten Gummifüße an den unteren Ecken des Geräts. (Bei einer Oberflächeninstallation können Sie bis zu drei Schaltgeräte übereinander stapeln.)

Attaching an Earthing Connector

To meet electrical safety requirements for proper grounding, you must connect a permanent earthing protector between the ShoreTel voice switch and the wiring system ground.

1. Connect a ground wire (#14 AWG wire or larger) to the screw on the back of the unit and to the right of the product label.
2. Connect the other end of the ground wire to the wiring system ground.

CAUTION: *Always connect the permanent earthing connector before attempting to connect the switch to a LAN segment and telecommunication lines.*

Einen Erdungsleiter anschließen

Um den elektrischen Sicherheitsanforderungen für eine korrekte Erdung nachzukommen, müssen Sie einen permanenten Erdungsschutz zwischen dem ShoreGear-Gerät und der Erde des Kabelsystems installieren.

1. Schließen Sie ein Erdungskabel (Nr. 14 AWG oder größer) an die Schraube an der Rückseite des Geräts an, die sich rechts neben dem Produktetikett befindet.
2. Schließen Sie das andere Ende des Erdungskabels an die Erde des Kabelsystems an.

VORSICHT: *Schließen Sie immer zuerst den permanenten Erdungsschutz an, bevor Sie versuchen, das Gerät an ein LAN-Segment und Telekommunikationsleitungen anzuschließen.*

Servicing Procedures

WARNING: The ST100DA contains no internal field serviceable parts. Return the equipment to ShoreTel for any required service procedures.

CAUTION: Internal fuses should be serviced only by qualified ShoreTel personnel. If internal fuses are blown and require replacement, return the ST100DA to ShoreTel for service.

WARTUNGSVERFAHREN
ACHTUNG: Der ST100DA enthält keine internen Teile, die vor Ort gewartet werden können. Senden Sie das Gerät an ShoreTel, falls Wartungsarbeiten erforderlich sein sollten.
VORSICHT: Interne Sicherungen dürfen nur von qualifizierten ShoreTel-Mitarbeitern gewartet werden. Wenn interne Sicherungen ausgetauscht werden müssen, senden Sie den ST100DA zur Wartung an ShoreTel.

Connecting the ShoreTel Voice Switch to the Network

Once the ST100DA Voice Switch is secured to a rack or surface-mounted, you can connect it to the data network.

Use an RJ-45 Ethernet cable to connect one or both of the LAN ports to the network subnet.

While both ports can detect and respond to link status, the switch creates a data connection on only one LAN port at a time.

Powering on the ShoreTel Voice Switch

After connecting the switch to the network, power on the device by connecting it to an AC power source.

1. Plug an AC surge protector (not provided) into a grounded AC power source.
2. Plug one end of the provided power cord into the receptacle on the back of the switch, then plug the other end into the AC surge protector.

The power LED flashes momentarily, and remains lit.

- If the LED is not lit, make sure the power cord is plugged into the switch and the power source.
- If the LED continues flashing, there is an internal error. Unplug the switch to power it off, then power it back on. Refer to the "Configuring Switches" chapter in the *ShoreTel Administration Guide* for information on flash patterns, or contact the ShoreTel Support Services at http://www.shoretel.com.

The LAN ports auto-sense the network transport rate. When the network connection is established, the network LED indicates a transport rate of 10, 100, or 1000 Mbps, and whether the switch is receiving and transmitting data.

Optional Connections

After connecting the voice switch to the LAN, you can make optional connections, including input from a music-on-hold source or output to an internal paging system.

1. Connect a music-on-hold source (CD player or other audio source) to the audio input port.
2. Connect your site's paging system to the audio output port. ShoreTel provides a Paging Adapter to facilitate paging connections. *Refer to the* ShoreTel Paging Adapter Quick Install Guide *for more information.*
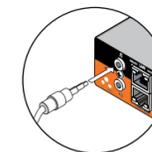
Connecting a T1/E1 Line

After setting up the network connections and configuring the ST100DA Voice Switch for operations, you can connect your T1 or E1 line to the switch.

Use an RJ-45 T1 or E1 cable to connect your T1 or E1 line to the Telco port.

For detailed information on switch port and trunk configuration, refer to the sections "Configuring Switches" and "Configuring Trunks" in the ShoreTel Administration Guide.

Connecting Trunk and Telephone Lines

Use an RJ-21 cable and the provided cable retainer to connect the voice switch to the telephone company's punch-down block or patch panel.
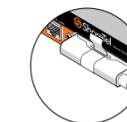
1. Use a #1 Phillips screwdriver to remove the two screws on either side of the RJ-21X port, then place the retainer on the port and re-attach the screws.
2. Plug the Telco cable into the port, then pull the Velcro strap tightly around the cable connector and fasten it.
3. Connect the other end of the Telco cable to the punch-down block or patch panel.

CAUTION: *To reduce risk of fire, use only No. 26 AWG or larger (e.g. 24 AWG) UL Listed or CSA certified telecommunication line cord.*

VORSICHT: *Um das Brandrisiko zu verringern, verwenden Sie nur Telekommunikationsleitungen Nr. 26 AWG oder größer (z.B. 24 AWG) mit UL- oder CSA-Zulassung*

For detailed information on switch port and trunk configuration, see the "Configuring Switches" and "Configuring Trunks" sections in the ShoreTel Administration Guide.

ShoreTel ST100DA Voice Switch RJ-21X Port Pinout

When connecting an an ST100DA to a 24-port patch panel, the voice switch's eight analog channels map to ports on the patch panel as shown in the table below. The Power Fail Transfer Unit provides an electrical connection between trunk channel 1 and the extension on channel 12.

Pin No.	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
Port No.	1	2															9		10	13	11	14	12		X
Port Type	T	T															E		E	E	E	E	E		X
Pin No.	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50

Pin pairs	Assignment
1,26 3,28	Two loop start ports (**T**) for trunks
17,42 19,44 20,45 21,46 22,47 23,48	Six configurable ports (**E**) for telephones or DID trunks.

Network Configuration

Once the ShoreTel voice switch is installed and powered on, it must be configured for network operations. A voice switch gets a network configuration by assignment from a DHCP server, or directly from an administrator console (see procedure below).

For more information on setting up a switch for automatic configuration by a DHCP server, see the ShoreTel Planning and Installation Guide.

Configuring the Voice Switch from a Console

1. Use a straight-through serial cable, DB9 male to DB9 female, or suitable USB-to-RS-232 serial adapter to connect the switch maintenance port to a console PC.
2. On the PC or laptop, start a terminal emulation program and connect to the voice switch using these serial communication settings: 115,200 bps, 8 data bits, no parity, one stop bit, no handshake.
3. At the login prompt, enter:
   Login: root
   Password: ShoreTel
4. Type `stcli` to bring up a ShoreTel configuration tool to set network parameters and view current status. The default switch configuration is to use DHCP for network parameters and automatic detection of speed, duplex, and flow control settings.
5. Choose Menu Options and follow the onscreen instructions for setting network parameters, including IP address, subnet mask, and gateway.

Power LED

The blue power LED indicates the operating status of the switch.

Light	Description
Steady	The switch is powered on, and the internal software is running.
Flashing	Continuous flashing or a two-flash pattern indicates a failed internal self-test (i.e. hardware failure). Refer to "Configuring Switches" in the *ShoreTel Administration Guide* for details on other flash patterns.
Off	The switch is not powered on, or the software is not running.

Status LED

The status LED provides voice switch activity information.

Color	Activity	Description
Off		No ports are assigned.
Green	Steady	No ports are handling active calls.
	Flashing-Fast	At least one port is handling an active call.
Yellow	Steady	No ports are handling active calls and at least one port is out of service.
	Flashing-Slow	The switch is not connected (or has lost connection) to a ShoreTel server.
	Flashing-Fast	At least one port is handling an active call and at least one port is out of service.

Network LEDs

Each LAN connector provides two LEDs (Link/Act and 10/100/1000) that indicates the activity and communication speed of the connected network.

LED	Color/State	Description
Link/Act	Off	There is no link present.
	Green-Steady	There is a link present, but no data packets are being transmitted or received.
	Green-Flashing	There is a link present, and data packets are either being transmitted or received.
10/100/1000	Off	A 10 Mbps link is present.
	Green	A 100 Mbps link is present.
	Yellow	A 1000 Mbps link is present.

T1/E1 LEDs

T1/E1 LEDs indicate line coding, network framing, and loopback status. The Line Coding LED is on the port's left side. The Framing LED is on the port's right side.

LED	Color/State	Description
Line coding	Green	For the T1 connection, this indicates the AMI or B8ZS line coding signal is good. For the E1 connection, this indicates the HDB3 line coding signal is good.
	Yellow	This switch is receiving bipolar violations (BPV) at one-second intervals.
	Red*	A loss of signal (LOS) has occurred.
	Off	The switch has no power.
Framing	Green	The T1 or E1 signal is in frame (synchronized)
	Yellow	The CO has sent a yellow alarm.
	Yellow-Flashing	The frame-bit error rate has exceeded its limits
	Red*	T1 signal is out-of-frame (OOF) and cannot be framed to the Extended Superframe (ESF) or D4 format. E1 signal is out-of-frame (OOF).
	Off	The switch has no power.
*	Red Flashing	If both the line coding and framing LEDs are simultaneously flashing red, loopback is enabled. Loopback can be enabled from ShoreTel Director or at the CO for the T1 connection.

Specifications

Feature	Specification
Dimensions	14.65 x 8.35 x 1.65 inches (372 x 212 x 42 mm)
Weight	5.3 lb (2.40 kg)
Input voltage	100-240 VAC, 50-60 Hz
Power consumption	1A max.
Humidity	5-90% relative humidity (non-condensing)
Operating temperature	0-50˚ C

ShoreTel ST100DA Voice Switch

Quick Install Guide

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