ShorePhone Telephones

Accelerating the flow of information across your business

S ShoreTel®

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

ShorePhone IP telephones' high performance design is equally evident in their crystal-clear audio quality. They offer a wideband audio codec that supports seven full octaves of human sound — far superior to other providers' three-octave capability. In addition, ShoreTel's high fidelity, full-duplex speakerphones deliver exceptionally clear audio and enable hands-free conversation.

Engines of productivity

ShorePhone IP telephones boost productivity every day, across the organization. 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 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. 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.

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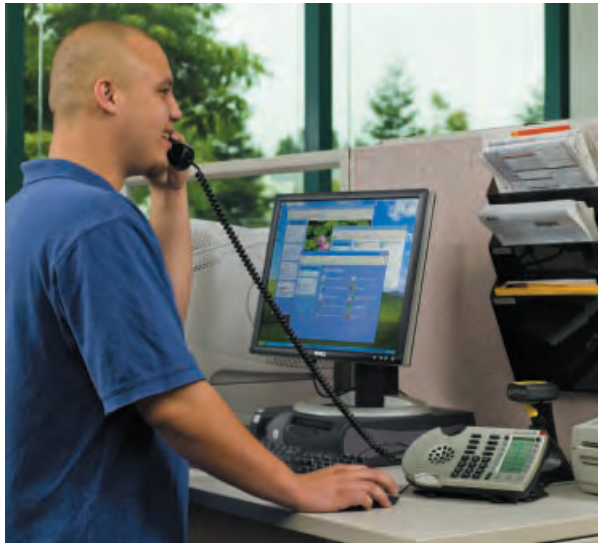
*ShoreTel offers a wide range
of IP telephones to provide
the right communication
solution for everyone in your
organization: executive,
executive assistant, operator,
Automatic Call Distribution
agent or supervisor, and
general office user.*

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.

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, sales-people and general users who rely on telephone communications. Like the IP 212k, it has eight feature keys and two 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.
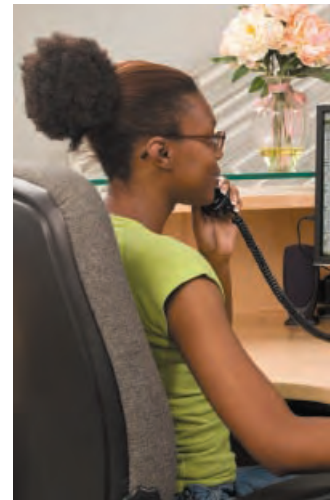
Executive

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 a 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.

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 that 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 560/230/212k — 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.

Personal Call Manager

All ShorePhone IP telephones can be enhanced with the optional ShoreTel 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 Call Manager'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 enterprise *Pure IP* telephony solutions. ShoreTel voice systems provide customers with a number of key benefits, including ease of use, manageability and lower total cost of ownership than alternative solutions. ShoreTel's distributed software architecture and switched-based hardware platform extend enterprise-class voice services to every office and outpost, keeping employees fully connected wherever they go. Founded in 1996, ShoreTel has achieved broad industry recognition for its technology and high customer satisfaction. For more information, visit www.shoretel.com or call 1-800-425-9385.

ShoreTel Professional Services

To speed your time to benefit and maximize the value of your ShoreTel IP telephony 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

SPECIFICATIONS	IP 560 / IP 560g	IP 230	IP212k	IP 110
Functions				
Call appearance	6 (Tri-color LEDs)	3 (Green LEDs)	12 (Tri-color LEDs)	1
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)	6 (Transfer, conference, hold, intercom, redial, voice mail)
Soft keys	4	4	2	No
Display	24 characters x 7 lines 168 x 80 pixels Backlit, grayscale	24 characters x 5 lines 120 x 35 pixels	13 characters x 8 lines 65 x 56 pixels	16 characters x 1 line 80 x 7 pixels
Speakerphone (full duplex)	Yes (LED indicator)	Yes (LED indicator)	Yes (LED indicator)	No (speaker only)
Mute	Yes (LED indicator)	Yes (LED indicator)	Yes (LED indicator)	Yes
Volume controls	Handset, speakerphone, headset, alert / rings	Handset, speakerphone, headset, alert / rings	Handset, speakerphone, headset, alert / rings	Handset, speakerphone, alert / rings
Headset compatibility	RJ-22 (LED indicator)	RJ-22 (LED indicator)	RJ-22 (LED indicator)	External
Color	Silver, black	Silver, black	Silver, black	Silver, black
Features				
Call redirect	Yes	Yes	Yes	No
Call timer	Yes	Yes	Yes	No
Caller ID name, number	Yes	Yes	Yes	Yes
Conference call mgmt.	6 party	6 party	6 party	3 party
Directory	Unlimited (system)	Unlimited (system)	Unlimited (system)	No
Message waiting (LED)	Yes	Yes	Yes	Yes
Missed call indicator	Yes	Yes	Yes	No
Redial / history	Last 20 numbers	Last 20 numbers	Last 20 numbers	Last number
Ring tone selections	4	4	4	4
Speed dial	Unlimited	Unlimited	Unlimited	N/A
Time and date	Yes (SNTP sync)	Yes (SNTP sync)	Yes (SNTP sync)	Yes (SNTP sync)
Transfer to voice mail	Yes	Yes	Yes	No
On hook dialing	Yes	Yes	Yes	No
Option Management				
Call handling mode	Yes	Yes	Yes	Via voice mail
Call forwarding	Yes	Yes	Yes	No
Handsfree mode	Yes	Yes	Yes	No
Ring tone	Yes	Yes	Yes	No
Agent state	Yes	Yes	Yes	Via voice mail
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–560 only)	802.3af PoE Local adapter (optional)	802.3af PoE Local adapter (optional)	802.3af PoE Local adapter (optional)
Ethernet	10/100, 10/100/1000 switch	10/100 switch	10/100 switch	10/100 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	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	5.9 x 6.8 x 5.1 in 15.0 x 17.3 x 13.0 cm
Weight	2.6 lb (1.2 kg)	2.1 lb (1.0 kg)	2.1 lb (1.0 kg)	1.6 lb (0.7 kg)
Power (idle/active)	Class 2 (560), Class 3(560g) PoE 3.4W / 6.4W (560), 4.1 W / 7.1 W (560g)	Class 2 PoE (2.9 W / 4.4 W)	Class 2 PoE (3.1 W / 5.1 W)	Class 2 PoE (2.8 W / 4.1 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
Loop length	100 meters	100 meters	100 meters	100 meters
Hearing-aid compatible	Yes	Yes	Yes	Yes

SPECIFICATIONS	BB 24	IP 8000 Conference Phone
Functions		
Call appearance	24 (Tri-color LEDs)	1
Feature keys		2 (Conference, redial)
Soft keys	N/A	6
Display	12 characters x 14 line 80 x 168 pixels Backlit, grayscale	240 x 64 pixels Backlit, grayscale
Speakerphone (full duplex)	N/A	Yes (4 LED indicators)
Mute	N/A	Yes (4 LED indicators)
Volume controls	N/A	Speakerphone, alert/rings
Headset compatibility	N/A	N/A
Color	Silver, black	Black
Features		
Call redirect	N/A	N/A
Call timer	N/A	Yes
Caller ID name, number	N/A	Yes
Conference call mgmt.	N/A	3 party
Directory	N/A	N/A
Message waiting (LED)	N/A	N/A
Missed call indicator	N/A	N/A
Redial / history	N/A	Last number
Ring tone selections	N/A	1
Speed dial	N/A	N/A
Time and date	N/A	N/A
Transfer to voice mail	N/A	N/A
On hook dialing	N/A	Yes
Option Management		
Call handling mode	N/A	N/A
Call forwarding	N/A	N/A
Handsfree mode	N/A	N/A
Ring tone	N/A	N/A
Agent state	N/A	N/A
IP Telephony		
Protocol	MGCP	SIP
Quality of service	VLAN, DiffServ/ToS,UDP5004	DiffServ, IntServ
Supported codecs	N/A	G.711 G.729A
Power (standard) Power (optional)	802.3af PoE Local adapter (optional) PoE power forwarding	802.3af PoE Local adapter (optional)
Ethernet	10/100 switch	10/100
IP addressing	DHCP, Static	DHCP, Static
Technical Specifications		
Size	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
Weight	1.1 lb (0.5 kg)	3.0 lb (1.34 kg)
Power (idle/active)	Class 3 PoE (2.9 W / 4.6 W)	Class 3 PoE (4.3W / 8.2W)
Interfaces	RJ-45 Ethernet uplink RJ-45 Ethernet downlink	RJ-45 Ethernet
Loop length	100 meters	100 meters
Hearing-aid compatible	Yes	N/A

SShoreTel®