

ShoreTel BB24

Quick Install Guide & Warranty



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Patents

This product is covered by one or more of the following patents: United States Patent 6,996,059, United States Patent 7,003,091, United States Patent 7,167,486, United States Patent 7,379,540, and United States Patent 7,386,114. ShoreTel, Inc. All rights reserved.

Version Information

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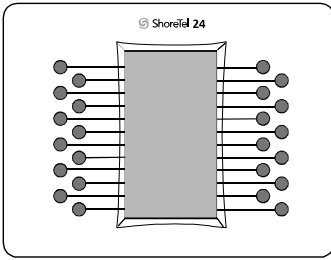
www.shoretel.com

Installing Your ShoreTel BB24

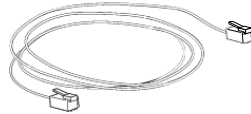
This section shows how to install a ShoreTel BB24. Instructions are provided for connecting the button box with and without the AC power adapter. (This adapter may be necessary for networks that do not support the IEEE 802.3af standard for Power-over-Ethernet).

Package Contents

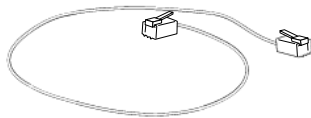
ShoreTel BB24



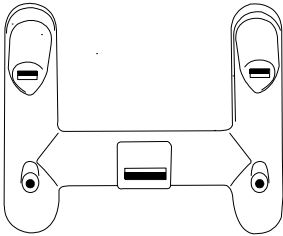
Network cable (7-foot)



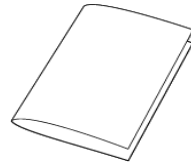
Network cable (18-inch)



Phone base

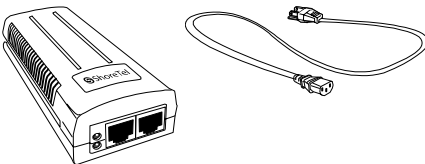


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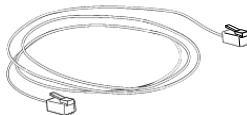


AC Power Adapter Package (Optional)

Power-over-Ethernet adapter and power cord



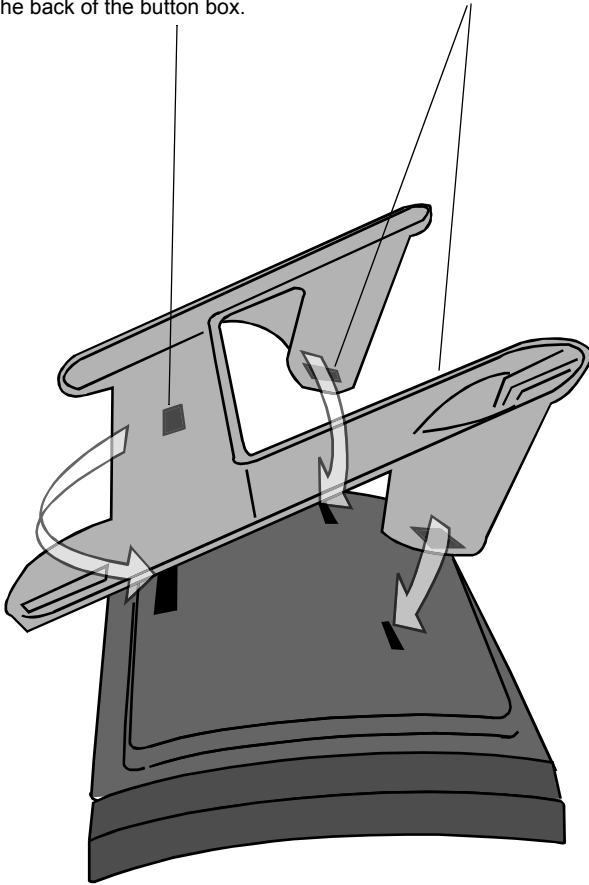
Additional network cable (7-foot)



1 Attach button box to base

a Connect the base to the larger of the three tabs on the back of the button box.

b Rotate the two pillars down onto the smaller tabs and snap into place.



2a Connect to powered network

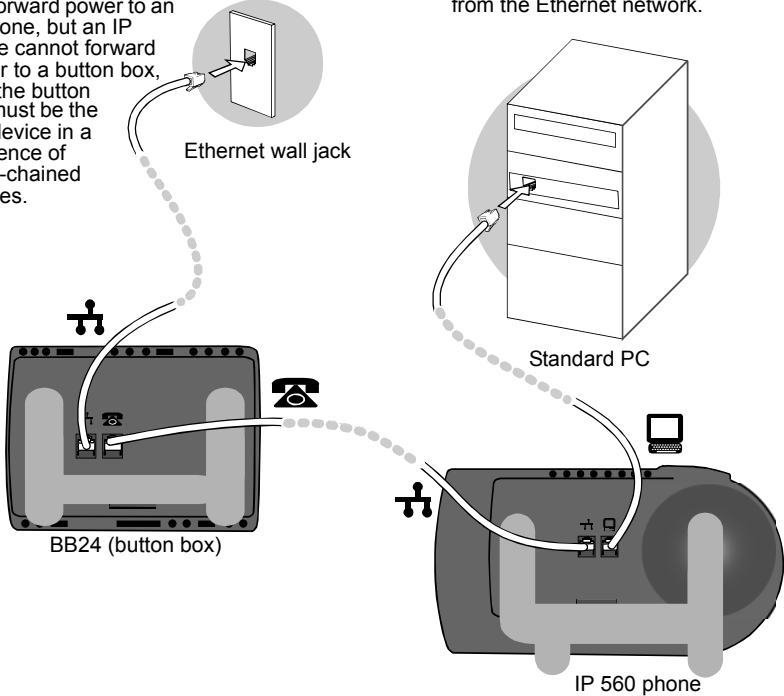
(no AC adapter required)

If the LAN to which this device will be connected supports power-over-Ethernet, no AC adapter is needed. The button box draws power from the Ethernet network.

Connect the network cable to the Ethernet jack in the workspace. Plug the other end of this cable into the LAN port on the back of the button box.

Note that the button box can forward power to an IP phone, but an IP phone cannot forward power to a button box, thus the button box must be the first device in a sequence of daisy-chained devices.

The IP 530/560 can optionally be connected to a PC as the third daisy-chained device. This configuration works because the PC is self-powered and does not draw power from the Ethernet network.



Note: The BB24 can only forward power to one additional unpowered device, so you cannot daisy-chain three button boxes in a row with a single powered LAN cable. If you would like to connect two or more button boxes and an IP phone, a second Ethernet wall jack is needed to provide adequate power.

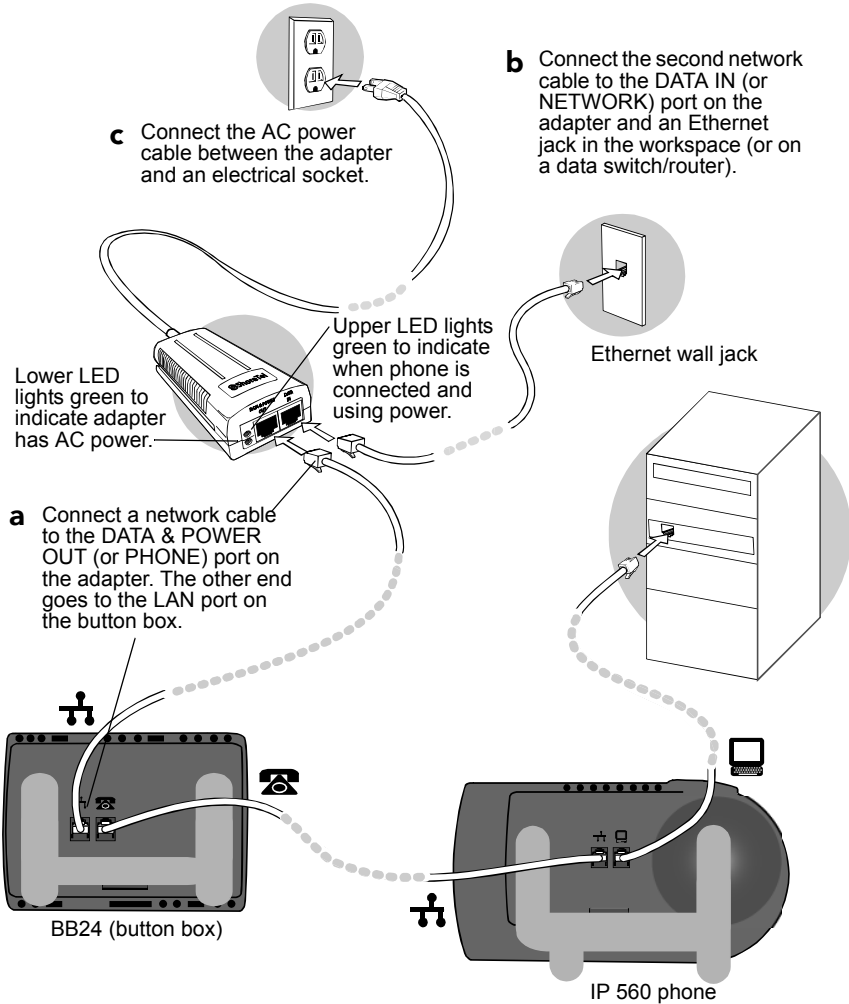
Note: The BB24 cannot forward adequate power to a ShoreTel 560g IP phone, as this model requires more power than the other ShoreTel models. The BB24 pass-through power is limited to Class 2 devices and the 560g is a Class 3 device.

Note: As long as the additional button box is connected to the same LAN as the phone, a direct connection between the button box and the IP phone (as shown in the illustration above) is not necessary.

Note: Up to four button boxes can be associated with one IP phone. Refer to the BB24 User Guide for instructions on using ShoreWare Director to create an association between a button box and an IP phone.

2b Connect to power & network

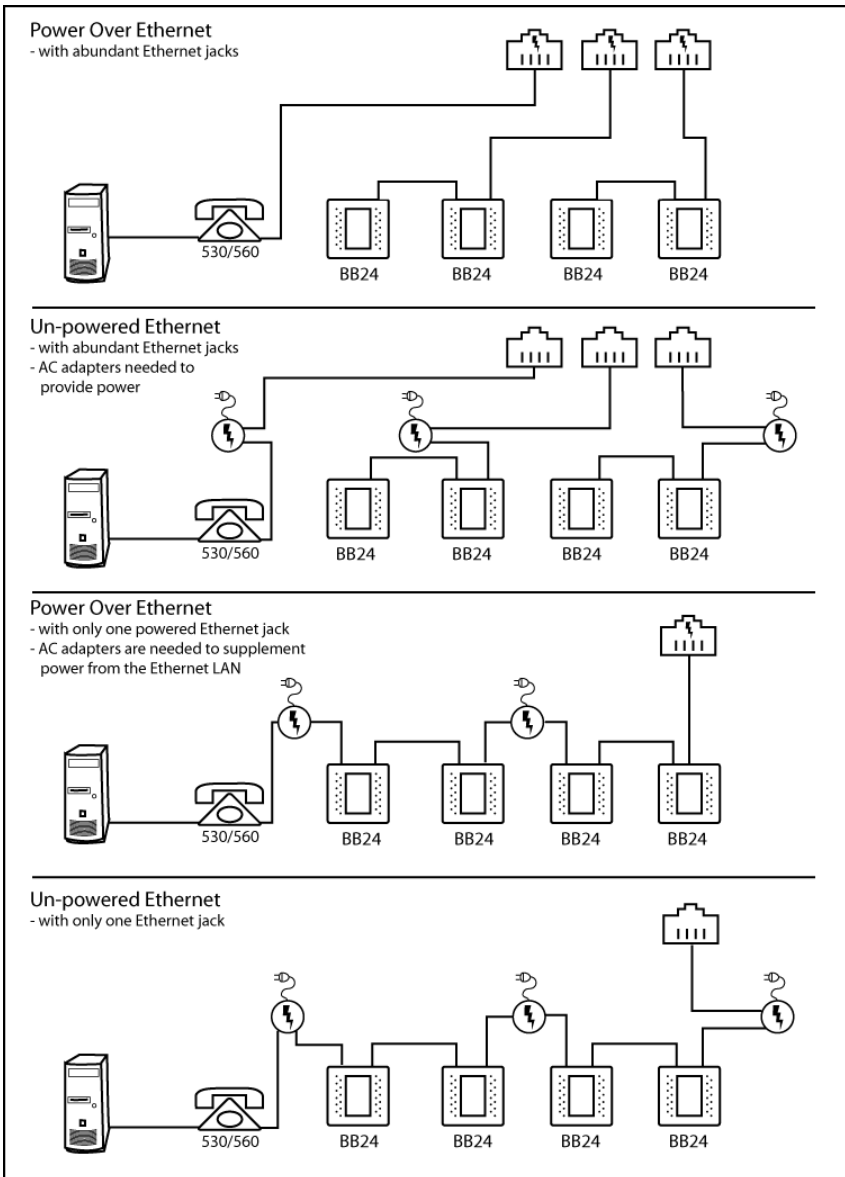
(Non-powered Ethernet network requires AC power adapter)



Note: The button box can forward power to an IP phone but an IP phone cannot forward power to a button box. Thus, if two devices will be daisy-chained, the button box must be the first device in the chain.

Configuring Several Button Boxes

There are many ways button boxes can be deployed. The optimal topology depends on various environmental factors, such as whether the LAN is powered or not, and the number of Ethernet jacks available. Four topologies are shown below, with each topology best suited to its environment. Each topology assumes four BB24's will be deployed. If you are deploying two or more button boxes, please take a moment to review the illustration to learn which topology best meets the demands of your environment. (Note that the ShoreTel 560g IP phone exceeds the BB24's Class 2 power limitations and is thus not supported in any of the topologies shown below.)



Important Safety Instructions

For IP TELEPHONE MODELS 110, 212k, 230, 560, 560g, and BB24



This symbol is to alert you to important operating or servicing instructions that may appear in this owner's manual.

Always follow basic safety precautions when using this product to reduce the risk of injury, fire, or electric shock.

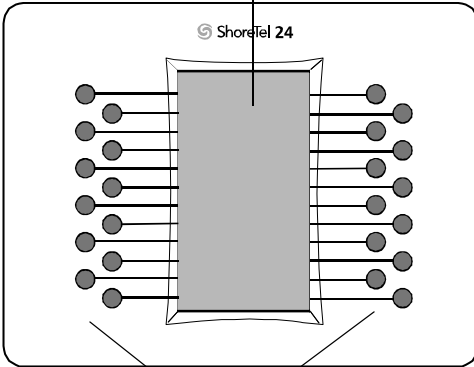
- Read and understand all instructions in this manual. Observe all markings on the products.
- Follow all warnings and instructions marked on this product.
- For information on proper mounting instructions, consult the manual provided with this product.
- This product should be operated only from the type of power source indicated on the marking label.
- Telecommunication metallic-type connections are not intended to leave the building premises unless connected to other telecommunication devices that provide primary and secondary protection as applicable.
- To reduce the risk of electrical shock, do not disassemble this product. Service should be performed by trained personnel only. Opening or removing covers and/or circuit boards may expose you to dangerous voltages or other risks. Incorrect re-assembly can cause electrical shock when the unit is subsequently used.
- If this product has a three-prong (grounding) plug or a polarized plug with one wide prong, it may not fit in non-polarized outlets. Do not defeat the purpose of these plugs. If they do not fit in your outlet, the outlet should be replaced by an electrician.
- Install this product in a protected location where no one can trip over any line or power cord. Protect cords from damage or abrasion.
- Unplug this product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.
- Do not allow anything to rest on the power cord. Do not locate this product where the cord will be abused by persons walking on it.
- Do not overload wall outlets and extension cords as this can result in the risk of fire or electrical shock.
- Unplug this product from the wall outlet and contact qualified technicians to service the unit if the any of the following conditions occur:
 - a) When the power supply cord or plug is damaged or frayed.
 - b) If liquid has been spilled into the product.
 - c) If the product has been exposed to rain or water.
 - d) If the product does not operate normally by following the operating instructions. Adjust only those controls that are covered by the operating instructions because improper adjustment of other controls may result in damage, and will often require extensive work by qualified technician to restore the product to normal operation.
 - e) If the product has been dropped and exhibits a distinct change in performance.

SAVE THESE INSTRUCTIONS

Features and Functions

LCD Display

- Top 2 rows are 13 characters wide
- Lower 12 rows are divided in two columns with a width of 6 characters in each column



24 programmable buttons
with red, green and
amber tri-color LEDs

Note: You can access the latest user guide for this device by downloading a PDF from the following URL: www.shoretel.com/phoneguides

Warranty and Limitation of Liability

LIMITED WARRANTY. ShoreTel warrants to the end user (“Customer”) that this product will be free from defects in workmanship and materials, under normal use and service, for one year from the date of purchase from ShoreTel or its authorized reseller. ShoreTel's sole obligation under this express warranty shall be, at ShoreTel's option and expense, to repair the defective product or part, deliver to Customer an equivalent product or part to replace the defective item, or if neither of the two foregoing options is reasonably available, ShoreTel may, in its sole discretion, refund to Customer the purchase price paid for the defective product. All products that are replaced will become the property of ShoreTel. Replacement products or parts may be new or reconditioned. ShoreTel warrants any replaced or repaired product or part for ninety (90) days from shipment, or the remainder of the initial warranty period, whichever is longer.

Products returned to ShoreTel must be sent prepaid and packaged appropriately for safe shipment, and it is recommended that they be insured or sent by a method that provides for tracking of the package. Responsibility for loss or damage does not transfer to ShoreTel until the returned item is received by ShoreTel. The repaired or replaced item will be shipped to Customer, at ShoreTel's expense, not later than thirty (30) days after ShoreTel receives the defective product, and ShoreTel will retain risk of loss or damage until the item is delivered to Customer.

EXCLUSIONS. ShoreTel will not be liable under this limited warranty if its testing and examination disclose that the alleged defect or malfunction in the product does not exist or results from:

- Failure to follow ShoreTel's installation, operation, or maintenance instructions.
- Unauthorized product modification or alteration.
- Unauthorized use of common carrier communication services accessed through the product.
- Abuse, misuse, negligent acts, or omissions of Customer and persons under Customer's control or
- Acts of third parties, acts of God, accident, fire, lightning, power surges or outages, or other hazards.

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GOVERNING LAW. This Limited Warranty and Limitation of Liability shall be governed by the laws of the State of California, U.S.A., and by the laws of the United States, excluding their conflicts of laws principles. The United Nations Convention on Contracts for the International Sale of Goods is hereby excluded in its entirety from application to this Limited Warranty and Limitation of Liability.

Safety and Regulatory Information

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) This device must accept any interference received, including interference that may cause undesired operation.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his own expense.

This ShoreTel IP Phone has been marked with the CE mark. This mark indicates compliance with EEC directories 89/336/EEC and 73/23/EEC. A full copy of the Declaration of Conformity can be obtained from ShoreTel Inc., 960 Stewart Drive, Sunnyvale, CA, USA 95054.

In accordance with part 15 of the FCC rules, the user is cautioned that any changes or modifications not expressly approved by ShoreTel, Inc. could void the user's authority to operate this equipment.

Installation must be performed in accordance with all relevant national wiring rules.

L'installation doit être exécutée conformément à tous les règlements nationaux applicable au filage électrique.

The outlet to which this apparatus is connected must be installed near the equipment and must always be readily accessible.

La sortie à la quelle l'appareil est branchée doit être installée près de l'équipement et doit toujours être facilement accessible.

This Class [B] digital apparatus complies with Canadian ICES-003.

C'est appareil numérique de la classe [B] est conforme à la norme NMB-003 du Canada.

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