

# 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 ShoreTel's Unified Communication platform. ShorePhone IP telephones are designed to enable effortless communication—beautifully. Our family of ergonomically designed, high performance phones offers an ideal communication solution for everyone in your organization, giving users the freedom to communicate easily and effectively. ShorePhones are also just as pleasing to your IT organization—pre-configured to be added instantly to the network, they eliminate time-consuming manual installation.

### *Ergonomic design for effortless communication*

ShorePhone IP telephones are designed to conform to the human body, providing 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), get a quick read on missed calls and unheard voicemail messages, and get a clear and intuitive indication of the call's status (on hold, muted, etc.). All of this data is easily viewed on the ShorePhones' vertical displays; selected models are enhanced by backlit displays. All ShorePhones feature a message-waiting light visible from a 360° viewing angle, instantly alerting users, as well as 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' high performance design has crystal-clear audio quality, 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*

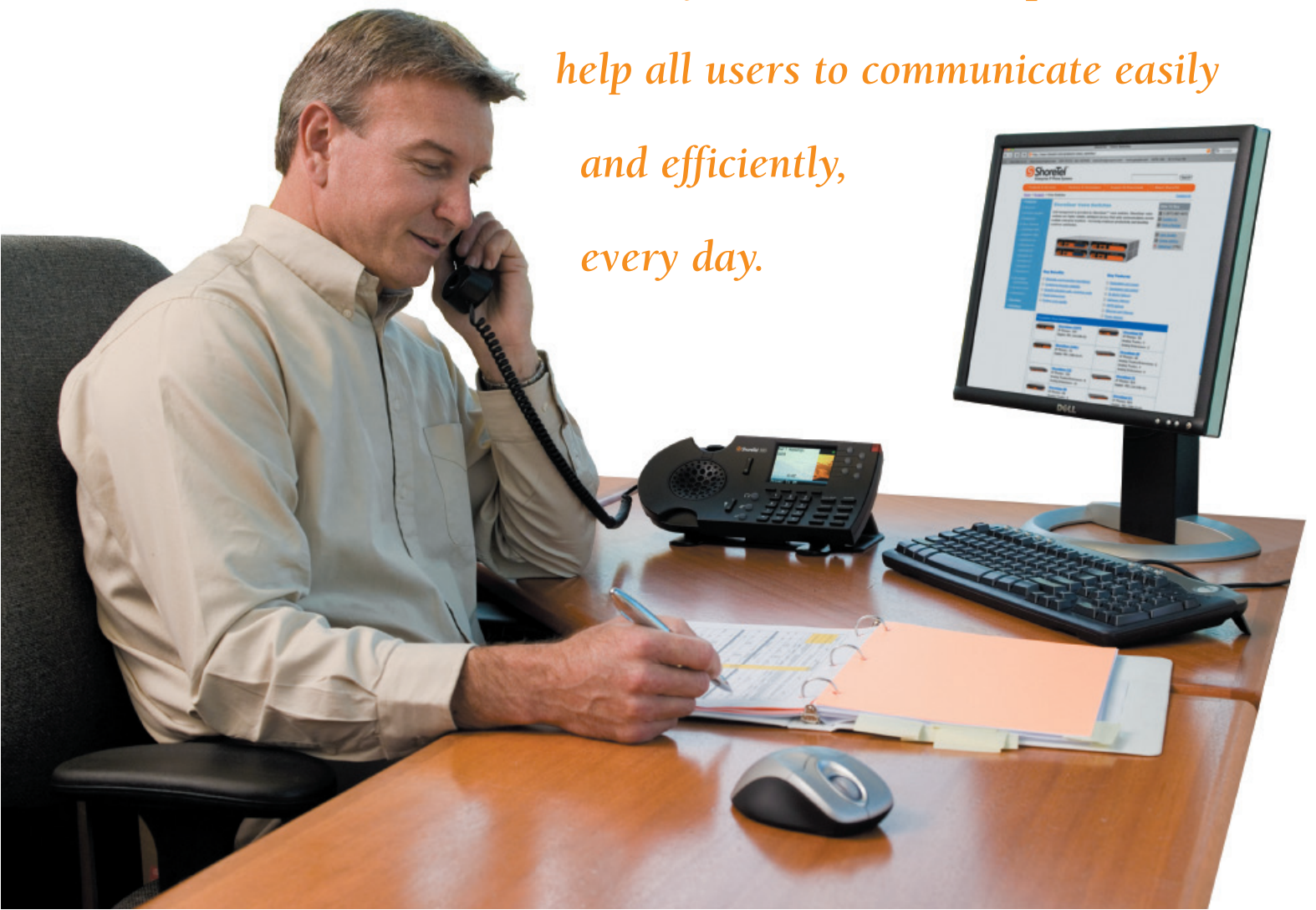
Its intuitive user interface simplifies all telephony tasks including call transfer, conferencing, call pick up, call parking and intercom—even in a multiple-site enterprise. Users can extend the power of their ShorePhone far beyond their desks with ShoreTel Office Anywhere, which allows them to assign 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, providing 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 IP telephony 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.



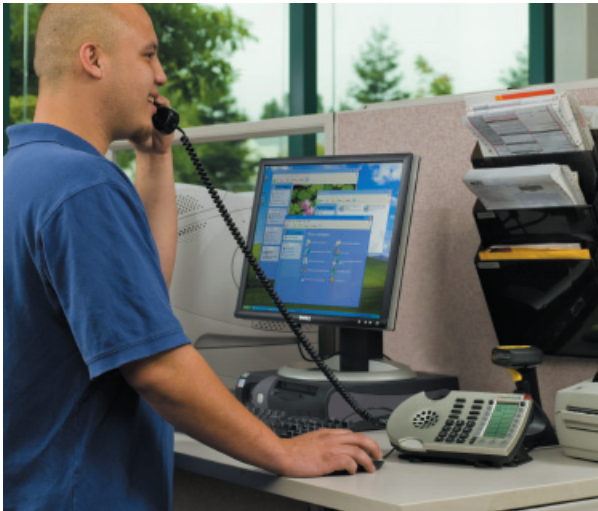
**POWERFUL  
COMMUNICATIONS  
TOOLS FOR  
EVERYONE**

*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's 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. Adding to its versatility, the IP 110 has a speaker that enables one-way intercom communication.

**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 delivering 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 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 telephone 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—as well as 10/100/1000 Ethernet switch. It is ideal for users with Gigabit speed requirements to the desktop, serving the needs of 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.

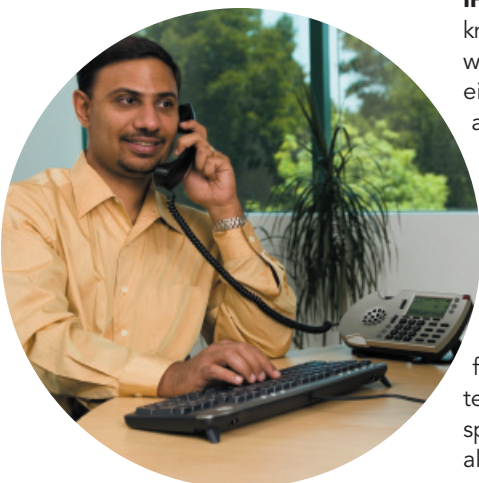
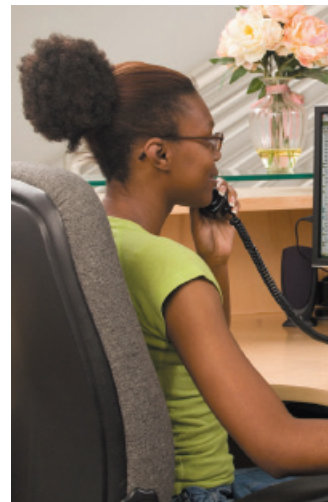
**Programmable  
button box**

**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 an IP 565g/560/560g/265/230/212k—double most competitors'.

All ShorePhone IP telephones feature an integrated Ethernet switch, allowing 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 the highest levels of quality audio conferencing, providing complete room coverage and high fidelity audio quality. 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 their PCs, even over wireless networks, allowing 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. It provides a visual, information-rich interface for managing and controlling communications. Personal Call Manager works with the user's telephone whether they are on-site using an IP telephone, on the road using a ShorePhone telephone, or while teleworking using their 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 they can transfer, conference or otherwise manage their calls.



## ABOUT SHORETEL

ShoreTel is a leading provider of *Pure IP* Unified Communications solutions. ShoreTel enables companies of any size to seamlessly integrate all communications—voice, video, messaging and data—with their business processes. Independent of device or location, ShoreTel's distributed software architecture eliminates the traditional costs, complexity and reliability issues typically associated with other solutions. ShoreTel continues to deliver the highest levels of customer satisfaction, ease of use and manageability while driving down the overall total cost of ownership. Founded in 1996, ShoreTel has achieved broad industry recognition for its technology. For more information, visit [www.shoretel.com](http://www.shoretel.com).

### ShoreTel Professional Services

To speed your time to benefit and maximize the value of your ShoreTel Unified Communications system, ShoreTel's professionals are ready to use their expertise and experience 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



“ We are extremely satisfied with the ShoreTel system. The functionality and the look and feel of the ShorePhones is exceptional, and the quality of the speaker phone is incredible. ”

Greg Alexander,  
Executive VP/CIO  
Sharper Image



SPECIFICATIONS	IP 565g	IP 560 / IP 560g	IP 265	IP 230
<b>Functions</b>				
Call appearance	6 (Tri-color LEDs)	6 (Tri-color LEDs)	6 (Tri-color LEDs)	3 (Green LEDs)
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)
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 voice mail	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, 10/100/1000 switch	10/100 switch	10/100 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 (560), Class 3(560g) PoE 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 (2.9 W / 4.4 W)
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

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, voice-mail, 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
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	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



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