

ShoreTel IP Phones for ONSITE



SUPERIOR SOUND AND ERGONOMICS FOR THE HIGHEST QUALITY

ShoreTel designs and builds our own desk and portable IP phones to ensure that our customers always have the most fully-featured communication devices available.

ShoreTel builds business phone systems with unified communications so your company can achieve maximum productivity. Choose the communications device best-suited to your needs, whether that's a desk phone, smartphone, tablet, laptop or PC—you'll always have the best possible user experience.

Each ShoreTel IP phone is preconfigured for quick and easy installation with the ShoreTel Connect UC system and offers all the advanced features, high performance and quality required in today's constantly connected workplace.

Building on the ShoreTel line of brilliantly simple IP phones, the ShoreTel 400 Series IP phones incorporate the latest user feedback resulting in new functionality and optimal usability.

- Visual voice mail simplifies voice mail management for professionals, contact center agents and executives
- Enhanced form factor that incorporates the latest user feedback
- More soft keys and line / call appearances for increased functionality and more speed dials or other programmable features
- On-phone diagnostics for faster troubleshooting and shorter time to resolution

Elegant ergonomic design

Since communications are a key aspect of business activity, a phone should feel comfortable and be easy to use. The ShoreTel attention to design detail delivers a precision-balanced, contoured handset which can rest comfortably against the ear, thereby maximizing productivity while minimizing user fatigue and shoulder and neck pain.

BENEFITS

- Available in a wide range of models enabling users to choose the device best suited to their needs
- Quick and intuitive access to the feature-rich ShoreTel Connect ONSITE communication capabilities
- Ergonomic design optimized for comfort, sound and usability
- Plug-and-play simplicity lowers management resource needs



ShoreTel IP Phones designed to enhance your ShoreTel Connect ONSITE system

BRILLIANTLY SIMPLE FOR IT ADMINISTRATION

ShoreTel phones are designed to ease administrator workload. Once a phone is plugged into the ShoreTel Connect ONSITE network, ShoreTel Director automatically discovers it and adds it to the system, where it can be centrally managed as a node on the enterprise network. As new software releases or versions become available, all IP phones can be automatically updated via network downloads, further reducing administration costs.



The desk phone itself has a gentle concave sweep, which positions the keypad horizontally for ease of dialing while keeping the display at the optimum angle for visibility. The control face on all ShoreTel phones make it easy for users to manage communication tasks, including call transfer, conferencing and call parking.

Intuitively streamlines and improves communications

All ShoreTel phones have an easy to read display so users can see who is calling, check for missed calls and messages and quickly see the call's status. This helps keep communication flowing across the organization. All desk phones also feature an integrated Ethernet switch that allows a network drop to be shared with a desktop PC.

ShoreTel IP Phones feature crystal-clear audio quality, and offer seven full octaves of sound, while many phones only offer three. In addition, ShoreTel high-fidelity, full-duplex speakerphones deliver exceptionally clear audio and enable hands-free conversation. All phones also support multiple languages.

Ease of use streamlines communications management

All ShoreTel phones interoperate with ShoreTel system software, so settings, call handling rules, presence information, automatic directory updates and other features can be managed according to users' preferences. For instance, users can extend the power of their phone far beyond their desks by assigning their extension to any phone, including a mobile phone or home phone.

In-Building Portability

In addition to a full range of desk phones, ShoreTel offers a DECT-based cordless phone for users whose job role requires them to move around the workplace.

Designed for the distributed enterprise

Select ShoreTel phones can easily be deployed remotely utilizing the built-in VPN client providing the full ShoreTel experience in the remote or home office.

Enhanced productivity

Select models support XML applications that allow developers to integrate the phones even tighter into their business processes to boost the productivity of their users.

ShoreTel IP Phones for every user

Executive and conferencing

IP655: A twelve-line telephone ideal for executives and executive assistants. In addition to setting a new bar in speakerphone performance by leveraging advanced microphone array technology, interaction with the telephone is extremely intuitive via the large color touch display. Visual voicemail makes it very easy to browse, play and manage voicemail messages and the advanced directory display with telephony presence allows users to see if somebody is available for a phone call. Users can personalize the background image on the phone and also easily manage programmable buttons. An integrated headset jack, plus a 10/100/1000 Ethernet switch for Gigabit speed as well as a built-in VPN client also come standard with this phone.

This telephone with its advanced microphone technology is ideally suited for small to medium conference rooms when deployed with optional extension microphones. Users can access the full telephony feature set as well as directory information in the conference room.

Professional

IP485g: An eight-line phone with a crisp 480 x 272 pixels backlit color display offers an expanded directory with unlimited alphanumeric lookup with sort by first or last names. The redial / history key provides unlimited filter by first / last names and alphanumeric lookup. These features and the built-in visual voice mail application make this phone ideal for the advanced professional. Also includes six feature keys, five soft keys, a full-duplex speakerphone and integrated headset jack and a 10/100/1000 Ethernet switch for Gigabit speed.

IP480: An eight-line phone with an easy-to-read, back-lit display. Expanded call history and directory along with visual voicemail are

provided, making the IP480 an ideal phone for busy professionals. Six feature keys and five soft keys provide easy access to ShoreTel features. A full-duplex speakerphone and integrated headset jack are standard.

IP480g: Provides all the features of the IP480 phone and includes an integrated 10/100/1000 Ethernet switch for Gigabit speed.

IP230g: A three-line phone ideal for knowledge workers, salespeople and general users who rely on telephone communications. Eight feature keys and four soft keys provide easy access to advanced capabilities. The IP230 features an easy-to-read, high-contrast display, a full-duplex speakerphone and a 10/100/1000 Ethernet switch. Ideal for users with Gigabit speed requirements to the desktop, such as design professionals and media creators.

Common areas

IP420: A two-line phone ideal for break rooms, lobbies, and contact center environments. The IP420 phone features an easy-to-read, high-contrast display and 6 feature keys including transfer, conference, hold, redial/history, and voicemail. Unlimited system/ alphanumeric lookup, and storage are provided.

IP115: A cost-effective, single-line phone that is ideal for open areas including lobbies, visitor offices, classrooms and dorm rooms. It offers six feature keys for common operations, a one-line display that shows caller ID, date and time, plus a two-way speakerphone for hands-free calling.

Cordless Phone

IP930D: This three-line phone combines the capabilities of the IP230 with in-building mobility. Using DECT technology, these handsets and corresponding base and repeater units enable receptionists, retail store staff, facilities managers and other employees of small to mid-side enterprises to remain connected while roaming freely through their workplace.

ShoreTel Dock: The ShoreTel Dock is the first and only business-grade device that transforms the Apple iPhone and iPad into the desk phone for the mobile generation. The ShoreTel Dock merges the benefits of a desk phone (audio quality, always on power and ergonomic comfort) with the unified communications power of ShoreTel Sky Mobility.

The Dock supports the iPhone, iPad and iPad mini, and has an articulating arm that lets users rotate their iPad between portrait and landscape orientations making web browsing as easy as placing a phone call. It works with both Bluetooth and direct connectivity and delivers the best audio quality possible—all while keeping the device charged and ready to go.

Programmable button box

BB24: Features at-a-glance presence information and fast, one-button feature access and is the only IP-based button device on the market. Buttons can be customized and self-labeling keys eliminate paper labels. Also includes an Ethernet switch and provides Power Over-Ethernet (PoE) forwarding for one downstream device. The BB24 can be used with selected models of ShoreTel IP phones.

BB424: The BB424, an accessory for the IP485g, is an excellent tool for operators, receptionists, assistants and supervisors. The BB424 provides visibility over other users as well as single-button access to advanced telephony features including transfer, silent monitor and barge in.

The BB424 is a USB accessory for the IP485g IP phone and features 24 programmable buttons. Users can also employ the four page buttons across the bottom to program up to 96 buttons total. If the user prefers seeing all the buttons at the same time, up to four physical units can be used instead (requires additional local power supply).





IP655



IP485g



IP480g



IP480

Functions				
Call appearance	12 (Tri-color LEDs)	8 (Tri-color LEDs)	8 (Tri-color LEDs)	8 (Tri-color LEDs)
Feature keys	5 (redial, voicemail, directory, call history, applications)	6 (Transfer, conference, hold, history, voicemail, directory)	6 (Transfer, conference, hold, history, voicemail, directory)	6 (Transfer, conference, hold, history, voicemail, directory)
Soft keys		5	5	5
Display	640 x 480 pixels (VGA) Backlit, color touchscreen	480 x 272 pixels, Backlit, color	297 x 160 pixels, Backlit	297 x 160 pixels, Backlit
Speakerphone (full duplex)	LED indicator/Advanced beam-forming microphone array/Extension microphone option	LED indicator	LED indicator	LED indicator
Mute	LED indicator	LED indicator	LED indicator	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	RJ-22, LED Indicator	RJ-22, LED Indicator	RJ-22, LED Indicator
Electronic hook-switch control for wireless headsets	•	•	•	•
Features				
Call redirect	•	•	•	•
Call timer	•	•	•	•
Caller ID name, number	•	•	•	•
Conference call management	6 party	6 party	6 party	6 party
Directory	Unlimited (system)/Sort by first or last names/Alphanumeric lookup	Unlimited (system)/Sort by first or last names/Alphanumeric lookup	Unlimited (system)/Sort by first or last names/Alphanumeric lookup	Unlimited (system)/Sort by first or last names/Alphanumeric lookup
Message waiting (LED)	•	•	•	•
Missed call indicator	•	•	•	•
Redial/history	Unlimited (stored on server)	Unlimited (stored on server)/ Filter by All, To, From, Missed	Unlimited (stored on server)/ Filter by All, To, From, Missed	Unlimited (stored on server)/ Filter by All, To, From, Missed
Ring tone selections	4	4	4	4
System speed dial	Unlimited	Unlimited	Unlimited	Unlimited
Personal speed dial	100	100	100	100
Time and date	SNTP sync	SNTP sync	SNTP sync	SNTP sync
Transfer to voicemail	•	•	•	•
On hook dialing	•	•	•	•
Built-in VPN client	•			
XML application support	•			
Visual voicemail	•	•	•	•



IP655



IP485g



IP480g



IP480

Option Management				
Call handling mode	•	•	•	•
Call forwarding	•	•	•	•
Handsfree mode	•	•	•	•
Ring tone	•	•	•	•
Agent state	•	•	•	•
IP Telephony				
Protocol	MGCP	SIP	SIP	SIP
Quality of service	VLAN, DiffServ/ToS, UDP5004	VLAN, DiffServ/ToS	VLAN, DiffServ/ToS	VLAN, DiffServ/ToS
Supported codecs	G.722, G.711 uLaw, BV-32, G.729a, BV-16	G711 uLaw/aLaw, G726, G722, G729a, G723, ILBC, Linear 16bit	G711 uLaw/aLaw, G726, G722, G729a, G723, ILBC, Linear 16bit	G711 uLaw/aLaw, G726, G722, G729a, G723, ILBC, Linear 16bit
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)
Ethernet speed	10/100/1000 switch	10/100/1000 Switch	10/100/1000 Switch	10/100 Switch
IP addressing	DHCP, static	DHCP, static	DHCP, static	DHCP, static
Technical Specifications				
Size	12.7 x 6.5 x 6.5 in 32.0 x 17.0 x 16.7 cm	9.6 x 5.3 x 4.8 in 24.4 x 13.5 x 12.2 cm	9.6 x 5.3 x 4.8 in 24.4 x 13.5 x 12.2 cm	9.6 x 5.3 x 4.8 in 24.4 x 13.5 x 12.2 cm
Weight	4.0 lb (1.6 kg)	1.66 lb (0.75 kg)	1.62 lb (0.74 kg)	1.62 lb (0.74 kg)
Power (idle/active/max)	Class 3 PoE (5.7 W/7.7 W/9.1 W)	Class 0 PoE (4.0 W/4.9 W/5.3 W)	Class 2 PoE (3.0 W/4.4 W/4.9 W)	Class 2 PoE (3.0 W/4.4 W/4.9 W)
Interfaces	RJ-45 Ethernet uplink/RJ-45 Ethernet downlink/RJ-22 handset jack/RJ-22 headset jack / Extension microphone jacks (x2) / Diagnostic port	RJ-45 Ethernet uplink RJ-45 Ethernet downlink RJ-22 handset jack RJ-22 headset jack USB port (for future use)	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	•	•	•	•
Environmental				
Operating temperature	0-50°	0-50°	0-50°	0-50°
Humidity	5-90% relative humidity (non-condensing)	5-90% relative humidity (non-condensing)	5-90% relative humidity (non-condensing)	5-90% relative humidity (non-condensing)



IP420



BB424



IP930D



IP230g

Functions				
Call appearance	2 (Single-color LEDs)	24 Ticolor LED	3 (On-screen indicator)	3 (Tri-color LEDs)
Feature keys	6 (Transfer, conference, hold, history, voicemail, directory)	4 page buttons	4 (Transfer, conference redial/history, hold)	8 (Transfer, conference, hold, intercom, redial/history, voicemail, options, directory)
Soft keys			3	4
Display	130 x 28 pixels Backlit	272 x 480, color, backlit	176 x 220 pixels Backlit, color	24 characters x 5 lines 120 x 35 pixels
Speakerphone (full duplex)	Half-duplex, LED indicator		Half-duplex, on-screen indicator	LED indicator
Mute	LED indicator		On-screen indicator	LED indicator
Volume controls	Handset, speakerphone, headset, alert/rings		Handset, speakerphone, headset, alert/rings	Handset, speakerphone, headset, alert/rings
Headset compatibility	RJ-22, LED Indicator		2.5mm headset jack	RJ-22, LED indicator
Electronic hook-switch control for wireless headsets	•			•
Features				
Call redirect	•		•	•
Call timer	•		•	•
Caller ID name, number	•		•	•
Conference call management	6 party		6 party	6 party
Directory	Unlimited (system)/ Alphanumeric lookup		Unlimited (system)/ Alphanumeric lookup	Unlimited (system)
Message waiting (LED)	•		•	•
Missed call indicator	•		•	•
Redial/history	Unlimited (stored on server)		Unlimited (stored on server)	Last 20 numbers
Ring tone selections	4		4	4
System speed dial	Unlimited		Unlimited	Unlimited
Personal speed dial				100
Time and date	SNTP sync		SNTP sync	SNTP sync
Transfer to voicemail	•		•	•
On hook dialing	•		•	•
Built-in VPN client				•
XML application support				
Visual voicemail				



IP420



BB424



IP930D



IP230g

Option Management				
Call handling mode	•		•	•
Call forwarding	•		•	•
Handsfree mode	•		•	•
Ring tone	•		•	•
Agent state	•		•	•
IP Telephony				
Protocol	SIP		DECT/MGCP	MGCP
Quality of service	VLAN, DiffServ/ToS		802.1pq, DiffServ/ToS	VLAN, DiffServ/ToS, UDP5004
Supported codecs	G711 uLaw/aLaw, G726, G722, G729a, G723, ILBC, Linear 16bit		G.711 uLaw/aLaw, G.729a	G.722, G.711 uLaw, BV-32, G.729a, BV-16,
Power (standard) Power (optional)	802.3af PoE Local adapter (optional)	USB (single BB424) Local adapter (2 or more BB424)	Base station: 802.3af PoE Local adapter (optional)	802.3af PoE Local adapter (optional)
Ethernet speed	10/100 Switch		Base station: 10/100	10/100/1000 switch
IP addressing	DHCP, static		Base station: DHCP, static	DHCP, static
Technical Specifications				
Size	6.6 x 5.3 x 4.8 in 16.7 x 13.5 x 12.2 cm	4.9 x 5.0 x 4.9 in 12.5 x 12.7 x 12.5 cm	Handset: 16.8 x 4.7 x 2.2 cm Base station: 20.8 x 15.0 x 5.8 cm	9.5 x 6.8 x 5.2 in 24.1 x 17.3 x 13.2 cm
Weight	1.60 lb (0.73 kg)	1.650 lb (0.71 kg)	Handset (w/battery): 0.29 lb (0.13 kg) Base station: 0.73 lb (0.33 kg)	2.1 lb (1.0 kg)
Power (idle/active/max)	Class 1 PoE (2.4 W/3.2 W/3.5 W)	USB - 1.8W idle, 2.5W active, 3.3Wmax Local adapter - 2.3 idle, 3.2W active, 3.7W max	Base station: Class 2 PoE (2.5 W/3 W/4 W) Battery: 3.7V 1100 mAH	Class 2 PoE (4.0 W/5.3 W/5.9 W)
Interfaces	RJ-45 Ethernet uplink RJ-45 Ethernet downlink RJ-22 handset jack RJ-22 headset jack	USB 2.0	DECT wireless to base station / 2.5mm headset jack	RJ-45 Ethernet uplink RJ-45 Ethernet downlink RJ-22 handset jack RJ-22 headset jack
Loop length	100 meters	0.5 meters		100 meters
Hearing-aid compatible	•	•	•	•
Environmental				
Operating temperature	0–50°	0–50°	0–40°	0–50°
Humidity	5–90% relative humidity (non-condensing)	5–90% relative humidity (non-condensing)	5–90% relative humidity (non-condensing)	5–90% relative humidity (non-condensing)



IP115



BB24

Functions		
Call appearance	1	24 (Tri-color LEDs)
Feature keys	6 (Transfer, conference, hold, intercom, redial, voicemail)	
Soft keys		
Display	16 characters x 1 line 80 x 7 pixels	12 characters x 14 line 80 x 168 px, Backlit, GS
Speakerphone (full duplex)	Half-duplex, LED indicator	
Mute	•	
Volume controls	Handset, speakerphone, alert/rings	
Headset compatibility	External	
Electronic hook-switch control for wireless headsets		
Features		
Call redirect		
Call timer		
Caller ID name, number	•	
Conference call management	3 party	
Directory		
Message waiting (LED)	•	
Missed call indicator		
Redial/history	Last number	
Ring tone selections	4	
System speed dial		
Personal speed dial		
Time and date	SNTP sync	
Transfer to voicemail		
On hook dialing	•	
Built-in VPN client		
XML application support		
Visual voicemail		



IP115



BB24

Option Management		
Call handling mode	Via voicemail	
Call forwarding		
Handsfree mode		
Ring tone		
Agent state	Via voicemail	
IP Telephony		
Protocol	MGCP	MGCP
Quality of service	VLAN, DiffServ/ToS, UDP5004	VLAN, DiffServ/ToS, UDP5004
Supported codecs	G.722, G.711 uLaw, BV-32, G.729a, BV-16	
Power (standard) Power (optional)	802.3af PoE Local adapter (optional)	802.3af PoE Local adapter (optional) PoE power forwarding
Ethernet speed	10/100 switch (software)*	10/100 switch
IP addressing	DHCP, static	DHCP, static
Technical Specifications		
Size	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
Weight	1.6 lb (0.7 kg)	1.1 lb (0.5 kg)
Power (idle/active/max)	Class 2 PoE (2.6 W/2.9 W/4.0 W)	Class 3 PoE (2.9 W/4.6 W/6.5 W)
Interfaces	RJ-45 Ethernet uplink RJ-45 Ethernet downlink RJ-22 handset jack	RJ-45 Ethernet uplink RJ-45 Ethernet downlink
Loop length	100 meters	100 meters
Hearing-aid compatible	•	•
Environmental		
Operating temperature	0-50°	0-50°
Humidity	5–90% relative humidity (non-condensing)	5–90% relative humidity (non-condensing)



IP655



IP485g



IP480/g



IP420



BB424



IP230g



IP930D



ShoreTel Dock



IP115



BB24

Want to know more?
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ShoreTel. Brilliantly simple business communications.

ShoreTel, Inc. (NASDAQ: SHOR) is a leading provider of brilliantly simple IP phone systems and unified communications solutions powering today's always-on workforce. Its flexible communications solutions for on-premises, cloud and hybrid environments eliminate complexity, reduce costs and improve productivity.

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