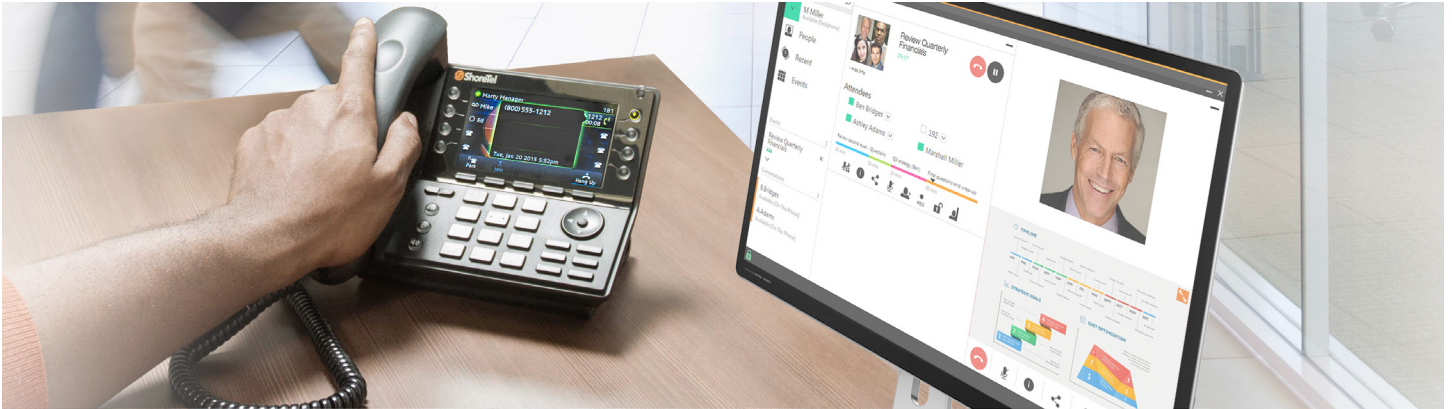


ShoreTel IP Phones for ONSITE



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 voicemail simplifies voicemail 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 easy 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 voicemail 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 the same features as the IP480 phone, plus an integrated 10/100/1000 Ethernet switch for Gigabit speed.

IP230g: A three-line phone ideal for knowledge workers, sales and general users who rely on telephone communications. Eight feature keys and four soft keys provide easy access to advanced capabilities. The IP230g 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.

Effective June 2017, this ShoreTel IP phone will no longer be available. Customers can purchase this phone confidently as ShoreTel will continue to support the product after sale according to ShoreTel policy.

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 six feature keys including transfer, conference, hold, redial/history and voicemail. Unlimited system / alphanumeric lookup and storage are provided.

IP420g: Provides the same features as the IP420 phone, plus an integrated 10/100/1000 Ethernet switch for Gigabit speed.

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. *Only available in Asia.*

Cordless Phones

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 medium-size 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 a 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 Connect 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 to deliver the best audio quality possible—all while keeping the device charged and ready to go.

Programmable button box

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 of the buttons at once, 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
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)	802.3af PoE Class 3 (5.7 W / 7.7 W / 9.1 W), Local adapter (optional)	802.3af PoE Class 0 (4.0 W / 4.9 W / 5.3 W), Local adapter (optional)	802.3af PoE Class 2 (3.0 W / 4.4 W / 4.9 W), Local adapter (optional)	802.3af PoE Class 2 (3.0 W / 4.4 W / 4.9 W), Local adapter (optional)
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)



IP420g



IP420



BB424



IP930D

Functions				
Call appearance	2 (Single-color LEDs)	2 (Single-color LEDs)	24 Ticolor LED	3 (On-screen indicator)
Feature keys	6 (Transfer, conference, hold, history, voicemail, directory)	6 (Transfer, conference, hold, history, voicemail, directory)	4 page buttons	4 (Transfer, conference redial/history, hold)
Soft keys				3
Display	130 x 28 pixels Backlit	130 x 28 pixels Backlit	272 x 480, color, backlit	176 x 220 pixels Backlit, color
Speakerphone (full duplex)	Half-duplex, LED indicator	Half-duplex, LED indicator		Half-duplex, on-screen indicator
Mute	LED indicator	LED indicator		On-screen indicator
Volume controls	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		2.5mm headset jack
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)/ Alphanumeric lookup
Message waiting (LED)	•	•		•
Missed call indicator	•	•		•
Redial/history	Unlimited (stored on server)	Unlimited (stored on server)		Unlimited (stored on server)
Ring tone selections	4	4		4
System speed dial	Unlimited	Unlimited		Unlimited
Personal speed dial				
Time and date	SNTP sync	SNTP sync		SNTP sync
Transfer to voicemail	•	•		•
On hook dialing	•	•		•
Built-in VPN client				
XML application support				
Visual voicemail				



IP420g



IP420



BB424



IP930D

Option Management				
Call handling mode	•	•		•
Call forwarding	•	•		•
Handsfree mode	•	•		•
Ring tone	•	•		•
Agent state	•	•		•
IP Telephony				
Protocol	SIP	SIP		DECT/MGCP
Quality of service	VLAN, DiffServ/ToS	VLAN, DiffServ/ToS		802.1pq, DiffServ/ToS
Supported codecs	G711 uLaw/aLaw, G726, G722, G729a, G723, ILBC, Linear 16bit	G711 uLaw/aLaw, G726, G722, G729a, G723, ILBC, Linear 16bit		G.711 uLaw/aLaw, G.729a
Ethernet speed	10/100/1000 switch	10/100 switch		Base station: 10/100
IP addressing	DHCP, static	DHCP, static		Base station: DHCP, static
Technical Specifications				
Size	6.6 x 5.3 x 4.8 in 16.7 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	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
Weight	1.60 lb (0.73 kg)	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)
Power (idle/active/max)	802.3af PoE Class 2 (2.4 W / 3.2 W / 3.9 W), Local adapter (optional)	802.3af PoE Class 1 (2.4 W / 3.2 W / 3.5 W), Local adapter (optional)	USB – 1.8 W / 2.5 W / 3.3 W Local adapter – 2.3 W / 3.2 W / 3.7 W	802.3af PoE Class 2 (2.5 W / 3 W / 4 W), Local adapter (optional) Battery: 3.7V 1100 mAh
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	USB 2.0	DECT wireless to base station / 2.5mm headset jack
Loop length	100 meters	100 meters	0.5 meters	
Hearing-aid compatible	•	•		•
Environmental				
Operating temperature	0–50°	0–50°	0–50°	0–40°
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)



IP230g

IP115
(Asia Only)

Functions		
Call appearance	3 (Tri-color LEDs)	1
Feature keys	8 (Transfer, conference, hold, intercom, redial / history, voicemail, options, directory)	6 (Transfer, conference, hold, intercom, redial, voicemail)
Soft keys	4	
Display	24 characters x 5 lines 120 x 35 pixels	16 characters x 1 line 80 x 7 pixels
Speakerphone (full duplex)	LED indicator	Half-duplex, LED indicator
Mute	LED indicator	•
Volume controls	Handset, speakerphone, headset, alert/rings	Handset, speakerphone, alert/rings
Headset compatibility	RJ-22, LED indicator	External
Electronic hook-switch control for wireless headsets	•	
Features		
Call redirect	•	
Call timer	•	
Caller ID name, number	•	•
Conference call management	6 party	3 party
Directory	Unlimited (system)	
Message waiting (LED)	•	•
Missed call indicator	•	
Redial/history	Last 20 numbers	Last number
Ring tone selections	4	4
System speed dial	Unlimited	
Personal speed dial	100	
Time and date	SNTP sync	SNTP sync
Transfer to voicemail	•	
On hook dialing	•	•
Built-in VPN client	•	
XML application support		
Visual voicemail		



IP230g

IP115
(Asia Only)

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	G.722, G.711 uLaw, BV-32, G.729a, BV-16
Ethernet speed	10/100/1000 switch	10/100 switch
IP addressing	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	5.9 x 6.8 x 5.1 in 15.0 x 17.3 x 13.0 cm
Weight	2.1 lb (1.0 kg)	1.6 lb (0.7 kg)
Power (idle/active/max)	802.3af PoE Class 2 (4.0 W / 5.3 W / 5.9 W), Local adapter (optional)	802.3af PoE Class 1 (2.4 W / 2.9 W / 4.0 W), Local adapter (optional)
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
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 / IP480g



IP420 / IP420g



BB424



IP930D



ShoreTel Dock



IP115



IP230g

ShoreTel. Brilliantly simple business communications.

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

World Headquarters
960 Stewart Drive
Sunnyvale, CA 94085
USA
shoretel.com

+1 (800) 425-9385 Toll Free
+1 (408) 331-3300 Tel
+1 (408) 331-3333 Fax

EMEA
Inspired
Easthampstead Road
Bracknell, RG12 1YQ
+44 (0) 1344 208800 Tel

APAC
8 Temasek Boulevard#41-03
Suntec Tower 3
Singapore 038988
+65 6517 0800 Tel

