



IP Phone 930D



IP Phone 655



IP Phone 560g



IP Phone 485g

Functions				
Call appearance	3 (On-screen indicator)	12 (Tri-color LEDs)	6 (Tri-color LEDs)	8 (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)	6 (Transfer, conference, hold, history, voicemail, directory)
Soft keys	3		4	5
Display	176 x 220 pixels Backlit, color	640 x 480 pixels (VGA) Backlit, color touchscreen	24 characters x 7 lines 168 x 80 pixels Backlit, grayscale	480 x 272 pixels, Backlit, color
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	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)/Alphanumeric lookup	Unlimited (system)/Sort by first or last names/Alphanumeric lookup	Unlimited (system)	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)	Last 20 numbers	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
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		•		•



IP Phone 930D



IP Phone 655



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IP Phone 485g

Option Management				
Call handling mode	•	•	•	•
Call forwarding	•	•	•	•
Handsfree mode	•	•	•	•
Ring tone	•	•	•	•
Agent state	•	•	•	•
IP Telephony				
Protocol	DECT/MGCP	MGCP	MGCP	SIP
Quality of service	802.1pq, DiffServ/ToS	VLAN, DiffServ/ToS, UDP5004	VLAN, DiffServ/ToS, UDP5004	VLAN, DiffServ/ToS
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	G711 uLaw/aLaw, G726, G722, G729a, G723, ILBC, Linear 16bit
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	9.6 x 5.3 x 4.8 in 24.4 x 13.5 x 12.2 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)	1.66 lb (0.75 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 (4.1 W/6.1 W/7.5 W)	Class 0 PoE (4.0 W/4.9 W/5.3 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 USB port (for future use)
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)



IP Phone 480g



IP Phone 480



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, history, voicemail, directory)	6 (Transfer, conference, hold, history, voicemail, directory)	6 (Transfer, conference, hold, history, voicemail, directory)	8 (Transfer, conference, hold, intercom, redial/ history, voicemail, options, directory)
Soft keys	5	5		4
Display	297 x 160 pixels, Backlit	297 x 160 pixels, Backlit	130 x 28 pixels Backlit	24 characters x 7 lines 168 x 80 pixels Backlit, grayscale
Speakerphone (full duplex)	LED indicator	LED indicator	Half-duplex, 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)/ 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
System speed dial	Unlimited	Unlimited	Unlimited	Unlimited
Personal speed dial	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	•	•		



IP Phone 480g



IP Phone 480



IP Phone 420



IP Phone 265

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, Linear 16bit	G711 uLaw/aLaw, G726, G722, G729a, G723, ILBC, Linear 16bit	G711 uLaw/aLaw, G726, G722, G729a, G723, ILBC, Linear 16bit	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	10/100 Switch	10/100/1000 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	11.6 x 7.5 x 5.3 in 29.5 x 19.1 x 13.5 cm
Weight	1.62 lb (0.74 kg)	1.62 lb (0.74 kg)	1.60 lb (0.73 kg)	2.6 lb (1.2 kg)
Power (idle/active/max)	Class 2 PoE (3.0 W/4.4 W/4.9 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 3 PoE (4.1 W/6.1 W/7.5 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-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)



IP Phone 230g



IP Phone 230



IP Phone 212k



IP Phone 115

Functions				
Call appearance	3 (Tri-color LEDs)	3 (Tri-color LEDs)	12 (Tri-color 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)	6 (Transfer, conference, hold, intercom, redial, voicemail)
Soft keys	4	4	2	
Display	24 characters x 5 lines 120 x 35 pixels	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
Speakerphone (full duplex)	LED indicator	LED indicator	LED indicator	Half-duplex, LED indicator
Mute	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, alert/rings
Headset compatibility	RJ-22, LED indicator	RJ-22, LED indicator	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	6 party	6 party	3 party
Directory	Unlimited (system)	Unlimited (system)	Unlimited (system)	
Message waiting (LED)	•	•	•	•
Missed call indicator	•	•	•	
Redial/history	Last 20 numbers	Last 20 numbers	Last 20 numbers	Last number
Ring tone selections	4	4	4	4
System speed dial	Unlimited	Unlimited	Unlimited	
Personal speed dial	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				



IP Phone 230g



IP Phone 230



IP Phone 212k



IP Phone 115

Option Management				
Call handling mode	•	•	•	Via voicemail
Call forwarding	•	•	•	
Handsfree mode	•	•	•	
Ring tone	•	•	•	
Agent state	•	•	•	Via voicemail
IP Telephony				
Protocol	MGCP	MGCP	MGCP	MGCP
Quality of service	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)
Ethernet speed	10/100/1000 switch	10/100 switch	10/100 switch	10/100 switch (software)*
IP addressing	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	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)	2.1 lb (1.0 kg)	2.1 lb (1.0 kg)	1.6 lb (0.7 kg)
Power (idle/active/max)	Class 2 PoE (4.0 W/5.3 W/5.9 W)	Class 2 PoE (4.0 W/5.3 W/5.9 W)	Class 2 PoE (3.0 W/3.5 W/5.0 W)	Class 2 PoE (2.6 W/2.9 W/4.0 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
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)



IP Phone 110



IP Phone 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)	Speaker only	
Mute	•	
Volume controls	Handset, speakerphone, alert/rings	
Headset compatibility		
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		



IP Phone 110



IP Phone 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	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 (2.8 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-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)





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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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