



***ShorePhone IP 8000
User Guide***



advanced
network
systems

800.639.6757

sales@getadvanced.net

www.getadvanced.net

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Company Information

ShoreTel, Inc.

960 Stewart Drive

Sunnyvale, California 94085

Phone: 1-408-331-3300 OR 1-800-425-9385

Fax: 408-331-3333

www.shoretel.com

Welcome to the IP 8000 Phone

The IP 8000 IP Phone is a high definition audio conference phone. Powered by 16 always-on microphones, circular microphone array, and beam forming technology, the phone delivers superior room coverage, speaker detection, clarity, and echo cancellation for conferences in executive offices to large conference rooms. Its elegant, non-intrusive design provides flexible connectivity.

The IP 8000 Phone is simple to use and provides full function, multi-participant conferencing capabilities.

The IP 8000 Phone meets the following environmental specifications:

| | |
|-----------------------|----------------------------|
| Operating Temperature | 0°C to 40°C |
| Operating Humidity | 10% to 85%, non-condensing |
| Storage Temperature | -30°C to 55°C |
| Storage Humidity | 10% to 90%, non-condensing |
| Altitude | 0 to 10,000 feet |

Installing the IP 8000 Phone

Your IP 8000 Phone package includes the following components:

- Tabletop console with integrated keypad and display
- Power over Ethernet cable
- Quick reference card
- Documentation CD. Refer to www.shoretel.com for product Release Notes.
- Safety and Regulatory Notices


Supported Configurations

The IP 8000 Phone requires that you supply a power adapter that is IEEE 802.3af compliant where Power over Ethernet (PoE) is unavailable. Refer to www.shoretel.com for details or contact your product reseller.

Setup

To set up the IP 8000 Phone in your environment, follow these steps:

Note: Refer to the quick reference card included in your product package for a visual depiction of the proper setup.






1. Insert the Ethernet cable into the port on the underside of the phone closest to the center; this port is marked with the LAN symbol . The exterior port is reserved for future use. Ensure the cables are secured into the guides to avoid damage to them.
2. Insert the opposite end of the Ethernet cable into the PoE adapter or the PoE port on the wall. If using a PoE adapter, plug the remaining end into the network port on the wall. You must supply a power adapter that is IEEE 802.3af compliant where PoE is unavailable.
3. The phone boots, and you are prompted to configure it the first time.


Configuring Your IP 8000 Phone

Once you have set up your phone in your environment, you are prompted to configure it for your locale and network. You can change preferences such as the display language, administrator password (for accessing advanced preferences), dialing options, and other preferences. You can also change the phone name and number that appears in the phone display.

Note: For security reasons, ShoreTel recommends you change the default administrator password during the initial configuration.

The following keys provide navigation during configuration:






| Keypad Key | Function |
|---|--|
|  | Toggles values, activates the cursor in a field, and accepts changes to a field. |
|  | Behaves as up and down keys when scrolling through preferences. Volume Down also changes the text entry mode when editing a text field. |
|  | Behaves as Back when returning to a previous screen or Backspace during text entry. |
|  | Behaves as Cancel when changing preference values. |
|  | Moves a selected item down in an ordered list. |

| Keypad Key | Function |
|---|--|
|  | Moves a selected item up in an ordered list. |

Once you have completed the initial configuration, you can then place calls, receive calls, or configure additional preferences by accessing the administrative menu.

Advanced Configuration




The administrator configuration provides access to advanced preferences. To access the administrator configuration, follow these steps:

1. Press     sequentially when the phone is idle.
2. Enter the default administrator password (1 2 3 4 by default) and press .



If you enter an incorrect password, the **Login Failed** message displays. After six seconds you return to the main screen.

If you successfully enter the password, the **Main Menu** displays with the following options:

- 1 - Preferences
- 2 - System Info (read only information)
- 3 - Maintenance
- 4 - Help

3. Select an option and press the  key to scroll through menu options.
4. Press the  key to toggle values or to activate the cursor in a field. Press the  key again to accept your change.

Note: If you remain idle on any preference screen for two minutes, you return to the main screen. If you remain idle on the **Main Menu**, you return to the main screen.

5. When you have finished setting preferences, press the  key to save them.
6. Press  to return to the previous screen.

Configuration from a Web Browser

You can also configure your IP 8000 Phone from a web browser by navigating to the URL displayed at the bottom of the administrator configuration **Main Menu** on your phone. On the login screen, choose the language in which to display the interface, enter the administrator password, and click **Submit**.





You must have Flash Player installed and configured on your web browser to access the administrator configuration from a web browser. You can download the Flash Player from www.macromedia.com. Refer to the Release Notes for required version information.



Using Your IP 8000 Phone

Before using your IP 8000 Phone, familiarize yourself with its features. The display indicates the phone status, displays configuration menus, and user input. Identification LEDs illuminate or flash to indicate certain conditions.

Using the Keypad

The following table describes the keys on the phone keypad; some of these keys have dual functions depending on when you invoke them.

| Key | Description |
|---|--|
|  | Answers an incoming call, initiates a call, obtains a dial tone, or ends the current call. |
|  | Calls or allows additional participants to join the current call. Behaves as Cancel during configuration. |
|  | Initiates a video conference. Note: The Video key behaves as the Voice key on standalone phones. |
|  | Dials the previously dialed number. Also serves as Back or Backspace during configuration. |

| Key | Description |
|---|--|
|  | Increases or decreases the speaker and ringer volume. Also serves as scroll up and down during configuration. Volume - changes text entry mode when editing a text field. |
|  | Enables or disables the mute feature. Also toggles values or activates the cursor in fields during configuration. |

Note: Refer to the help on the phone display for information about using these keys.

Troubleshooting Your IP 8000 Phone

The following sections describe symptoms, possible causes, and potential solutions for common problems you may encounter with your IP 8000 Phone.

When experiencing a problem, visually inspect the unit. Ensure the system has not been exposed to water or heat sources or appears physically damaged.

For best performance, follow these guidelines:

- Position the phone in the center of the room.
- Avoid moving the phone during a call.
- Speak at normal conversation levels and direct your voice toward the phone.

Incorrect Cabling

Improperly connected or loose cables are common causes of problems with hardware units. When investigating a system problem, first check all the external controls and cable connections. Check that connections are correct and secure, and that nothing is obstructing the cables.

Verify that power is supplied correctly to the unit through PoE. The LEDs illuminate and the display becomes active with sufficient power.

If connecting your phone with PoE and your network connection does not support PoE, you must use a PoE adapter between the network connection and the phone to supply power. You must supply a power adapter that is IEEE 802.3af compliant. Refer to www.shoretel.com for more information.

Inspect connections to any system cables and ensure there are no obstructions or loose cables at either end. Ensure you have connected the network cable correctly to the PoE adapter, wall port, or interface module. Although it is possible to plug in the LAN end to the phone, the phone will not work. Correct the connection by reversing the cable to obtain connectivity to your phone.

IP Address Displays Invalid Value

If the IP address displays an invalid value, or the address on the **Main Menu** displays as `http://0.0.0.0`, one of the following conditions may be occurring:

| Condition | Resolution |
|---|--|
| The unit is configured to obtain an address using DHCP and no DHCP server is available. | Verify that the unit is plugged into a network that has a DHCP server present. |
| Faulty Ethernet cable connection. | Replace the Ethernet cable with a high quality cable. |
| The unit is configured to use a static IP address, but no IP address has been entered in the address field. | Identify and enter the necessary IP information if you disable DHCP. |
| Network connection is unavailable. | An IP address such as 0.0.0.0 or 169.254.x.y is invalid for IP configurations, and you cannot access the web configuration since there is no network access. |



Poor Quality Display

If you have poor quality or unreadable data on the display, adjust the **LCD Contrast** setting (from the **Preferences - User** menu). The default setting is recommended.

Display Failures

If data does not appear on the phone display, ensure the unit is properly plugged into a PoE connection. Ensure that the Ethernet connector is fully engaged into the RJ-45 jack on the underside of the phone. Also ensure that your Ethernet wall jack connection is PoE (standard Ethernet has no power) for IP use. A bad Ethernet cable connection may also result in display failures; replace it with a high-quality Ethernet cable.

Absent Dial Tone

If you do not receive a dial tone after pressing the  or  key to initiate a call, ensure the speaker volume is adjusted appropriately.

An absent dial tone may also result from an unavailable analog phone line connection.

Problematic Sound Quality

If you are unable to hear the phone ring when an incoming call arrives, the speaker volume may be set too low. (The LEDs flash blue to indicate an incoming call.) Adjust the volume using the up and down volume key. If you still experience audio problems, adjust the **Ring Tone Volume** preference (from the **Preferences - Audio** menu).

Muffled reception may be caused by highly reverberant rooms. If you are experiencing poor reception, add more sound absorbency to the room and speak in close proximity to the phone.

Adjust the priority order for your audio codec (from the **Preferences - Audio** menu) if you have chosen a low-bandwidth audio codec to be first.

Ensure that the far end caller has configured the phone correctly and is in an acoustically benign environment. For best results, ensure the far end caller is using an IP 8000 Phone.

Distorted Audio

Poor audio quality may result from a bad network connection. Ensure that your network connection is capable of handling the correct bandwidth; ShoreTel recommends that your network connection be capable of at least 100Mbps (100-baseT) for best performance.

Also ensure the loudspeaker is not obscured or damaged at either end of the call. Do not stack items on top of the phone. Do not use any kind of liquid or aerosol cleaner on the phone. A soft, slightly damp cloth should be sufficient to clean the top surface of the phone if necessary.

Restoring Default Settings

You may need to reset the phone to its default state (from the **Preferences - Maintenance - Reset** menu) to correct unknown problems you may be experiencing. If this reset fails, you can also manually restore the phone to its default state by removing power, pressing and holding the 7, 8, and 9 keys simultaneously until the **Initial Configuration** screen appears, and then restoring power.

Press and hold the 7, 8, and 9 keys simultaneously, and then reapply power. Hold the keys down until the Initial **Configuration** screen appears.