

**Powerful communication tools deliver leading-edge telephony to enterprise workers.**



**Intelligent communication devices, ShoreTel phones accelerate the flow of information across the enterprise.**

- Advanced industrial design and user interface for effortless business communications
- Immediate gains in workforce productivity
- Dramatic reduction in costs associated with installation, training, and support
- A wide range of phones to fit enterprise requirements

*IP 560*

*IP 530*

*IP 210*

*IP 100*

*AP 100 / 110*

*SP 100 SoftPhone*

**Ergonomic design for effortless communication**

ShorePhone telephones feature the same ease-of-use and rich feature set that customers have come to expect from ShoreTel products. The leading-edge industrial design of ShoreTel's new line of IP phones dramatically improves user experience.

ShorePhone IP phones are designed to please the eye as well as the ear. The concave sweep of the face places the keys on a horizontal plane while keeping the display vertically aligned for easy viewing. A bright, backlit display (IP 560 / 530) is easy to read from any viewing angle, and the message-waiting light is visible from a full 360° viewing angle. Color-lit line buttons (IP 560) provide immediate, at-a-glance information about incoming calls and messages.

Designed to conform to the human body, the IP telephone encourages interaction. Tactile, rubber keys are comfortable to the touch and reduce strain on the fingers and wrists. The precision-balanced, contoured handset includes a cushioned grip and finger notch that makes it comfortable to hold or rest on the shoulder.

ShorePhone IP telephones offer a wideband audio codec that supports three full octaves of human sound — far superior to the single-octave capability of other vendors' phones. High-fidelity, full-duplex speakerphones deliver audio with astonishing clarity — adding immediacy and depth to handsfree conversation.

**Engines of productivity**

ShorePhone telephones drive major productivity gains. Rich feature sets and a transparent interface simplify all business-critical telephony tasks including call transfer, conferencing, call pick up, call parking, and intercom — even across a multiple-site enterprise. And telephony power doesn't end at the cubicle wall; workers can use ShoreTel AnyPhone™ to assign their extension to phones in other enterprise locations.

Automatically populated with system directories, your IP telephones (IP 560 / 530) provide instant connectivity through "smart" directory dialing. Thus, you can instantly locate and call another user by entering the first few characters of a name on the key pad. Users connect with coworkers more quickly and get their work done in less time.

Building on the IP convergence features incorporated into the ShoreTel IP phone system, ShorePhone telephones can also provide presence information about the people you are trying to call — with a level of detail far beyond that delivered by a Busy Lamp Field (BLF). If someone is unavailable, your IP phone can tell you if the extension is idle, busy, or in Do-Not-Disturb (DND) mode.

**Flexibility drives cost savings**

All ShorePhone IP phones support plug-and-play installation — reducing time-to-deploy and easing administrator workload. As you connect new telephones to the network, ShoreWare™ Director automatically discovers the new devices and adds them to the ShoreTel system, where you can manage them as nodes on your enterprise network.

Pre-configured key assignments eliminate ponderous labeling of key caps. As new software releases or versions become available, an administrator can automatically update all your IP phones via network downloads, further reducing administration costs.

**Key Products**

**ShorePhone IP Telephones.** The IP 210 provides general users with wideband sound quality and advanced industrial design. The IP 210 offers a single-line appearance and four function keys for ease-of-use.






Ideal for the knowledge worker who relies on telephone communications, the IP 530 delivers a wealth of features including three line appearances, eight function keys, four soft keys, a headset jack, and an Ethernet switch for sharing a network port with a PC.

The phone of choice for telephony-intensive professionals and executive assistants, the ShorePhone IP 560 builds on the IP 530 feature set with six line appearances and color-lit line buttons that provide instant call recognition and identification.

An entry-level IP phone for general users, the IP 100 offers three call appearances and connects to the ShoreTel voice system via your IP network.

**ShorePhone Analog Telephones.** The ShoreTel AP 100 combines the familiarity of an analog phone with the advanced capabilities of the ShoreTel phone system. The AP 110 adds an integrated headset jack and a data port for analog line sharing.

**ShorePhone SoftPhone.** A flexible choice for mobile workers, SoftPhone extends the capabilities of your desktop extension to your computer — even over wireless networks. Mobile workers can enjoy transparent access to enterprise telephony features they enjoy at the office, from any computer running Microsoft Windows XP or Windows 2000.

					
Specifications	IP 560	IP 530	IP 210	IP 100	AP 100 / 110
<b>Functions</b>					
Call appearances	6 (with LEDs)	3	1	3	1
Feature keys	8	8	4	9	3
Soft keys	4	4	No	4	6
Display	24 characters x 7 lines 160 x 80 pixel grayscale Backlit	24 characters x 7 lines 160 x 80 pixel grayscale Backlit	24 characters x 2 lines 160 x 14 pixel grayscale	19 characters x 3 lines 160 x 80 pixel grayscale	20 characters x 5 lines 100 x 35 pixel grayscale
Speakerphone	Yes	Yes	Yes	Yes	Yes
Mute	Yes	Yes	Yes	Yes	Yes
Volume controls	Handset, speakerphone, headset, alert / rings	Handset, speakerphone, headset, alert / rings	Handset, speakerphone, alert / rings	Handset, speakerphone, headset, alert / rings	Handset
Headset compatibility	RJ-22	RJ-22	External	RJ-22	External (100), 2.5 mm (110)
<b>Features</b>					
Call redirect	Yes	Yes	No	Yes	No
Call timer	Yes	Yes	Yes	No	Yes
Caller ID name, number	Yes	Yes	Yes	Yes	Yes
Conference call mgmt.	6 party	6 party	3 party	6 party	3 party
Directory	Unlimited (system)	Unlimited (system)	No	No	200 (local)
Intercom	Yes	Yes	Yes	Yes	No (initiate only)
Message waiting	Yes	Yes	Yes	Yes	Yes
Missed call indicator	Yes	Yes	No	No	100 number list
Redial / history	Last 20 numbers	Last 20 numbers	No	Last number	Last 10 numbers
Ring tone selections	4	4	4	4	4
Speed dial	Unlimited	Unlimited	10	Unlimited	200
Time and date	Yes (SNTP sync)	Yes (SNTP sync)	Yes (SNTP sync)	Yes (Caller-ID sync)	Yes (Caller-ID sync)
Transfer to voice mail	Yes	Yes	No	Yes	No
<b>Option Management</b>					
Call handling mode	Yes	Yes	Via voice mail	Via voice mail	Via voice mail
Call forwarding	Yes	Yes	No	No	No
Handsfree mode	Yes	Yes	No	No	No
Ring tone	Yes	Yes	No	No	No
Agent state	Yes	Yes	Via voice mail	Via voice mail	Via voice mail
<b>IP Telephony</b>					
Protocol	MGCP	MGCP	MGCP	MGCP	N/A
Supported codecs	Wideband G.711 u/A G.729A	Wideband G.711 u/A G.729A	Wideband G.711 u/A G.729A	G.711 u/A G.729A	N/A
Power (standard)	802.3af PoE	802.3af PoE	802.3af PoE	Local adapter	Local adapter
Power (options)	Local adapter	Local adapter	Local adapter	802.3af PoE Cisco proprietary PoE	
Ethernet switch	Yes	Yes	No	Yes	N/A
IP addressing	DHCP, Static	DHCP, Static	DHCP, Static	DHCP, Static	N/A
<b>Technical Specifications</b>					
Size	4.75 x 11.5 x 6.5 (in)	4.75 x 11.5 x 6.5 (in)	4.75 x 9.5 x 5.5 (in)	10.5 x 6 x 7.5 (in)	4.5 x 7 x 4.5 h (in)
Weight	2.6 lb	2.6 lb	2.1 lb	2.75 lb	2.0 lb
Power requirements	Class 2 PoE, 11 w, 48 VDC	Class 2 PoE, 11 w, 48 VDC	Class 2 PoE, 11 w, 48 VDC	12 VDC x 400 MA	16 VDC x 250 MA
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-22 handset jack	RJ-45 Ethernet uplink RJ-45 Ethernet downlink RJ-22 handset jack RJ-22 headset jack	RJ-11 line jack RJ-22 handset jack 2.5 mm headset jack (110)
Loop length	100 meters	100 meters	100 meters	100 meters	3000 feet or more
Hearing-aid compatible	Yes / Headset	Yes / Headset	Yes / External	Yes / Headset	Yes

