

# 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*

ShoreTel® ShorePhone® IP Telephones boost productivity everyday across the organization, and are part of the ShoreTel Unified Communications (UC) system. ShorePhone IP Telephones are designed for effortless communication—with style and elegance. Our family of ergonomically designed, high performance phones enables everyone in your organization to communicate easily and effectively. ShorePhones also offer huge benefits to your IT group since they are pre-configured to be added instantly to the network, and eliminate time-consuming manual installation.

### *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.

All ShorePhones feature a message-waiting light visible from a 360° viewing angle to instantly alert users, and color-lit line buttons that provide immediate, at-a-glance information about incoming calls and messages. All ShorePhone IP Telephones are available in silver or black to complement any décor.

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 multiple-site 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.

**E**ffective communication is the heart and soul of every business—including yours. Whether at their desks or mobile, everyone in your organization can reap the benefits of using ShorePhone IP Telephones and ShoreWare productivity applications. From the executive suite to the shipping desk, and at businesses of every size and type, ShorePhones help all users to communicate easily and efficiently, every day.



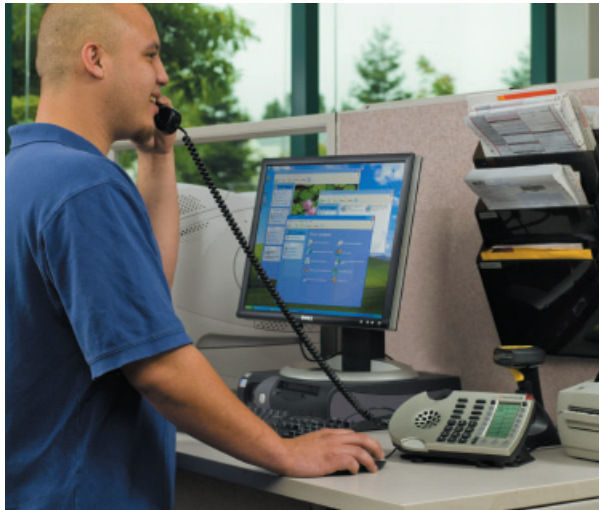
**POWERFUL  
COMMUNICATIONS  
TOOLS FOR  
EVERYONE**

*ShoreTel offers a wide range of IP telephones to provide the right communication solution for everyone in your organization: executive, executive assistant, operator, Automatic Call Distribution agent or supervisor, and general office user.*

**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 jack enables increased productivity and ease of use, without cluttering the desktop with additional devices.

**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.

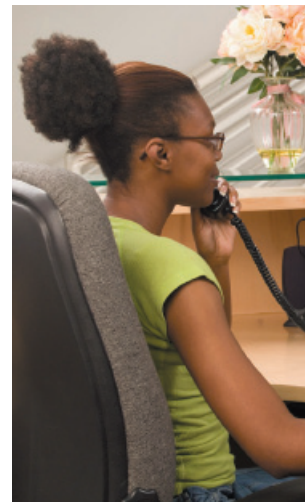
**IP 265:** The IP 265 is a six-line phone in a compact form factor with a crisp back-lit color display for knowledge workers with advanced requirements. It also has eight feature keys and four soft keys for easy access to the rich ShoreTel UC system feature set. A full-duplex speakerphone and integrated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

**Executive**

**IP 560:** This six-line console 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. The IP 560's full-duplex speakerphone delivers headset-level audio performance, and an integrated headset jack increases productivity while offering the user the choice of speaking into the handset or choosing hands-free headset communications.

**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.

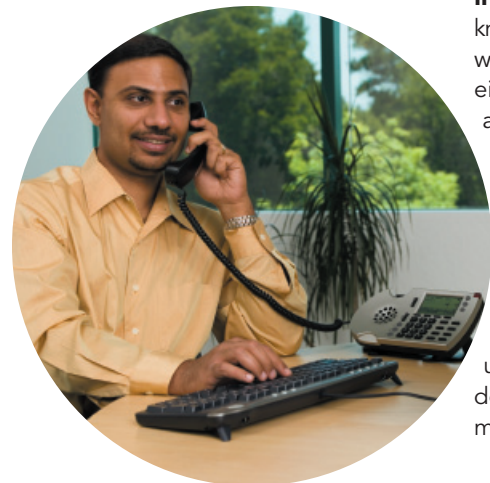
**IP 565g:** ShoreTel's most advanced telephone, the IP 565g provides all the features of the IP 560g, as well as a rich backlit color display and a Bluetooth interface that lets users connect with their personal Bluetooth headset for cordless hands-free calling.



**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—more than twice the number of many competitors.





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.

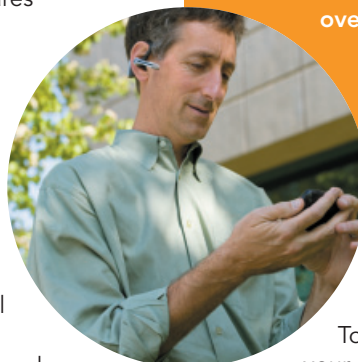
### ShorePhone SoftPhone

A flexible choice for mobile workers, SoftPhone brings desktop telephony capabilities to the PC, even over wireless networks. This offers transparent access to enterprise telephony features while on the road.

### ShoreWare Personal Call Manager

All ShorePhone IP Telephones can be enhanced with the optional ShoreWare Personal Call Manager, which provides a visual, information-rich interface for managing and controlling communications. Personal Call Manager works with the user's telephone whether on-site, on the road using a ShorePhone telephone, or while teleworking from a home telephone.

With ShoreTel's Office Anywhere capabilities, workers can assign their extension to their mobile or home phone and have calls delivered to them wherever they are located. Once connected, a keystroke gives access to ShoreTel calling features so users can transfer, conference or otherwise manage their calls.



overall total cost of ownership.

For more information, visit [www.shoretel.com](http://www.shoretel.com).

### ShoreTel Professional Services

To help you maximize the value of your ShoreTel UC system, our experts are ready to assist you at any stage of your deployment. ShoreTel offers a comprehensive range of professional services including:

- Technical Support
- Implementation
- Managed Services
- Custom Applications
- Training



“As an industrial real estate provider serving more than 30 markets in the U.S., Canada and Europe, superior communications with our customers and within our organization are a must. The ShorePhone IP Telephone helps us meet our company-wide commitment to return all customer calls within two hours with its easy-to-use display that informs our employees of unheard voice-mails and missed calls.”

Nick Colakovic  
Director of IT  
First Industrial Realty Trust, Inc.





SPECIFICATIONS	IP 565g	IP 560 / IP 560g	IP 265	IP 230 / IP 230g
<b>Functions</b>				
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
<b>Features</b>				
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
<b>Option Management</b>				
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
<b>IP Telephony</b>				
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
<b>Technical Specifications</b>				
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

				
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

\* Restricted throughput

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

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