

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 center 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 655	IP Phone 565g	IP Phone 560g	IP Phone 265
Functions				
Call appearance	12 (Tri-color LEDs)	6 (Tri-color LEDs)	6 (Tri-color LEDs)	6 (Tri-color LEDs)
Feature keys	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)	8 (Transfer, conference, hold intercom, redial/history, voicemail, options, directory)
Soft keys	N/A	4	4	4
Display	640 x 480 pixels (VGA) Backlit, color touchscreen with haptic feedback	24 characters x 7 lines 320 x 240 pixels Backlit, color	24 characters x 7 lines 168 x 80 pixels Backlit, grayscale	24 characters x 7 lines 320 x 240 pixels Backlit, color
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) Bluetooth headset option	RJ-22 (LED indicator)	RJ-22 (LED indicator)
Electronic hook-switch control for wireless headsets	•	•	•	•
Color	n/a	Silver, black	Silver, black	Silver, black
Features				
Call redirect	•	•	•	•
Call timer	•	•	•	•
Caller ID name, number	•	•	•	•
Conference call mgmt.	6 party	6 party	6 party	6 party
Directory	Unlimited (system)/Sort by first or last names/ Alphanumeric lookup	Unlimited (system)	Unlimited (system)	Unlimited (system)
Message waiting (LED)	•	•	•	•
Missed call indicator	•	•	•	•
Redial / history	Unlimited (stored on server)	Last 20 numbers	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	•	•	•	•
Option Management				
Call handling mode	•	•	•	•
Call forwarding	•	•	•	•
Handsfree mode	•	•	•	•
Ring tone	•	•	•	•
Agent state	•	•	•	•
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	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	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
Weight	4.0 lb (1.6 kg)	2.6 lb (1.2 kg)	2.6 lb (1.2 kg)	2.1 lb (1.0 kg)
Power (idle/active/max)	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)	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) / 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	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° C	0–50° C	0–50° C	0–50° 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)

* Restricted throughput

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

** IP Phone BB24 is not compatible with IP Phone 655.

				
IP Phone 230/230g	IP Phone 212k	IP Phone 115	IP Phone 110	IP Phone BB24**
3 (Green LEDs (230)) 3 (Tri-color LEDs (230g))	12 (Tri-color LEDs)	1	1	24 (Tri-color LEDs)
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)	
4	2			
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
• (LED indicator)	• (LED indicator)	Half-duplex (LED indicator)	(speaker only)	
• (LED indicator)	• (LED indicator)	• (LED indicator)	• (LED indicator)	
Handset, speakerphone, headset, alert/rings	Handset, speakerphone, headset, alert/rings	Handset, speakerphone, alert/rings	Handset, speakerphone, alert/rings	
RJ-22 (LED indicator)	RJ-22 (LED indicator)	External		
•	•			
Silver, black	Silver, black	Silver, black	Silver, black	Silver, black
•	•			
•	•			
•	•	•	•	
6 party	6 party	3 party	3 party	
Unlimited (system)	Unlimited (system)			
•	•	•	•	
•	•			
Last 20 numbers	Last 20 numbers	Last number	Last number	
4	4	4	4	
Unlimited	Unlimited			
• (SNTP sync)	• (SNTP sync)	• (SNTP sync)	• (SNTP sync)	
•	•			
•	•	•		
• (230g only)				
•	•	Via voicemail	Via voicemail	
•	•			
•	•			
•	•			
•	•	Via voicemail	Via voicemail	
MGCP	MGCP	MGCP	MGCP	MGCP
VLAN, DiffServ/ToS, UDP5004	VLAN, DiffServ/ToS, UDP5004	VLAN, DiffServ/ToS, UDP5004	VLAN, DiffServ/ToS, UDP5004	VLAN, DiffServ/ToS, UDP5004
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	
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
10/100 switch, 10/100/1000 switch	10/100 switch	10/100 switch (software)*	10/100 switch	10/100 switch
DHCP, Static	DHCP, Static	DHCP, Static	DHCP, Static	DHCP, Static
9.5 x 6.8 x 5.2 in 24.1 x 17.3 x 13.2 cm 2.1 lb (1.0 kg)	9.5 x 6.8 x 5.2 in 24.1 x 17.3 x 13.2 cm 2.1 lb (1.0 kg)	5.9 x 6.8 x 5.1 in 15.0 x 17.3 x 13.0 c 1.6 lb (0.7 kg)	5.9 x 6.8 x 5.1 in 15.0 x 17.3 x 13.0 cm 1.6 lb (0.7 kg)	5.9 x 5.7 x 4.0 in 15.0 x 14.5 x 10.2 cm 1.1 lb (0.5 kg)
Class 2 PoE (230), Class 2 PoE (230g) 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)
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
100 meters	100 meters	100 meters	100 meters	100 meters
•	•	•	•	•
0–50° C	0–50° C	0–50° C	0–50° C	0–50° C
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)



About ShoreTel

ShoreTel is the provider of brilliantly simple Unified Communication (UC) solutions based on its award-winning IP business phone system. We offer organizations 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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