

**Powerful communications tools deliver leading edge telephony to enterprise workers.**



**Intelligent communication devices, ShoreTel phones accelerate the flow of information across the enterprise.**

- Advanced industrial design and user interface for effortless business communications
- Immediate gains in workforce productivity
- Dramatic reduction in costs associated with installation, training, and support
- A wide range of phones to fit enterprise requirements

IP 560g  
IP 560  
IP 230  
IP 212k  
IP 110  
BB 24  
AP 100  
SoftPhone

## **Ergonomic design for effortless communication**

ShorePhone IP telephones are designed to please the eye as well as the ear. The concave sweep of the face places the keys on a horizontal plane while keeping the display vertically aligned for easy viewing. A bright, backlit display (IP 560) is easy to read, and the message-waiting light is visible from a full 360° viewing angle. Color-lit line buttons provide immediate, at-a-glance information about incoming calls and messages. And all phones are available in silver or black to match your office style.

Designed to conform to the human body, the IP telephone encourages interaction. Tactile keys are comfortable to the touch and reduce strain on the fingers and wrists. The precision balanced, contoured handset includes a cushioned grip and finger notch that makes it comfortable to hold or rest on the shoulder.

ShorePhone IP telephones offer a wideband audio codec that supports seven full octaves of human sound — far superior to the three-octave capability of other vendors' phones. High-fidelity, full-duplex speakerphones deliver audio with astonishing clarity — adding immediacy and depth to handsfree conversation.

## **Engines of productivity**

ShorePhone telephones drive major productivity gains. Rich feature sets and a transparent interface simplify all telephony tasks including call transfer, conferencing, call pick up, call parking, and intercom — even across a multiple-site enterprise. And telephony power doesn't end at the cubicle wall; workers can use ShoreTel Office Anywhere to assign their extension to any phone including a cell phone or home phone.

Automatically populated with system directories, your IP telephones provide instant connectivity through smart directory dialing. Thus, you can instantly locate and call another user by entering the first few characters of a name on the key pad. Users connect with coworkers more quickly and get their work done in less time.

ShorePhone telephones can also provide presence information about the people you are trying to call — your IP phone can tell you if a user is idle, busy, or in Do-Not-Disturb (DND) mode.

## **Flexibility drives cost savings**

All ShorePhone IP phones 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 system, where you can manage them as nodes on your enterprise network.

Pre-configured keys and self-labeling buttons eliminate the ponderous labeling of key caps. As new software releases or versions become available, an administrator can automatically update all your IP phones via network downloads, further reducing administration costs.

## **Key Products**

### **ShorePhone IP Telephones**

The single line **IP 110** is a cost effective telephone ideal for open areas including lobbies, classrooms and dorm rooms. The IP 110 has six feature keys for common operations, a one line display for caller ID, date and time, as well as a speaker for one way intercom. Like all ShorePhone telephones, the IP 110 features an integrated Ethernet switch allowing a network drop to be shared with a desktop PC.

The **IP 212k** is a perfect match for users with shared call handling responsibility in key system environments like retail stores, branch offices and small offices. The IP 212k has twelve line appearances, eight feature keys, two soft keys, a high contrast display, a full duplex speakerphone delivering headset-level audio performance and an integrated headset jack.

Ideal for the knowledge worker who relies on telephone communications, the **IP 230** delivers a wealth of features including three line appearances, eight function keys, four soft keys, a high contrast display, a full duplex speakerphone and a headset jack.

The phone of choice for telephony-intensive professionals and executive assistants, the **IP 560** has six line appearances, four soft keys, a full duplex speakerphone, a large backlit display and a headset jack. The unique aluminum top cover is both pleasing to the eye as well as cool to the touch. The **IP 560g** is functionally equivalent but includes a 10/100/1000 Ethernet switch for users with Gigabit speed requirements to the desktop like designers, architects and media creators.

The ShorePhone **BB 24** programmable button box provides operators and assistants with at a glance presence information and fast, one button feature access. The 24 buttons can be customized to suit the needs of different users, and self-labeling keys eliminates paper labels — saving time as well as ensuring accuracy of configuration. The only IP-based device on the market, the BB 24 includes an Ethernet switch and provides PoE power forwarding for one downstream device. Up to four devices can be associated with an IP 560/230/212k — double most competitors.

The ShoreTel IP telephones support multiple languages including English (US), French (France), German (Germany) and Spanish (Spain).

### **ShorePhone Analog Telephone**

The **AP 100** combines the familiarity of an analog phone with the advanced capabilities of the ShoreTel phone system.

### **ShorePhone SoftPhone**

A flexible choice for mobile workers, **SoftPhone** extends the capabilities of your desktop extension to your computer — even over wireless networks. Mobile workers can enjoy transparent access to enterprise telephony features while on the road.



Specifications	IP 560 / IP 560g	IP 230	IP 212k	IP 110	BB 24	AP 100 (US and Canada only)
<b>Functions</b>						
Call appearance	6 (Tri-color LEDs)	3 (Green LEDs)	12 (Tri-color LEDs)	1	24 (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)	N/A	8 (Hold, redial, goodbye, options, directory, history, copy, services)
Soft keys	4	4	2	No	N/A	6
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	12 characters x 14 line 80 x 168 pixels Backlit, grayscale	20 characters x 5 lines 100 x 35 pixels
Speakerphone (full duplex)	Yes (LED)	Yes (LED)	Yes (LED)	No (speaker only)	N/A	Yes (LED)
Mute	Yes (LED)	Yes (LED)	Yes (LED)	Yes	N/A	Yes
Volume controls	Handset, speakerphone, headset, alert / rings	Handset, speakerphone, headset, alert / rings	Handset, speakerphone, headset, alert / rings	Handset, speakerphone, alert / rings	N/A	Handset
Headset compatibility	RJ-22 (LED)	RJ-22 (LED)	RJ-22 (LED)	External	N/A	External
Color	Silver, black aluminum	Silver, black plastic	Silver, black plastic	Silver, black plastic	Silver, black plastic	Black plastic
<b>Features</b>						
Call redirect	Yes	Yes	Yes	No	N/A	No
Call timer	Yes	Yes	Yes	No	N/A	Yes
Caller ID name, number	Yes	Yes	Yes	Yes	N/A	Yes
Conference call mgmt.	6 party	6 party	6 party	3 party	N/A	3 party
Directory	Unlimited (system)	Unlimited (system)	Unlimited (system)	No	N/A	200 (local)
Message waiting (LED)	Yes	Yes	Yes	Yes	N/A	Yes
Missed call indicator	Yes	Yes	Yes	No	N/A	100 number list
Redial / history	Last 20 numbers	Last 20 numbers	Last 20 numbers	Last number	N/A	Last 10 numbers
Ring tone selections	4	4	4	4	N/A	4
Speed dial	Unlimited	Unlimited	Unlimited	N/A	N/A	200
Time and date	Yes (SNTP sync)	Yes (SNTP sync)	Yes (SNTP sync)	Yes (SNTP sync)	N/A	Yes (Caller ID sync)
Transfer to voice mail	Yes	Yes	Yes	No	N/A	No
On hook dialing	Yes	Yes	Yes	No	N/A	No
<b>Option Management</b>						
Call handling mode	Yes	Yes	Yes	Via voice mail	N/A	Via voice mail
Call forwarding	Yes	Yes	Yes	No	N/A	No
Handsfree mode	Yes	Yes	Yes	No	N/A	No
Ring tone	Yes	Yes	Yes	No	N/A	Yes (local)
Agent state	Yes	Yes	Yes	Via voice mail	N/A	Via voice mail
<b>IP Telephony</b>						
Protocol	MGCP	MGCP	MGCP	MGCP	MGCP	N/A
Quality of service	VLAN, DiffServ/ToS, UDP5004	VLAN, DiffServ/ToS, UDP5004	VLAN, DiffServ/ToS, UDP5004	VLAN, DiffServ/ToS, UDP5004	VLAN, DiffServ/ToS, UDP5004	N/A
Supported codecs	Wideband G.711 u/A G.729A	Wideband G.711 u/A G.729A	Wideband G.711 u/A G.729A	Wideband G.711 u/A G.729A	N/A	N/A
Power (standard) Power (optional)	802.3af PoE Local adapter (optional)	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	Local adapter
Ethernet	10/100, 10/100/1000 switch	10/100 switch	10/100 switch	10/100 switch	10/100 switch	N/A
IP addressing	DHCP, Static	DHCP, Static	DHCP, Static	DHCP, Static	DHCP, Static	N/A
<b>Technical Specifications</b>						
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	5.9 x 5.7 x 4.0 in 15.0 x 14.5 x 10.2 cm	4.75 x 6.0 x 5.5 in 12.1 x 15.2 x 14.0 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	1.1 lb 0.5 kg	2.0 lb 0.9 kg
Power (idle/active)	Class 2 (560), Class 3 (560g) PoE 3.4W / 6.4W (560), 4.3 / 8.2 (560g)	Class 2 PoE 3.1 W / 5.1 W	Class 2 PoE 3.1 W / 5.1 W	Class 2 PoE 3.0 W / 3.9 W	Class 3 PoE 2.9 W / 4.6 W	16 VDC x 250 MA
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-45 Ethernet uplink RJ-45 Ethernet downlink	RJ-11 line jack RJ-22 handset jack
Loop length	100 meters	100 meters	100 meters	100 meters	100 meters	3000 feet or more
Hearing-aid compatible	Yes	Yes	Yes	Yes	Yes	Yes

