ShoreTel IP Phones for CLOUD

SIMPLIFYING CLOUD COMMUNICATIONS WITH AN END-TO-END SOLUTION

ShoreTel designs and builds our own desk and portable IP phones to ensure that our customers always have the most ergonomically superior, 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 CLOUD phone service and offers all the advanced features, high performance and quality required in today's constantly connected workplace.

- 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.

The desk phone itself has a gentle concave sweep, which positions the keypad horizontally for ease of dialing while keeping the display at the optimum angle for visibility. The control face

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 CLOUD communication capabilities
- Ergonomic design optimized for comfort, sound and usability
- Plug-and-play simplicity lowers management resource needs

ShoreTel phones are designed to ease administrator workload. When a ShoreTel phone is plugged in, ShoreTel Connect CLOUD automatically discovers it and adds it to the system. As new software releases or versions are implemented, the phones are automatically updated.

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 Connect CLOUD 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.

ShoreTel IP Phones for every user

IP485g: Ideal for executives and conference rooms, this eight-line phone with a crisp 480 x 272 pixels backlit color display has an expanded directory and 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.

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.

BB424: The ShoreTel BB424 Button Box 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 the buttons at the same time, up to four physical units can be used instead (requires additional local power supply).

ShoreTel Dock

The ShoreTel Dock is the first and only business-grade device that transforms the Apple iPhone™ and iPad™ into the 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 ShoreTel 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.

	IP485g	IP480g	IP480
Functions			
Call appearance	8 (Tri-color LEDs)	8 (Tri-color LEDs)	8 (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)
Soft keys	5	5	5
Display	480 x 272 pixels, Backlit, color	297 x 160 pixels, Backlit	297 x 160 pixels, Backlit
Speakerphone (full duplex)	LED indicator	LED indicator	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
Headset compatibility	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
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
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)/ Filter by All, To, From, Missed
Ring tone selections	4	4	4
System speed dial	Unlimited	Unlimited	Unlimited
Personal speed dial	100	100	100
Time and date	SNTP sync	SNTP sync	SNTP sync
Transfer to voicemail	●	●	●
On hook dialing	●	●	●
Built-in VPN client			
XML application support			
Visual voicemail	●	●	●

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	IP485g	IP480g	IP480
Option Management			
Call handling mode	•	•	•
Call forwarding	•	•	•
Handsfree mode	•	•	•
Ring tone	•	•	•
Agent state	•	•	•
IP Telephony			
Protocol	SIP	SIP	SIP
Quality of service	VLAN, DiffServ/ToS	VLAN, DiffServ/ToS	VLAN, DiffServ/ToS
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
Ethernet speed	10/100/1000 switch	10/100/1000 switch	10/100 switch
IP addressing	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	9.6 x 5.3 x 4.8 in 24.4 x 13.5 x 12.2 cm
Weight	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 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 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
Hearing-aid compatible	•	•	•
Environmental			
Operating temperature	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)

	IP420g	IP420	BB424
Functions			
Call appearance	2 (Single-color LEDs)	2 (Single-color LEDs)	24 Ticolor LED
Feature keys	6 (Transfer, conference, hold, history, voicemail, directory)	6 (Transfer, conference, hold, history, voicemail, directory)	4 Page buttons
Soft keys			
Display	130 x 28 pixels backlit	130 x 28 pixels backlit	272 x 480, color, backlit
Speakerphone (full duplex)	Half-duplex, LED indicator	Half-duplex, LED indicator	
Mute	LED indicator	LED indicator	
Volume controls	Handset, speakerphone, headset, alert/rings	Handset, speakerphone, headset, alert/rings	
Headset compatibility	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	
Directory	Unlimited (system)/ Alphanumeric lookup	Unlimited (system)/ Alphanumeric lookup	
Message waiting (LED)	•	•	
Missed call indicator	•	•	
Redial/history	Unlimited (stored on server)	Unlimited (stored on server)	
Ring tone selections	4	4	
System speed dial	Unlimited	Unlimited	
Personal speed dial			
Time and date	SNTP sync	SNTP sync	
Transfer to voicemail	•	•	
On hook dialing	•	•	
Built-in VPN client			

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	IP420g	IP420	BB424
Option Management			
Call handling mode	●	●	
Call forwarding	●	●	
Handsfree mode	●	●	
Ring tone	●	●	
Agent state	●	●	
IP Telephony			
Protocol	SIP	SIP	
Quality of service	VLAN, DiffServ/ToS	VLAN, DiffServ/ToS	
Supported codecs	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 switch	
IP addressing	DHCP, static	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
Weight	1.60 lb (0.73 kg)	1.60 lb (0.73 kg)	1.650 lb (0.71 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
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
Loop length	100 meters	100 meters	0.5 meters
Hearing-aid compatible	●	●	
Environmental			
Operating temperature	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)

The ShoreTel IP 400 series offers phones for every business purpose; from left: ShoreTel IP485g, IP420 / IP420g and IP480 / IP480g

The ShoreTel BB424 has 24 programmable keys that allow up to 96 lines. Users can configure a single button box to display all 96 lines by using the four page keys, or can distribute line assignment across up to four button boxes.

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.

ShoreTel®