ShoreTel IP Phones

ShoreTel offers a wide range of IP phones with the right solution for every user—from busy executives, operators and contact center agents to telecommuters, remote workers and in-building roaming users. ShoreTel IP Phones offer all the advanced features and quality that users demand, and are preconfigured to match the ShoreTel Unified Communications (UC) system for quick and easy installation.

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Specifications	IP Phone 930D	IP Phone 655	IP Phone 565g	IP Phone 560g
Functions				
Call appearance	3 (On-screen indicator)	12 (Tri-color LEDs)	6 (Tri-color LEDs)	6 (Tri-color LEDs)
Feature keys	4 (Transfer, conference redial/history, hold)	5 (Redial, voicemail, directory, call history, applications)	8 (Transfer, conference, hold intercom, redial/history, voicemail, options, directory)	8 (Transfer, conference, hold intercom, redial/history, voicemail, options, directory)
Soft keys	3		4	4
Display	176 x 220 pixels Backlit, color	640 x 480 pixels (VGA) Backlit, color touchscreen	24 characters x 7 lines 320 x 240 pixels Backlit, color	24 characters x 7 lines 168 x 80 pixels Backlit, grayscale
Speakerphone (full duplex)	Half-duplex, on-screen indicator	LED indicator/Advanced beam-forming microphone array/Extension microphone option	LED indicator	LED indicator
Mute	On-screen 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	2.5mm headset jack	RJ-22, LED indicator	RJ-22, LED indicator, Bluetooth headset option	RJ-22, LED indicator
Electronic hook-switch control for wireless headsets		•	•	•
Color	Black		Silver, black	Silver, black
Features				
Call redirect	•	•	•	•
Call timer	•	•	•	•
Caller ID name, number	•	•	•	•
Conference call management	6 party	6 party	6 party	6 party
Directory	Unlimited (system)/ Alphanumeric lookup	Unlimited (system)/Sort by first or last names/Alphanumeric lookup	Unlimited (system)	Unlimited (system)
Message waiting (LED)	•	•	•	•
Missed call indicator	•	•	•	•
Redial/history	Unlimited (stored on server)	Unlimited (stored on server)	Last 20 numbers	Last 20 numbers
Ring tone selections	4	4	4	4
Speed dial	Unlimited	Unlimited	Unlimited	Unlimited
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		•		
Option Management				
Call handling mode	•	•	•	•
Call forwarding	•	•	•	•
Handsfree mode	•	•	•	•
Ring tone	•	•	•	•
Agent state	•	•	•	•
IP Telephony				
Protocol	DECT/MGCP	MGCP	MGCP	MGCP
Quality of service	802.1pq, DiffServ/ToS	VLAN, DiffServ/ToS, UDP5004	VLAN, DiffServ/ToS, UDP5004	VLAN, DiffServ/ToS, UDP5004
Supported codecs	G.711 uLaw/aLaw G.729a	G.722 G.711 uLaw BV-32 G.729a BV-16	G.722 G.711 uLaw BV-32 G.729a BV-16	G.722 G.711 uLaw BV-32 G.729a BV-16
Power (standard) Power (optional)	Base station: 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	Base station: 10/100	10/100/1000 switch	10/100/1000 switch	10/100/1000 switch
IP addressing	Base station: DHCP, static	DHCP, static	DHCP, static	DHCP, static
Technical Specifications				
Size	Handset: 16.8 x 4.7 x 2.2 cm Base station: 20.8 x 15.0 x 5.8 cm	12.7 x 6.5 x 6.5 in 32.0 x 17.0 x 16.7 cm	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
Weight	Handset (w/battery): 0.29 lb (0.13 kg) Base station: 0.73 lb (0.33 kg)	4.0 lb (1.6 kg)	2.6 lb (1.2 kg)	2.6 lb (1.2 kg)
Power (idle/active/max)	Base station: Class 2 PoE (2.5 W/3 W/4 W) Battery: 3.7V 1100 mAH	Class 3 PoE (5.7 W/7.7 W/9.1 W)	Class 3 PoE (4.2 W/6.3 W/8.3 W)	Class 3 PoE (4.1 W/6.1 W/7.5 W)
Interfaces	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 / Extension microphone jacks (x2) / Diagnostic port	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
Hearing-aid compatible	•	•	•	•
Environmental				
Operating temperature	0–40°	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)

* Restricted throughput
† Product availability varies according to geography. Please contact your local ShoreTel Representative for availability in your area.

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Specifications	IP Phone 485g	IP Phone 480/480g	IP Phone 420	IP Phone 265
Functions				
Call appearance	8 (Tri-color LEDs)	8 (Tri-color LEDs)	2 (Single-color LEDs)	6 (Tri-color LEDs)
Feature keys	6 (Transfer, conference, hold redial/history, voicemail)	6 (Transfer, conference, hold redial/history, voicemail)	6 (Transfer, conference, hold redial/history, voicemail)	8 (Transfer, conference, hold, intercom, redial/history, voicemail, options, directory)
Soft keys	5	5		4
Display	480 x 272 pixels Backlit, color	297 x 160 pixels Backlit	130 x 28 pixels Backlit	24 characters x 7 lines 320 x 240 pixels Backlit, color
Speakerphone (full duplex)	LED indicator	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	•	•	•	•
Color	Black	Black	Black	Silver, black
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)/ Alphanumeric lookup	Unlimited (system)
Message waiting (LED)	•	•	•	•
Missed call indicator	•	•	•	•
Redial/history	Unlimited (stored on server)/Filter by All, To, From, Missed	Unlimited (stored on server)/Filter by All, To, From, Missed	Unlimited (stored on server)	Last 20 numbers
Ring tone selections	4	4	4	4
Speed dial	Unlimited	Unlimited	Unlimited	Unlimited
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	•	•		
Option Management				
Call handling mode	•	•	•	•
Call forwarding	•	•	•	•
Handsfree mode	•	•	•	•
Ring tone	•	•	•	•
Agent state	•	•	•	•
IP Telephony				
Protocol	SIP	SIP	SIP	MGCP
Quality of service	VLAN, DiffServ/ToS	VLAN, DiffServ/ToS	VLAN, DiffServ/ToS	VLAN, DiffServ/ToS, UDP5004
Supported codecs	G711 uLaw/aLaw G726 G722 G729a G723 iLBC Linear16bit	G711 uLaw/aLaw G726 G722 G729a G723 iLBC Linear16bit	G711 uLaw/aLaw G726 G722 G729a G723 iLBC Linear16bit	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)	802.3af PoE Local adapter (optional)	802.3af PoE Local adapter (optional)
Ethernet speed	10/100/1000 Switch	10/100 Switch (480); 10/100/1000 Switch (480g)	10/100 Switch	10/100 switch
IP addressing	DHCP, static	DHCP, static	DHCP, static	DHCP, static
Technical Specifications				
Size	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	6.6 x 5.3 x 4.8 in 16.7 x 13.5 x 12.2 cm	9.5 x 6.8 x 5.2 in 24.1 x 17.3 x 13.2 cm
Weight	1.66 lb (0.75 kg)	1.62 lb (0.74 kg)	1.60 lb (0.73 kg)	2.1 lb (1.0 kg)
Power (idle/active/max)	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 1 PoE (2.4 W/3.2 W/3.5 W)	Class 2 PoE (3.5 W/4.3 W/5.9 W)
Interfaces	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	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)

* Restricted throughput
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Specifications	IP Phone 230/230g	IP Phone 212k	IP Phone 115	IP Phone 110	IP Phone BB24
Functions					
Call appearance	3 (Green LEDs (230)) 3 (Tri-color LEDs (230g))	12 (Tri-color LEDs)	1	1	24 (Tri-color LEDs)
Feature keys	8 (Transfer, conference, hold, intercom, redial/history, voicemail, options, directory)	8 (Transfer, conference, hold, intercom, redial/history, voicemail, options, directory)	6 (Transfer, conference, hold, intercom, redial, voicemail)	6 (Transfer, conference, hold, intercom, redial, voicemail)	
Soft keys	4	2			
Display	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	16 characters x 1 line 80 x 7 pixels	12 characters x 14 line 80 x 168 pixels Backlit, grayscale
Speakerphone (full duplex)	LED indicator	LED indicator	Half-duplex, LED indicator	Speaker only	
Mute	LED indicator	LED indicator	•	•	
Volume controls	Handset, speakerphone, headset, alert/rings	Handset, speakerphone, headset, alert/rings	Handset, speakerphone, alert/rings	Handset, speakerphone, alert/rings	
Headset compatibility	RJ-22, LED indicator	RJ-22, LED indicator	External		
Electronic hook-switch control for wireless headsets	•	•			
Color	Silver, black	Silver, black	Silver, black	Silver, black	Silver, black
Features					
Call redirect	•	•			
Call timer	•	•			
Caller ID name, number	•	•	•	•	
Conference call management	6 party	6 party	3 party	3 party	
Directory	Unlimited (system)	Unlimited (system)			
Message waiting (LED)	•	•	•	•	
Missed call indicator	•	•			
Redial/history	Last 20 numbers	Last 20 numbers	Last number	Last number	
Ring tone selections	4	4	4	4	
Speed dial	Unlimited	Unlimited			
Time and date	SNTP sync	SNTP sync	SNTP sync	SNTP sync	
Transfer to voicemail	•	•			
On hook dialing	•	•	•		
Built-in VPN client	230g only				
XML application support					
Visual voicemail					
Option Management					
Call handling mode	•	•	Via voicemail	Via voicemail	
Call forwarding	•	•			
Handsfree mode	•	•			
Ring tone	•	•			
Agent state	•	•	Via voicemail	Via voicemail	
IP Telephony					
Protocol	MGCP	MGCP	MGCP	MGCP	MGCP
Quality of service	VLAN, DiffServ/ToS, UDP5004	VLAN, DiffServ/ToS, UDP5004	VLAN, DiffServ/ToS, UDP5004	VLAN, DiffServ/ToS, UDP5004	VLAN, DiffServ/ToS, UDP5004
Supported codecs	G.722　　 G.711 uLaw BV-32　　 G.729a BV-16	G.722　　 G.711 uLaw BV-32　　 G.729a BV-16	G.722　　 G.711 uLaw BV-32　　 G.729a BV-16	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)	802.3af PoE Local adapter (optional)	802.3af PoE Local adapter (optional)	802.3af PoE Local adapter (optional) PoE power forwarding
Ethernet speed	10/100 switch, 10/100/1000 switch	10/100 switch	10/100 switch (software)*	10/100 switch	10/100 switch
IP addressing	DHCP, static	DHCP, static	DHCP, static	DHCP, static	DHCP, static
Technical Specifications					
Size	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 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	2.1 lb (1.0 kg)	2.1 lb (1.0 kg)	1.6 lb (0.7 kg)	1.6 lb (0.7 kg)	1.1 lb (0.5 kg)
Power (idle/active/max)	Class 2 PoE 2.9 W/3.6 W/4.4 W (230) 4.0 W/5.3 W/5.9 W (230g)	Class 2 PoE (3.0 W/3.5 W/5.0 W)	Class 2 PoE (2.6 W/2.9 W/4.0 W)	Class 2 PoE (2.8 W/3.1 W/3.9 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-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-22 handset jack	RJ-45 Ethernet uplink RJ-45 Ethernet downlink
Loop length	100 meters	100 meters	100 meters	100 meters	100 meters
Hearing-aid compatible	•	•	•	•	•
Environmental					
Operating temperature	0–50°	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)	5–90% relative humidity (non-condensing)

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About ShoreTel

ShoreTel is a provider of business communication solutions whose brilliantly simple unified communications platforms, applications and mobile UC solutions promise a new rhythm of workforce engagement and collaboration. With costly complexity eliminated by design from its award winning, all-in-one IP phone system, UC and contact center solution, and its industry leading hosted business phone system, workers enjoy a freedom and self-reliance that other providers can't match. Users have full control to engage and collaborate, no matter the time, place or device, for the lowest cost and demand on IT resources in the industry. ShoreTel is headquartered in Sunnyvale, California, and has regional offices and partners worldwide. For more information, visit shoretel.com or shoretelsky.com

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