





















Hardware Requirements

Switch	IP	T1 / E1	SIP Max*	FXO	FXS	Conf Inc	Conf Max	HG PG	BCA	PFT	BHCC	Long Loop	
ST50A	50		8	4	4	6	14	24	36	yes	450		
ST100A	100		14	8	6	12	26	24	36	yes	1,800		
ST100DA	100	1	38	2	6	12	50	24	36	yes	1,800		
ST1D		1	30								7,200		
ST2D		2	60								14,400		
ST200	200					12	12	24	36		3,600		
ST500	500					24	24	24	36		7,200		
ST24A					24		24	24	36		3,600	yes	Full rack width (1 x RJ21)
ST48A					48		48	24	36		7,200	yes	Full rack width (2 x RJ21)
Virtual SW	1000					60*		40*	120*		25,000*		<=1000*
Virtual TR			<=500										<=500

* these are maximums depending VMware Specification

Switch	IP	Built in	PRI	SIP MP*	BRI	FXO	FXS	MB	MB	
SG30	30	10				2	2			
SG30BRI	30	10			1					
SG50	50	20				4	2			
SG50V	50	20				4	2	50	5	
SG90	90	30				8	4			
SG90V	90	30				8	4	90	9	
SG90BRI	90	30			4	4	4			
SG90BRIV	90	30			4	4	4	90	9	
SG220T1	220	100	T1	20						
SG220T1A	220	70	T1	20		2	4			
SG220E1	220	70	E1	20						
SGT1K	0	0	T1	20						
SGE1K	0	0	E1	20						
SG24A	0	0					24			Full rack width (1x RJ21)

Service Appliance	Capacity	Max Size of Conference
SA-100	50 Audio, 50 Web, 500 IM	50 Audio, 50 Web, Max 16 Conferences, Up to 400 Hours of conference data, max 5 units per system image
SA-400	200 Audio, 100 Web, 2000 IM	200 Audio, 200 Web, Max 64 Conferences, up to 1000 hours of conference data, max 5 units per system image
Virtual -SA	200 Audio, 200Web, , 2000 IM	200 Audio, 200 Web, Max 100 conferences, max 5 per system image.

ShoreTel Mobility Router	Capacity	Additional notes
2000 Series	10-100 Users	PB and UC Integration, Security Integration, App Layer Security, Policy Management, Reporting and trending.
4000 Series	10-1000 Users	All of the above plus High Availability
6000 Series	10-5000 users	All of the above plus high availability

Edge Gateway	Small	Medium	Large
RAST Sessions	100	500	2000
Active RAST calls	50	100	200
Clients	50	400	800
Concurrent audio and video calls on Connect Client	50	100	200
Hard Drive	100GB	100GB	100Gb
Processor	Intel(R) Xeon(R) CPU E5-2697 v2 @ 2.70GHz	Intel(R) Xeon(R) CPU E5-2697 v2 @ 2.70GHz	Intel(R) Xeon(R) CPU E5-2697 v2 @ 2.70GHz
Cores x Speed	2x 2.9GHz	4x 2.9GHz	8x 2.9GHz
Memory	2 GB	4 GB	8 GB
Network	100 Base-T or Gigabit Ethernet	Gigabit Ethernet	Gigabit Ethernet

Ingate Feature / Model No	21	51	56	66	95	96	97
Interfaces (10/100/1000 Mbit/s)	4	4	4	4	6	6	6
Power consumption (typical)	25 W	100 W	100 W	100 W	200 W	200 W	200 W
Max numbers of VLANs	16	32	64	128	256	256	256
SIP Connection set up (SIP + RTP) max calls/s	15	30	30	30	50	50	75
RTP data delay (10 Mbps/100 Mbps) network	0.19/0.08 ms	0.19/0.08 ms	0.19/0.08 ms	0.19/0.08 ms	0.19/0.08 ms	0.19/0.08 ms	0.19/0.08 ms
Max number of concurrent calls (20 ms voice packets)	50	150	400	1000	1800	3000	8000
Concurrent encrypted voice RTP sessions, both trans-coding SRTP and TLS. (With Enhanced Security Module)	50	150	400	700	1300	1300	4000

For BRI Connections use SG90BRI(V), SG30BRI

SG switches can be deployed with Connect but remember to trade off IP Resources and does not have some ST features and or performance.

License and Phone Requirements

Licence	Description
Shoreware Virtual Switch Licences	
Virtual Phone Capacity	One required per call controlled device, including Anonymous, VPN, Mobility, Softphones. Bundles Available
Virtual SIP Trunk	One required per SIP Trunk, includes SIP Media Proxy. SIP Trunk Software Licence not required with Virtual switch.
Virtual SA	Free with Audio and Web Licence
Virtual SMR	Required to enable Mobility in Standard and Advanced
Edge Gateway	Free with Standard and Advanced, Used for Secure connection to remote clients and phones.
Ingate SIPerator Traversal License	One required per SIP trunk connected to Ingate SIPerator 21, 51, 56
Ingate Software-only SIPerator Traversal License	One require per SIP trunk in a virtual Environment
Shoreware Applications Server	
Add'l Language License	One required for each additional language per system image.
SIP Trunk Software Licence	One required per SIP trunk connected to Voice appliances
SIP Device License	One required per 3rd party SIP device (Not required for 400 series)
SIP Based 3rd Party messaging integration License	Used to connect to 3rd Party Voice mail system via SIP, e.g. Microsoft Exchange.
Distributed Voice Services License	Used to allow large network design, voice mail optimisation, workgroup or data-base resiliency. (See system capacity) or to integrate with 3rd Party Applications
Additional Site License	One required for all remote sites from HQ. Design recommendation is to have one for every site to allow HQ Server portability.
Unfied Communications	
Audio Conferencing	One required per concurrent audio conference port Works on SA-100,SA-400 and Virtual SA
Web Conferencing	One required per concurrent desktop sharing session. SA-100, SA-400 and Virtual SA.
License, Remote Phone for Edge Gateway	Used to enable internet audio connectivity for users on a conference without a Connect Client..
Connect Profiles	
Courtesy	Ext Only, No VM, No client, No add-ons
Telephony	Ext + Mbx, Ad hoc 3-party audioconferencing, No client, No add-ons
Essential	Ext + Mbx, Pro Call Mgr, Enables IM and Collaboration (server required with Audio & Web Licences), Web & Appdialer, Mobility basic (Find Me, etc.)
Standard	Essentials + Mobility client (server required), Remote Phone(Edge GW), SFDC/ other CRM
Advanced	Standard + Operator
Workgroup Agent Access	Essentials +Queue Handling, Workgroup voicemail. Log in, Log out. (No Video)
Workgroup Supervisor Access	Workgroup+ Agent Management (No Video)

Licence Types

	SIP	MGCP
Basic	 IP420 CLASS 1*	 IP115 CLASS 2
General Purpose	 IP480 CLASS 2(g)	 IP230 CLASS 2 (g)
Executive Colour Conference	 IP485 CLASS 0 (g)	 IP565 CLASS 2 IP655 CLASS 3 (g)
Operator / Key System	 IP485 with BB424	 IP212K CLASS 2 BB24 CLASS 3
Wireless DECT	 IP8430M IP8630M IP8830M IP8660M Multicell Base Station**	 IP930d Single Cell Base Station
Wi-Fi	 Mobility Dock with Lightning Connector Softphone	

(g) indicates Gigabit Ethernet capability or Versions available, check with data sheet

* Indicates PoE Class

** Only available in Europe

Server Requirements

Size	Maximum number of users per System	Maximum number of users assigned to HQ Server	Maximum System BHCC	Maximum BHCC per server Reports run outside business hours	Maximum BHCC per server Reports run during business hours
If an upgrade from >UC25	500	200	1000	1000	Not Recommended
Small	500	500	5,000	1,000	Not Recommended
Medium	2,500	1,000	25,000	5,000	1,000
Large	10,000	1,000	50,000	10,000	5,000
Very Large	20,000	1,000	100,000	10,000	10,000

Table 31 Headquarter Server Capacity for an Enterprise System

Size	Processor	RAM	Network
UC 25 (SBE 100)	Intel Core i3 3220, 3.3 GHz Dual core	4 GB	100 Base-T or Gigabit
Small	Intel Core i3 3220, 3.3 GHz Dual core	4 GB	100 Base-T or Gigabit
Medium	Intel Core i7 3770K, 3.5 GHz Quad core Unlocked	8 GB	100 Base-T or Gigabit
Large	Intel Core i7 3770K, 3.5 GHz Quad core Unlocked	8 GB	Gigabit Ethernet
Very Large	Intel Core i7 3770K, 3.5 GHz Quad core Unlocked	12GB	Gigabit Ethernet

Table 32 Headquarter Server Hardware Recommendations for Enterprise System

Size	Max Users	Media Ch.	G729
UC25	200		
Small	500	50	35
Medium	1000	100	70
Large	1000	500	175
Very Large	1000	1,000	700

Table 33 Distributed Voice Server Capacity

Size	Processor	RAM	Networks
Optiplex 390 UC 25	Intel Pentium G680, DualCore 2.7 Ghz Intel Celeron E3400, DualCore 2.6 Ghz	4 GB 4 GB	100 Base-T 100 Base-T
Small	Intel® Core 2 Duo E8400, Single Dual-Core 3.00 GHz	4 GB	100/ 1000 Base-T
Medium	Intel® Xeon 5520 Single QuadCore 2.27 GHz	8 GB	100/ 1000 Base-T
Large	Intel® Xeon 5520 Dual QuadCore 2.27 GHz	8 GB	Gigabit Ethernet
Very Large	Intel® Xeon 5520 Dual QuadCore 2.27 GHz	8 GB	Gigabit Ethernet

Table 34 DVS Server Hardware Recommendations

# Users	# Messages	Length (minutes)	Storage (hours)	Storage (GB)
100	15	1	25	0.8 GB
500	15	1	125	3.8 GB
1,000	15	1	250	7.5 GB
2,000	15	1	500	15.0 GB
3,000	15	1	750	22.5 GB
4,000	15	1	1,000	30.0 GB
5,000	15	1	1,250	37.5 GB

Table 47 Voicemail Hard Disk Space

# Calls/Day	# Calls/Month (20 days)	Storage/Month	Storage/ 3 Months
100	2,000	3 MB	9 MB
1,000	20,000	30 MB	90 MB
10,000	200,000	300 MB	900 MB
50,000	100,000	1,500 MB	4,500 MB

Table 48 Call Detail Records

Voicemail Options	ShoreTel Application Server	Distributed Application Server	"V" Voice Appliances
Operating System	Windows Server 2008 32-bit, SP2 (Standard, Enterprise). Windows Server 2008 R2, SP1, 64-bit, (Standard, Enterprise). Windows Server 2012, 64-bit (Standard, Datacenter).		Embedded Linux
VM Port Capacity	254 media streams (ports)	254 media streams (ports)	50V – 5 90V – 9
Hours of Storage	Hard drive dependent (1 Gb per 30 hrs)	Hard drive dependent (1 Gb per 30 hrs)	50V – 22 hrs 90V – 56 hrs
Mailbox Capacities	3,000 mailboxes	3,000 mailboxes	50V – 50 mailboxes 90V – 90 mailboxes
System Capacity	Total of 1 per image	Total of 20 per image	Total of 100 per Server 500 per system
Auto Attendant	1,000 per image	1,000 per image	1,000 per image
ACD	256 Workgroups / 300 members	Distributed Workgroups	Hunt Groups / 16 members
Call Records	Yes	Yes (2 hours of History)	Yes (2 Hours)

Operating System & Voicemail Options

Type	Space Required
ShoreTel Headquarters Server	1600 MB
ShoreTel Linux DVS Server	800 MB
ShoreTel Client	600 MB

Table 46 Hard Disk Requirements

File Size	Storage (GB)
Minimum	0.5 GB
Default	4.0 GB
Maximum	30.0 GB

Table 49 Log File Hard Disk Space

Virtual Server / Appliance Requirements

Server Size	Max users per system	Max users per the server (phones managed by switches managed by server)	Max system BHCC	BHCC per server Reports run outside of business hours	Maximum BHCC per server Reports run during business hours	Virtual Cores	RAM per VM	Disk Space	Network
Small (including when used with SBE or SBE 100 system license)	500 (100 for SBE)	500 (100 with SBE 100 license SBE 100, 50 with SBE license)	5,000	1,000	Not recommended	2	4GB	60GB	100 Base-T Or Gig.
Medium	2,500	1,000	25,000	5,000	1,000	4	8 GB	150GB	100 Base-T Or Gig.
Large	10,000	1,000	50,000	10,000	5,000	8	8 GB	260GB	Gigabit Ethernet
Very Large	20,000	1,000	100,000	10,000	5,000	10	16GB	500GB	Gigabit Ethernet
Processor	Intel Xeon CPU E5-2630v4@2.2Ghz*								

HQ Server Virtual Requirements

Server Size	Max users per system	Max users per the server (phones managed by switches managed by server)	Max system BHCC	BHCC per server Reports run outside of business hours	Maximum BHCC per server Reports run during business hours	Virtual Cores	RAM per VM	Disk space	Network
Small (including when used with SBE 100 system license)	500	500 (100 with SBE 100 license)	5,000	1,000	run on HQ	2	4GB	40Gb	100 Base-T Or Gig.
Medium	2,500	1,000	25,000	5,000	run on HQ	4	8 GB	80GB	100 Base-T Or Gig.
Large	10,000	1,000	50,000	10,000	run on HQ	8	8 GB	130GB	Gigabit Ethernet
Processor	Intel Xeon CPU E5-2630v4@2.2Ghz*								

Windows / Linux DVS Virtual Requirements

Size	RAST Connections	Active RAST Calls	Clients	Concurrent Clients voice calls	Virtual Cores	RAM per VM	Disk space	Networks
Small	100	50	50	50	2	2GB	100GB	100 Base-T or Gig.
Medium	500	100	400	100	4	4GB	100GB	Gigabit Ethernet
Large	2,000	200	800	200	8	8GB	100GB	Gigabit Ethernet
Processor	Intel Xeon CPU E5-2630v4@2.2Ghz*							

Edge Gateway

Server Size	G711	G722	G729	Secure WEB sessions	IM	Virtual Cores	RAM per VM	Disk space	Networks
Small	50	15	50	50	500	4	2GB	100GB	100 Base-T or Gig.
Large	200	60	200	200	2000	16	6GB	100GB	Gigabit Ethernet
IM-only	0	0	0	0	2000	2	2GB	20GB	Gigabit Ethernet
Processor	Intel Xeon CPU E5-2630v4@2.2Ghz*								

Virtual Service Appliance

Max Number of Users	Maximum Number of local Wi-Fi clients	Maximum Number of local Wi-Fi calls (not bridged through SMR)	Maximum Number of Remote Tunnels	Maximum Number Secure Remote Voice Calls using default encryption	Maximum Number Remote calls that require transcoding	Virtual Cores	RAM per VM	Disk space	Networks	Network interfaces
100	100	100	100	100	50	2	2GB	100GB	100 Base-T or Gig.	2
1000	1,000	1,000	1000	300	150	4	4GB	100GB	100 Base-T or Gig.	2
Processor	Intel Xeon CPU E5-2630v4@2.2Ghz*									

ShoreTel Mobility Router

Max SIP trunks managed by switch without advanced features	Total number of streams	Virtual Cores	RAM per VM	Disk space	Networks
50	100	1	2GB	20GB	100 Base-T or Gig.
100	200	2	2GB	20GB	100 Base-T or Gig.
200	400	4	2GB	20GB	Gigabit Ethernet
400	800	7	2GB	20GB	Gigabit Ethernet
600	1200	10	2GB	20GB	Gigabit Ethernet
1000	2000	16	2GB	20GB	Gigabit Ethernet
Processor	Intel Xeon CPU E5-2630v4@2.2Ghz*				

Virtual SIP Trunk switch (G.711 signaling)

Max SIP trunks managed by switch without advanced features	Total number of streams	Virtual Cores	RAM per VM	Disk space	Networks
25	50	1	2GB	20GB	100 Base-T or Gigabit Ethernet
50	100	2	2GB	20GB	100 Base-T or Gigabit Ethernet
100	200	4	2GB	20GB	100 Base-T or Gigabit Ethernet
200	400	7	2GB	20GB	Gigabit Ethernet
300	600	10	2GB	20GB	Gigabit Ethernet
500	1000	16	2GB	20GB	Gigabit Ethernet
Processor	Intel Xeon CPU E5-2630v4@2.2Ghz*				

Virtual SIP Trunk switch (G.729 signaling)

Max phones managed by switch	Processor	RAM per VM	Disk space	Networks
1000	Intel Xeon CPU E5-2630v4@2.2Ghz*	2GB	20GB	100 Base-T or Gig.

Virtual Phone Switch

No. of Trunks	Up to 100	Up to 200	Up to 1,000
Memory	500 MB	1 GB	2 GB
CPU * Cores	2.9GHz * 1	2.9GHz * 2	2.9GHz * 4
Disk	20GB	20GB	20GB
Hypervisor	Vmware vSphere ESX/ESXi 5.5, 6.0		
Delivery	ISO file		

Virtual Ingate Requirements

* CPU must have similar or better performance based on single threaded rating found on www.CPUBenchmark.net, full link is on the useful links page.

HYPER V requirements same as VMWARE 5.5 and 6.0

SA / Network Requirements, Useful Links

Feature	Small VSA	Large VSA	SA-100	SA-400
CPU Cores/Speed	4/2.9GHz	24/2.9GHz	4/2.9GHz	24/2.9GHz
Memory	2GB	12GB	2GB	6GB
Hard Disk	100GB	1TB	500GB	500GB
Data Storage*	60GB	960GB	460GB	460GB
Audio ports	50	500	50	200
Web ports	50	250	50	100
IM ports	500	5000	500	2000
Recording Hours Max	280	4360	2089	2089
Recording Hours/Web User	5.5	17	18/41	20

*Excluding hard disk spaces for the operating system, root file system, and applications.

Table 63 Virtual Service Appliance Capacity Requirements

Feature	Small VSA	Large VSA	SA-100	SA-400
Audio with SRTP				
Max G711	50	500	50	200
Max G.729	50	500	50	200
Max G.722	15	150	15	15
Max audio conferences	25	250	16	64
Web with HTTPS				
Max number of web (HTTPS) users	50	250	30	100
Max attendees per conference	50	250	50	200
IM with TLS				
Max number of IM users	500	5000	500	2000

Table 64: Service Appliance Feature Capacities

Codec	Sample Rate	Data Rate
L16/1600 (Linear Broadband)	16 KHz	256Kbps
L16/8000 (Linear)	8 KHz	128 Kbps
G.711 μ -law (PCMU)	8 KHz	64 Kbps
G.711 A-law (PCMA)	8 KHz	64 Kbps
G.722	16 KHz*	32 Kbps
G.729a	8 KHz 8 Kbps	
iLBC	8 KHz	13.33 Kbps
AAC_LC	32 KHz	
BV-32	16KHz	32 Kbps
BV-16	8KHz	16 Kbps
DV-14	8KHz	
T.38		

Table 12: Supported Codecs

Note:- UDP and IP Headers will increase overall bandwidth. i.e. G711 increases 64 KBps to 87.2 KB/s

ShoreTel Connect Client	Bandwidth Use (These are based on V14.2 Numbers)
Essentials	TBD (.2kbps in 14.2)
Standard	TBD (.2kbps in 14.2)
Advanced	TBD (.2kbps in 14.2)+1.5 Kbps per monitored ext.
Extension Monitor	1.5 Kbps per monitored extension
Workgroup Agent	.25 Kbps
Queue Monitor	6.5 Kbps per queued call
Workgroup Supervisor	.25 Kbps
Queue Monitor	6.5 Kbps per queued call
Agent Monitor	1.5 Kbps per agent
<150ms Latency one way, <1% Packet loss for RTP / Media traffic, Jitter <50ms between packets	

Useful Links	
Supported Mobility Handsets -	www.shoretel.com/shoretel-mobility-handsets-tablets
Stay Connected Dashboard -	partners.shoretel.com/product_sales_tools/connect/stay_connected_dashboard.html
ShoreTel Connect Partner Selling Guide -	partners.shoretel.com/product_sales_tools/connect/downloads/shoretel_connect_partner_selling_guide.pdf
Useful site for calculating trunk needs -	www.erlang.com
Free end user training	https://goo.gl/rchDGW
ShoreTel System Power and dimensions calculator	partners.shoretel.com/product_sales_tools/downloads/shoretel_system_calculator.xlsm
New ShoreTel TCO Tool	partners.shoretel.com/product_sales_tools/total_cost_of_ownership/downloads/tco_tool_downloadable_version.xlsm
ShoreTel Logos	partners.shoretel.com/product_sales_tools/templates/logos.php
ShoreTel Icons and Diagrams	partners.shoretel.com/product_sales_tools/templates/icons_diagrams.html
Advanced Applications Catalog	partners.shoretel.com/product_sales_tools/products/applications/advanced_applications.html
Customer Case Studies	partners.shoretel.com/programs/marketing/case_studies/downloads/shoretel_customer_success_examples.pdf
Vertical Programs	partners.shoretel.com/programs/vertical_programs/
Current Promotions	partners.shoretel.com/product_sales_tools/promotions/
ShoreTel Knowledge Base	support.shoretel.com/
Processor Performance -specific link	www.cpubenchmark.net/cpu.php?cpu=Intel+Xeon+E5-2630+v4+%40+2.20GHz&id=2758

System Capacity Requirements

Component	Capacity	Notes
System		
Sites	500.	Exact number varies by configuration
Switches	100/site 500/system 100/server	Exact number varies by configuration. Note: For Very Large deployments, systems with more than 10,000 ports, the maximum number of switches per site is 60.
Route Points	254/server	This is per server
Analog Ports	5,000	Exact number varies by configuration.
IP Phones	20,000 (max)	Exact number varies by configuration. See Server capacity table.
Simultaneous Calls	10,000.	10,000 calling 10,000
Busy Hour Call Completion	100,000	Depending upon server configurations
Users		
Users	20,000	
– Port Based Users	5,000	
– IP Phone Users	20,000	
– Virtual Users	1,000/server	
User Groups	250	
Telephony Permissions	100	
Call Permissions	100	
Voice Mail Permissions	100	
Trunks		
Trunks	10,000	
Trunk Groups	500	
Number of Trunks/TG	500	
Servers		
Number of servers	21	1 main, 20 distributed (for voice mail, autoattendant, messaging, directory, configuration services, and desktop call control). Each server is certified to support up to 1,000 users.
Number of Voicemail Box Switches (VMBs)	500/system 100/server	
Number of 3rd Party SIP Servers	20	

Component	Capacity	Notes
Media streams (G.711 per server)	254	Simultaneous voice mail sessions, for example.
Media streams (G.729 per server)	40	
Media streams (total)	9,384	21 servers x 254 media streams per server + 500VMB x 9 streams per VMB.
Voice Mail		
Mailboxes (total)	20,000	These can be distributed across the servers.
Mailboxes (per server)	3,000	
Storage	Unlimited	Restricted by the size of disk available (1 hour of voice mail per 30 MB of disk storage).
Auto-Attendant		
Menus (total)	1,000	Every server has every menu.
Hunt Groups		
Hunt groups per switch (ST)	24	
Total hunt group members per switch (ST)	24	
Workgroups		
Workgroups (total)	256/system	
Members per workgroup	300	Top down, round robin, longest idle and simultaneous distribution patterns.
WG Agents (total per system)	300/system	If more are required it is recommended you investigate the ShoreTel Enterprise Contact Center Solution
WG Agents	16	Simultaneous ring.
Calls in Queue per Queue	254/server	Overflow is directed to the workgroup backup extension.
BHCC/system without reports during business hrs	Very Large HW=100k /Large HW = 50K / Med HW =2 5K / Small HW = 5K	See Server HW specs for size & traffic considerations
BHCC/system with reports during business hrs	Very Large HW=10k /Large HW = 5K / Med HW = 1K / Small HW = not recommended	See Server HW specs for size & traffic considerations
Max # of PCM's in WG server	300	

System Capacity Continued

Component	Capacity	Notes
Paging Groups		
Paging Groups (total)	300/system	
Paging Group Members	300/system	
Max # of simultaneous pages	100/server	
Account Code		
Account Code (per system)	100,000/ system	
Call Detail Record		
Storage	1.5 GB (MySQL has a capacity of 64TB)	500,000 workgroup calls, OR 1.5 million extension-to-extension calls, OR 1.0 million combined call records Implementing a database of this size typically requires 4.0 GB of disk space, including disk space for the main database (1.5 GB), the archive database (1.5 GB), and temporary space required to generate reports (1.0 GB).
ShoreTel Connect Clientr		
ShoreTel Connect Client (total)	10,000	
ShoreTel Connect Client (per server)	1,000	Note: For Very Large deployments, systems with more than 10,000 ports, the maximum number of Communicators for web and mobile per server is 1,000. For ShoreTel Communicator for Windows, the maximum number is 500 per server. While using Windows remote desktop services, the maximum number is 100/ server.
Personal	10,000	
Professional	10,000	
Workgroup Agent	300	
Workgroup Supervisor	128	
Workgroup Agent/server	300 per server, 300 per system	
Workgroup Supervisor/ server	128 per server, 128 per system	
Operator	200	250 monitored extensions/ each operator maximum.

Component	Capacity	Notes
Music on Hold (MOH)		
Music on Hold (MOH)	15	One switch can provide MOH for up to 15 calls persite.
Programmable Buttons		
IP phone buttons configured for extension monitoring (per switch)	1024	Solution Architect Recommendation 250 for optimum experience.
Phones that can monitor an extension	32	
Voice Switch Capacity		
Media streams/switch (No encryption)	60	
Media streams/switch (encryption)	60	
Media streams/switch (SRTP)	40	
Media streams/switch (SRTP + authentication)	30	
G711 Limits for VMB	9	
G729 Limits for VMB	5	
BAA Simultaneous # of calls - Voice Switches	60	
Simultaneous # of calls SIP Ringing - Voice Switches -G711	60	
Simultaneous # of calls SIP Ringing - Voice Switches -G729	0	

Mobility Router	Max Users	Max Calls	Max Calls with Transcoding	Max SRV Users	Max SRV Calls
2000	100	100	50	100	20
4000	1000	500	300	500	200
6000	5000	2000	1250	2500	1000
MrVirtual	1000	500	300	500	200

ShoreTel Mobility Router System Capacity

Real Time Capacities

Feature	SBE 100	EE
Sites	5	500
Switches	7	500
Users (with extensions)	100	20,000
Telephones	100	20,000
Trunks	100	10,000
Simultaneous calls, extension-to-extension	50	10,000
Busy Hour Call Completion	1,000	100,000
DVS	4	20
Integration with 3rd party PBX	No	Yes
On-net dialing	No	Yes
Voice mailboxes	120	20,000
simultaneous calls per server	25	254
AMIS	No	Yes
SMDI - External voicemail	No	Yes
SMDI - ShoreTel voicemail	No	Yes
Service Appliance 100 (SA100)	2	5
SA100 audio/web/IM ports	100/60/100	256/300/128
Service Appliance 400 (SA400)	No	Yes
Workgroups (groups, agents, supervisors)	100/100/100	256/300/128
ShoreTel Mobility clients	100	5,000

Table 35 SBE and Enterprise Edition Differences

	Hunt Group	BCA	Pick Up group	P Pones
Extension	SG=8 ST=24	SG=24 ST=36	SG=16 ST=24	SG=120
Members / Extensions	SG=16 ST=24	SG=32 ST=44 Phones monitoring the same extension	SG=24 ST=24	N/A
Stack Size / Extensions	SG=24 ST=24	SG=24 ST=36	N/A	SG=24
Total members on all extensions	SG=16 ST=24	N/A	SG=80	N/A

Table 11 Feature Capacity General Guidelines

Phones	Up to 250	Up to 500	Up to 1000
Backup Auto-Attendant Steams	10	25	50
Make-Me Conference	12	30	60
Hunt Groups	8	20	40
Total HG Users	32	80	160
Users Per HG	32	8	16
Pick-Up Groups	16	40	80
Total PUG Users	80	200	400
Users Per PUG	48	12	24
BCA	24	60	120
BCA Call Stack	48	12	24
BCA Extensions	64	16	32
Extension Monitor Buttons	1,000	2,500	5,000
BHCC	5,000	12,500	25,000

Table 62: Virtual Phone Switch Feature Capacities

Real Time Capacity features in a virtual phone switch can be run in parallel providing you keep within the above parameters

Calculating Specific Real Time Capacity of Switch Appliances

Sum (HG_stacksize(n) x HG_Members(n)) + (monitoring_phones(n) * BCA_Monitoring_Lines(n))/2 <= X
X=80 for SG Switches, X=120 for ST Switches

e.g. worked example:-

1 x Hunt Group with 4 Members and a Call Stack of 4
1 x Hunt Group with 8 Members and a Call Stack of 3
10 x Phones Each Monitoring 4 x BCA

HG 1 +HG 2 +BCA's =Total
(4x4) +(8x3) +(10x4)/2 =60 so all ok.

Other worked examples can be found in the [ShoreTel Connect Partner Selling Guide](#)

ECC Requirements Connect CC

ECC Element	Maximum number or value
Max Configured Agents	2000
Max Simultaneous Agents	1000
Max DNIS Routes	1500
Number of Agent Groups	256
Number of Agent Queues	1000
Max number of groups to which an agent can belong	64
Max Skills	256
Max Wrap Up/ Release Codes	512
Max Secondary Announcements	20
Max IVR Ports per server	254
Max Calls in Queue per server	254
Max Agent Boards	256
Max Active Supervisors	100
Max Wallboards/Agentboards	256
Database Backup Periodicity	1 a day
Maximum interactions	15,000 calls (voice, email, and chat) per hour with up to 600 agents, 10,000 calls (voice, email, and chat) per hour with 601 to 1000 agents
Max IRN	1500
Max Active Supervisors tested in performance	15
Maximum number of scheduled reports in an hour	10
Wallboard API Feed Active?	Yes
Agent Board API Feed Active?	Yes
CCIR Enabled?	Yes

ECC System Capacity

PC Requirements	Supervisor PC Running CC Only	Supervisor PC with CCand Com-municator	Agent PC Run-ning CC Only	Agent PC with CC and Commu-nicator
CPU	Pentium IV 2.0 GHz	Dual Core 1.6 Ghz	Pentium III 800 MHz	Pentium IV 2.0 GHz
Available Memory	1 G	1 G	512 MB	1 G
Hard Disk Space	2 G	2 G	1 G	1 G
CD	Optional			
First Network Adapter	10/100 Mb			
External Modem	Optional			
Vista/Windows 7/ Windows 8 Operating System				

Licence	Description
System	The node-locked system license key required for all systems.
Voice	The maximum number of agents, who log into a group that requires a license to handle incoming and outbound voice calls, that can be logged into the system concurrently.
Email	The maximum number of agents, who log into a group that requires a license to handle incoming email contacts, that can be logged on the system concurrently.
Chat	The maximum number of agents, who log into a group that requires a license to handle incoming chat contacts, that can be logged into the system concurrently.
Dial Lists	The maximum number of agents, who log into a group that requires a license to handle outbound dial lists calls, that can be logged into the system concurrently
IVR Ports	The maximum number of IVR ports the system will use. Note that you can define additional IVR ports than the number for which you are licensed. This allows you to use IVR stations to create redundant IVR stations.
Supervisor	The maximum number of supervisors that can be logged into the system concurrently. Contact Center currently supports up to 100 concurrent supervisors.
Redundancy	Enables running the Contact Center system in a redundant configuration.
Agent Activity API	The number of external applications able to connect and receive agent data.
Group Activity API	The number of external applications able to connect and receive group data.

License Requirements

Size	Processor / Server	Minimum CPU	Minimum Ram	Naetwork	Free Disk Space
<= 599 Agents	Intel Core 2 Dual E8400 Single Dual Core	3.00 GHz	4 GB	100 Base-T or Gigabit Ethernet	200 GB
<= 599 Agents	Intel Core i3-540 Processor (4M Cache)	3.06 GHz	4 GB	100 Base-T or Gigabit Ethernet	200 GB
<= 599 Agents	Intel Xeon x3430 Single Quad Core	2.4 GHz	4 GB	100 Base-Tor Gigabit Ethernet	200 GB
<=1000 Agents	Intel Xeon e5520 Single Quad Core	2.27 GHz	8 GB	100 Base-T or Gigabit Ethernet	500 GB
<= 1000 Agents	Intel Xeon e5520 Dual Quad Core	2.27 GHz	8 GB	100 Base-T or Gigabit Ethernet	750 GB

System Requirements ECC Server

System Size	# of Agents	Call Load Per System	Cores Per VM RAM per VM	Disk Size for Contact Center	Server
Small	< 100	7,500	2	4 GB	200 GB
Medium	100-599	15,000	4	8 GB	500 GB
Large	600-1,000	10,000	4	8 GB	750 GB

System Requirements for Virtualised Deployment ECC Server