











SPECIFICATIONS

ShoreTel IP Phones

ShoreTel offers a wide range of IP phones with the right solution for every user—from executive to remote office worker, and operator to call centre supervisor. 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.



										
Specifications	IP Phone 565g	IP Phone 560g	IP Phone 265	IP Phone 230/230g	IP Phone 212k	IP Phone 115	IP Phone 110	IP Phone BB24	IP Phone 8000	
Functions										
Call appearance	6 (Tri-colour LEDs)	6 (Tri-colour LEDs)	6 (Tri-colour LEDs)	3 (Green LEDs (230)) 3 (Tri-colour LEDs (230g))	12 (Tri-colour LEDs)	1	1	24 (Tri-colour LEDs)	1	
Feature keys	8 (Transfer, conference, hold, intercom, redial/history, voicemail, options, directory)	8 (Transfer, conference, hold, intercom, redial/history, voicemail, options, directory)	8 (Transfer, conference, hold, intercom, redial/history, voicemail, options, directory)	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)		2 (Conference, redial)	
Soft keys	4	4	4	4	2				6	
Display	24 characters x 7 lines 320 x 240 pixels Backlit, colour	24 characters x 7 lines 168 x 80 pixels Backlit, greyscale	24 characters x 7 lines 320 x 240 pixels Backlit, colour	24 characters x 5 lines 120 x 35 pixels Backlit, greyscale (230g only)	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, greyscale	240 x 64 pixels Backlit, greyscale	
Speakerphone (full duplex)	• (LED indicator)	• (LED indicator)	• (LED indicator)	• (LED indicator)	• (LED indicator)	Half-duplex (LED indicator)	(speaker only)		• (4 LED indicators)	
Mute	• (LED indicator)	• (LED indicator)	• (LED indicator)	• (LED indicator)	• (LED indicator)	•	•		• (4 LED indicators)	
Volume controls	Handset, speakerphone, headset, alert/rings	Handset, speakerphone, headset, alert/rings	Handset, speakerphone, headset, alert/rings	Handset, speakerphone, headset, alert/rings	Handset, speakerphone, headset, alert/rings	Handset, speakerphone, headset, alert/rings	Handset, speakerphone, headset, alert/rings		Speakerphone, alert/rings	
Headset compatibility	RJ-22 (LED indicator) Bluetooth headset option	RJ-22 (LED indicator)	RJ-22 (LED indicator)	RJ-22 (LED indicator)	RJ-22 (LED indicator)	External				
Electronic hook-switch control for wireless headsets	•	•	•	•	•					
Colour	Silver, black	Silver, black	Silver, black	Silver, black	Silver, black	Silver, black	Silver, black	Silver, black	Black	
Features										
Call redirect	•	•	•	•	•					
Call timer	•	•	•	•	•				•	
Caller ID name, number	•	•	•	•	•	•	•		•	
Conference call mgmt.	6 party	6 party	6 party	6 party	6 party	3 party	3 party		3 party	
Directory	Unlimited (system)	Unlimited (system)	Unlimited (system)	Unlimited (system)	Unlimited (system)					
Message waiting (LED)	•	•	•	•	•	•	•			
Missed call indicator	•	•	•	•	•					
Redial / history	Last 20 numbers	Last 20 numbers	Last 20 numbers	Last 20 numbers	Last 20 numbers	Last number	Last number		Last number	
Ring tone selections	4	4	4	4	4	4	4		1	
Speed dial	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited					
Time and date	• (SNTP sync)	• (SNTP sync)	• (SNTP sync)	• (SNTP sync)	• (SNTP sync)	• (SNTP sync)	• (SNTP sync)			
Transfer to voicemail	•	•	•	•	•					
On hook dialling	•	•	•	•	•	•			•	
Built in VPN client	•	•		• (230g only)						
XML application support	•	•	•							
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	MGCP	MGCP	MGCP	SIP	
Quality of service	VLAN, DiffServ/ToS, UDP5004	VLAN, DiffServ/ToS, UDP5004	VLAN, DiffServ/ToS, UDP5004	VLAN, DiffServ/ToS, UDP5004	VLAN, DiffServ/ToS, UDP5004	VLAN, DiffServ/ToS, UDP5004	VLAN, DiffServ/ToS, UDP5004	VLAN, DiffServ/ToS, UDP5004	VLAN, DiffServ/ToS, UDP5004	
Supported codecs	G.722 BV-32 BV-16 G.711 uLaw G.729A	G.722 BV-32 BV-16 G.711 uLaw G.729A	G.722 BV-32 BV-16	G.722 BV-32 BV-16	G.722 BV-32 BV-16 G.711 uLaw G.729A	G.722 BV-32 BV-16 G.711 uLaw G.729A	G.722 BV-32 BV-16 G.711 uLaw G.729A	G.722 BV-32 BV-16 G.711 uLaw G.729A		G.722 G.711 G.729A
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)	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	802.3af PoE Local adapter (optional)
Ethernet	10/100/1000 switch	10/100/1000 switch	10/100 switch	10/100 switch, 10/100/1000 switch	10/100 switch	10/100 switch (software)*	10/100 switch	10/100 switch	10/100 switch	
IP addressing	DHCP, Static	DHCP, Static	DHCP, Static	DHCP, Static	DHCP, Static	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	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	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 c	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	H 1.61 in, Diameter 11.27 in H 41 mm, Diameter 286 mm
Weight	2.6 lb (1.2 kg)	2.6 lb (1.2 kg)	2.1 lb (1.0 kg)	2.1 lb (1.0 kg)	2.1 lb (1.0 kg)	1.6 lb (0.7 kg)	1.6 lb (0.7 kg)	1.6 lb (0.7 kg)	1.1 lb (0.5 kg)	3.0 lb (1.34 kg)
Power (idle/active)	Class 3 PoE (4.2 W/6.9 W)	Class 3 PoE (4.1 W/7.1 W)	Class 2 PoE (3.5 W/5.9 W)	Class 2 PoE (230), Class 2 PoE (230g) 2.9 W/4.4 W (230) 4.0 W/5.9 W (230g)	Class 2 PoE (3.1 W/5.1 W)	Class 2 PoE (2.6 W/3.7 W)	Class 2 PoE (2.8 W/4.1 W)	Class 3 PoE (2.9 W/4.6 W)	Class 3 PoE (4.3 W/8.2 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 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-22 handset jack	RJ-45 Ethernet uplink RJ-45 Ethernet downlink	RJ-45 Ethernet
Loop length	100 metres	100 metres	100 metres	100 metres	100 metres	100 metres	100 metres	100 metres	100 metres	
Hearing-aid compatible	•	•	•	•	•	•	•	•		
Environmental										
Operating temperature	0–50°C	0–50°C	0–50°C	0–50°C	0–50°C	0–50°C	0–50°C	0–50°C	0–40°C	
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)	5–90% relative humidity (non-condensing)	5–90% relative humidity (non-condensing)	5–90% relative humidity (non-condensing)	10–85% relative humidity (non-condensing)	

* Restricted throughput

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



About ShoreTel

ShoreTel is the provider of brilliantly simple Unified Communication (UC) solutions based on its award-winning IP business phone system. We offer organisations of all sizes integrated, voice, video, data, and mobile communications on an open, distributed IP architecture that helps significantly reduce the complexity and costs typically associated with other solutions. The feature-rich ShoreTel UC system offers the lowest total cost of ownership (TCO) and the highest customer satisfaction in the industry, in part because it is easy to deploy, manage, scale and use. Increasingly, companies around the world are finding a competitive edge by replacing business-as-usual with new thinking, and choosing ShoreTel to handle their integrated business communication. ShoreTel is based in Sunnyvale, California, and has regional offices and partners worldwide. For more information, visit shoretel.com.

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