

ShorePhone Telephones



Unifying the flow of information across your business



BENEFITS

- *Ergonomic design for effortless communication*
- *Immediate gains in workforce productivity*
- *Dramatically lower installation, training, and support costs*
- *A wide range of phones to fit enterprise requirements*

As part of the ShoreTel single solution unified communications (UC) system, ShoreTel ShorePhone® IP Telephones help boost productivity by ensuring effortless communications. This family of ergonomically designed, high-performance phones also brings style and elegance to the organization.

Ergonomic design for effortless communication

ShorePhone IP Telephones are designed to conform to the human body, providing quick and easy access to a full range of communication services. Tactile keys reduce strain on the fingers and wrists, while the precision-balanced, contoured handset can rest comfortably in your hand or on your shoulder.

Visually, ShorePhone IP Telephones are designed to keep communication flowing across your organization by instantly conveying comprehensive information. Users can easily see who is calling (Caller ID), check for missed calls and unheard voicemail messages, and quickly read the call's status (on hold, muted, etc.). All of this data is easily viewed on the ShorePhone vertical display, and some selected models are enhanced by backlit displays.

ShorePhone IP Telephones feature crystal-clear audio quality, and offers a wideband audio codec that supports seven full octaves of human sound, available across the entire portfolio line. In addition, ShorePhone's high fidelity, full-duplex speakerphones deliver exceptionally clear audio and enable hands-free conversation.

Engines of productivity

The intuitive user interface on all ShorePhone IP Telephones simplifies all telephony tasks including call transfer, conferencing, call pick up, call parking and

intercom—even in a multisite enterprise. Users can extend the power of their ShorePhone far beyond their desks with ShoreTel Office Anywhere, which allows them to assign their extension to any phone, including a mobile phone or home phone.

Through ShoreWare® Personal Call Manager, ShorePhone IP Telephones are automatically populated with system directories. This provides instant connectivity through smart directory dialing that allows users to instantly locate and call others by entering the first few characters of a name on the key pad. ShoreWare Advanced Call Manager also provides presence information about the call recipient—whether the user is idle, busy, or in Do-Not-Disturb (DND) mode.

Lower cost of ownership

All ShorePhone IP Telephones support plug-and-play installation, reducing time-to-deploy and easing administrator workload. As you connect new telephones to the network, ShoreWare Director automatically discovers the new devices and adds them to the ShoreTel UC system, where they can be centrally managed as nodes on your enterprise network. As new software releases or versions become available, all of your IP telephones can be automatically updated via network downloads, further reducing administration costs.





SPECIFICATIONS	IP 565g	IP 560 / IP 560g	IP 265	IP 230 / IP 230g
Functions				
Call appearance	6 (Tri-color LEDs)	6 (Tri-color LEDs)	6 (Tri-color LEDs)	3 green LEDs (230) 3 tri-color LEDs (230g)
Feature keys	8 (Transfer, conference, hold intercom, redial /history, voice-mail, options, directory)	8 (Transfer, conference, hold intercom, redial /history, voice-mail, options, directory)	8 (Transfer, conference, hold, intercom, redial /history, voice-mail, options, directory)	8 (Transfer, conference, hold, intercom, redial /history, voice-mail, options, directory)
Soft keys	4	4	4	4
Display	24 characters x 7 lines 320 x 240 pixels Backlit, color	24 characters x 7 lines 168 x 80 pixels Backlit, grayscale	24 characters x 7 lines 320 x 240 pixels Backlit, color	24 characters x 5 lines 120 x 35 pixels
Speakerphone (full duplex)	Yes	Yes (LED indicator)	Yes	Yes (LED indicator)
Mute	Yes (LED indicator)	Yes (LED indicator)	Yes (LED indicator)	Yes (LED indicator)
Volume controls	Handset, speakerphone, headset, alert / rings	Handset, speakerphone, headset, alert / rings	Handset, speakerphone, headset, alert / rings	Handset, speakerphone, headset, alert / rings
Headset compatibility	RJ-22 (LED indicator) Bluetooth headset option	RJ-22 (LED indicator)	RJ-22 (LED indicator)	RJ-22 (LED indicator)
Electronic hook-switch control for wireless headsets	Yes	Yes	Yes	Yes
Color	Silver, black	Silver, black	Silver, black	Silver, black
Features				
Call redirect	Yes	Yes	Yes	Yes
Call timer	Yes	Yes	Yes	Yes
Caller ID name, number	Yes	Yes	Yes	Yes
Conference call mgmt.	6 party	6 party	6 party	6 party
Directory	Unlimited (system)	Unlimited (system)	Unlimited (system)	Unlimited (system)
Message waiting (LED)	Yes	Yes	Yes	Yes
Missed call indicator	Yes	Yes	Yes	Yes
Redial / history	Last 20 numbers	Last 20 numbers	Last 20 numbers	Last 20 numbers
Ring tone selections	4	4	4	4
Speed dial	Unlimited	Unlimited	Unlimited	Unlimited
Time and date	Yes (SNTP sync)	Yes (SNTP sync)	Yes (SNTP sync)	Yes (SNTP sync)
Transfer to voicemail	Yes	Yes	Yes	Yes
On hook dialing	Yes	Yes	Yes	Yes
Option Management				
Call handling mode	Yes	Yes	Yes	Yes
Call forwarding	Yes	Yes	Yes	Yes
Handsfree mode	Yes	Yes	Yes	Yes
Ring tone	Yes	Yes	Yes	Yes
Agent state	Yes	Yes	Yes	Yes
IP Telephony				
Protocol	MGCP	MGCP	MGCP	MGCP
Quality of service	VLAN, DiffServ/ToS, UDP5004	VLAN, DiffServ/ToS, UDP5004	VLAN, DiffServ/ToS, UDP5004	VLAN, DiffServ/ToS, UDP5004
Supported codecs	Wideband G.711 uLaw G.729A	Wideband G.711 uLaw G.729A	Wideband G.711 uLaw G.729A	Wideband G.711 uLaw G.729A
Power (standard) Power (optional)	802.3af PoE Local adapter (optional)	802.3af PoE Local adapter (optional-560 only)	802.3af PoE Local adapter (optional)	802.3af PoE Local adapter (optional)
Ethernet	10/100/1000 switch	10/100 switch, 10/100/1000 switch	10/100 switch	10/100 switch, 10/100/1000 switch
IP addressing	DHCP, Static	DHCP, Static	DHCP, Static	DHCP, Static
Technical Specifications				
Size	11.6 x 7.5 x 5.3 in 29.5 x 19.1 x 13.5 cm	11.6 x 7.5 x 5.3 in 29.5 x 19.1 x 13.5 cm	9.5 x 6.8 x 5.2 in 24.1 x 17.3 x 13.2 cm	9.5 x 6.8 x 5.2 in 24.1 x 17.3 x 13.2 cm
Weight	2.6 lb (1.2 kg)	2.6 lb (1.2 kg)	2.1 lb (1.0 kg)	2.1 lb (1.0 kg)
Power (idle/active)	Class 3 PoE (4.2 W/6.9 W)	Class 2 PoE (560), Class 3 PoE (560g) 3.4 W / 6.4 W (560), 4.1 W / 7.1 W (560g)	Class 2 PoE (3.5 W / 5.9 W)	Class 2 PoE (230), Class 2 PoE (230g) 2.9 W / 4.4 W (230) 4.0 W / 5.9 W (230g)
Interfaces	RJ-45 Ethernet uplink RJ-45 Ethernet downlink RJ-22 handset jack RJ-22 headset jack	RJ-45 Ethernet uplink RJ-45 Ethernet downlink RJ-22 handset jack RJ-22 headset jack	RJ-45 Ethernet uplink RJ-45 Ethernet downlink RJ-22 handset jack RJ-22 headset jack	RJ-45 Ethernet uplink RJ-45 Ethernet downlink RJ-22 handset jack RJ-22 headset jack
Loop length	100 meters	100 meters	100 meters	100 meters
Hearing-aid compatible	Yes	Yes	Yes	Yes

* Restricted throughput

Note: Product availability varies according to geography.
Please contact your local ShoreTel Representative for availability in your area.

				
IP 212k	IP 115	IP 110	BB 24	IP 8000 Conference Phone
12 (Tri-color LEDs)	1	1	24 (Tri-color LEDs)	1
8 (Transfer, conference, hold, intercom, redial /history, voicemail, options, directory)	6 (Transfer, conference, hold, intercom, redial, voicemail)	6 (Transfer, conference, hold, intercom, redial, voicemail)		2 (Conference, redial)
2	No	No	N/A	6
13 characters x 8 lines 65 x 56 pixels	16 characters x 1 line 80 x 7 pixels	16 characters x 1 line 80 x 7 pixels	12 characters x 14 line 80 x 168 pixels Backlit, grayscale	240 x 64 pixels Backlit, grayscale
Yes (LED indicator)	Half-duplex (LED indicator)	No (speaker only)	N/A	Yes (4 LED indicators)
Yes (LED indicator)	Yes	Yes	N/A	Yes (4 LED indicators)
Handset, speakerphone, headset, alert / rings	Handset, speakerphone, alert / rings	Handset, speakerphone, alert / rings	N/A	Speakerphone, alert/rings
RJ-22 (LED indicator)	External	N/A	N/A	N/A
Yes	N/A	N/A	N/A	N/A
Silver, black	Silver, black	Silver, black	Silver, black	Black
Yes	No	No	N/A	N/A
Yes	No	No	N/A	Yes
Yes	Yes	Yes	N/A	Yes
6 party	3 party	3 party	N/A	3 party
Unlimited (system)	No	No	N/A	N/A
Yes	Yes	Yes	N/A	N/A
Yes	No	No	N/A	N/A
Last 20 numbers	Last number	Last number	N/A	Last number
4	4	4	N/A	1
Unlimited	N/A	N/A	N/A	N/A
Yes (SNTP sync)	Yes (SNTP sync)	Yes (SNTP sync)	N/A	N/A
Yes	No	No	N/A	N/A
Yes	Yes	No	N/A	Yes
Yes	Via voice mail	Via voice mail	N/A	N/A
Yes	No	No	N/A	N/A
Yes	No	No	N/A	N/A
Yes	No	No	N/A	N/A
Yes	Via voice mail	Via voice mail	N/A	N/A
MGCP	MGCP	MGCP	MGCP	SIP
VLAN, DiffServ/ToS, UDP5004	VLAN, DiffServ/ToS,UDP5004	VLAN, DiffServ/ToS,UDP5004	VLAN, DiffServ/ToS,UDP5004	DiffServ, IntServ
Wideband G.711 uLaw G.729A	Wideband G.711 uLaw G.729A	Wideband G.711 uLaw G.729A	N/A	G.711 G.729A
802.3af PoE Local adapter (optional)	802.3af PoE Local adapter (optional)	802.3af PoE Local adapter (optional)	802.3af PoE Local adapter (optional) PoE power forwarding	802.3af PoE Local adapter (optional)
10/100 switch	10/100 switch (software)*	10/100 switch	10/100 switch	10/100
DHCP, Static	DHCP, Static	DHCP, Static	DHCP, Static	DHCP, Static
9.5 x 6.8 x 5.2 in 24.1 x 17.3 x 13.2 cm	5.9 x 6.8 x 5.1 in 15.0 x 17.3 x 13.0 c	5.9 x 6.8 x 5.1 in 15.0 x 17.3 x 13.0 cm	5.9 x 5.7 x 4.0 in 15.0 x 14.5 x 10.2 cm	H 1.61 in, Diameter 11.27 in H 41 mm, Diameter 286 mm
2.1 lb (1.0 kg)	1.6 lb (0.7 kg)	1.6 lb (0.7 kg)	1.1 lb (0.5 kg)	3.0 lb (1.34 kg)
Class 2 PoE (3.1 W / 5.1 W)	Class 2 PoE (2.6 W / 3.7 W)	Class 2 PoE (2.8 W / 4.1 W)	Class 3 PoE (2.9 W / 4.6 W)	Class 3 PoE (4.3W / 8.2W)
RJ-45 Ethernet uplink RJ-45 Ethernet downlink RJ-22 handset jack RJ-22 headset jack	RJ-45 Ethernet uplink RJ-45 Ethernet downlink RJ-22 handset jack	RJ-45 Ethernet uplink RJ-45 Ethernet downlink RJ-22 handset jack	RJ-45 Ethernet uplink RJ-45 Ethernet downlink	RJ-45 Ethernet
100 meters	100 meters	100 meters	100 meters	100 meters
Yes	Yes	Yes	Yes	N/A

Essential

IP 110: This cost-effective, single-line IP telephone is ideal for open areas including lobbies, visitor offices, classrooms and dorm rooms. It offers six feature keys for common operations and a one-line display that shows caller ID, date and time. The IP 110 has a speaker that enables one-way intercom communication for increased versatility.

IP 115: A single-line phone that offers all the features of the IP 110, plus a two-way speakerphone for hands-free calling.

Professional

IP 212k: This 12-line IP telephone is designed for key-system environments such as shipping departments, supermarket and retail stores, branch offices and small offices. It has eight feature keys and two soft keys for easy access to high performance capabilities. The IP 212k has an easy-to-read, high-contrast display and a full duplex speakerphone that delivers headset-level audio performance. An integrated headset comes standard.

IP 230: The IP 230 is a three-line phone tailored for knowledge workers, salespeople and general users who rely on telephone communications. It has eight feature keys and four soft keys for easy access to high performance capabilities. It has an easy-to-read, high-contrast display, a full-duplex speakerphone, and an integrated headset jack.

IP 230g: The IP 230g offers all the features of the IP 230—four soft keys, full-duplex speakerphone and integrated headset jack—as well as a 10/100/1000 Ethernet switch. It is ideal for users with Gigabit speed requirements to the desktop, including design professionals and media creators.

IP 265: The IP 265 is a six-line phone in a compact form factor with a crisp back-lit color display for knowledge workers with advanced requirements. It also has eight feature keys and four soft keys for easy access to the rich ShoreTel UC system feature set. A full-duplex speakerphone and integrated headset jack are also standard.

Executive

IP 560: This six-line telephone is ideal for telephony-intensive professionals, executives and executive assistants. A full range of features are available through the IP 560's four soft keys. A large backlit display instantly conveys call information and other critical information. A full-duplex speakerphone delivers headset-level audio performance and an integrated headset jack comes standard.

IP 560g: The IP 560g provides all the features of the IP 560—four soft keys, a large backlit display, full-duplex speakerphone and integrated headset jack—plus a 10/100/1000 Ethernet switch. It is ideal for users with Gigabit speed requirements to the desktop, including designers, architects and media creators.

IP 565g: ShoreTel's most advanced telephone, the IP 565g provides all the features of the IP 560g, as well as a rich backlit color display and a Bluetooth interface that lets users connect with their personal Bluetooth headset for cordless hands-free calling.

Programmable button box

ShorePhone BB 24: Operators and assistants have at-a-glance presence information and fast, one-button feature access with the only IP-based button device on the market. Buttons can be customized to suit the needs of different users, and self-labeling keys eliminate paper labels.

The BB 24 includes an Ethernet switch and provides Power-over-Ethernet (PoE) power forwarding for one downstream device. Up to four devices can be associated with models IP 565g/560/560g/265/230/230g/212k.

All ShorePhone IP Telephones feature an integrated Ethernet switch, that allows a network drop to be shared with a desktop PC. They support multiple languages including English (US), French (France), German (Germany) and Spanish (Spain).

Conference Phone

IP 8000: This high-definition audio conference phone delivers exceptional levels of quality audio conferencing and provides complete room coverage. Low distortion and advanced noise reduction allow multiple participants to effectively participate, while reducing distracting background sounds. The IP 8000's elegant, non-intrusive design delivers the highest levels of functionality in an eye-pleasing form.

About ShoreTel

ShoreTel is a leading provider of *Pure IP* unified communications solutions that enable companies of any size to seamlessly integrate voice, video, messaging and data with their business processes. Independent of device or location, ShoreTel's unique distributed software architecture eliminates the traditional costs, complexity and reliability issues inherent in other solutions. Founded in 1996, ShoreTel has achieved broad industry recognition for this proven technology, and continues to deliver the highest levels of customer satisfaction, ease of use and manageability while driving down the overall total cost of ownership. For more information, visit www.shoretel.com.



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