ShoreTel 115 IP Phone Quick Reference

PHONE OPERATION

Place Calls

Place a Call	lift handset + access code + number
Make a Conference Call	while in a call + [Conference] + ext. + [Conference]
Use the Intercom	lift handset + [Intercom] + ext.
Redial Last Number	lift handset + [Redial]
Dial Paging Extension	number provided by administrator

Answer Calls

lift handset

Answer Call Waiting	[Hold]

Interact with Calls

Adjust Handset, Headset, Speaker	
Volume	[Volume ▲▼] to select
Mute a Call	[Mute ◯]
Place a Call On or Off Hold	[Hold]
Transfer a Call	[Transfer] + ext. + hang up

VOICE MAIL

Log Into Main Menu

lift handset + [Voice Mail] + password + [#]

Log In from Another Extension

[#] [#] + ext. + password + [#]

Note: For more information about voice mail features, please consult the Voice Mail Quick Reference.

OFFICE ANYWHERE CODES

Transfer a call	[*] [*] + destination + [#] [#]
Conference a call	[*] [*] + destination + [*] [*]
Hold a call	[*] [*]
Hang up	[#] [#]
Access other star codes	[*] [*] + (star code from below)

QUICK REFERENCE OF COMMON STAR CODES

Park a call	[*] [1] [1] + ext.
UnPark a call	[*] [1] [2] + ext.
Pick Up a Remote Extension	[*] [1] [3] + ext.
Pick Up the Night Bell	[*] [1] [4]
Use the Intercom	[*] [1] [5] + ext.
Barge In	[*] [1] [6] + ext.
Silent Monitor	[*] [1] [7] + ext.
Toggle the Hunt Group Status	[*] [1] [8] + HG ext.
Whisper Page	[*] [1] [9] + ext.
Change CHM and Forwarding	[Voice Mail] + password + [#] + [7] [2]
Change Extension Assignment	[Voice Mail] + password + [#] + [7] [3] [1]
Unassign Extension Assignment	[Voice Mail] + password + [#] + [7] [3] [2]
Assign Extension to External Number	[Voice Mail] + password + [#] + [7] [3] [3]

TROUBLESHOOTING

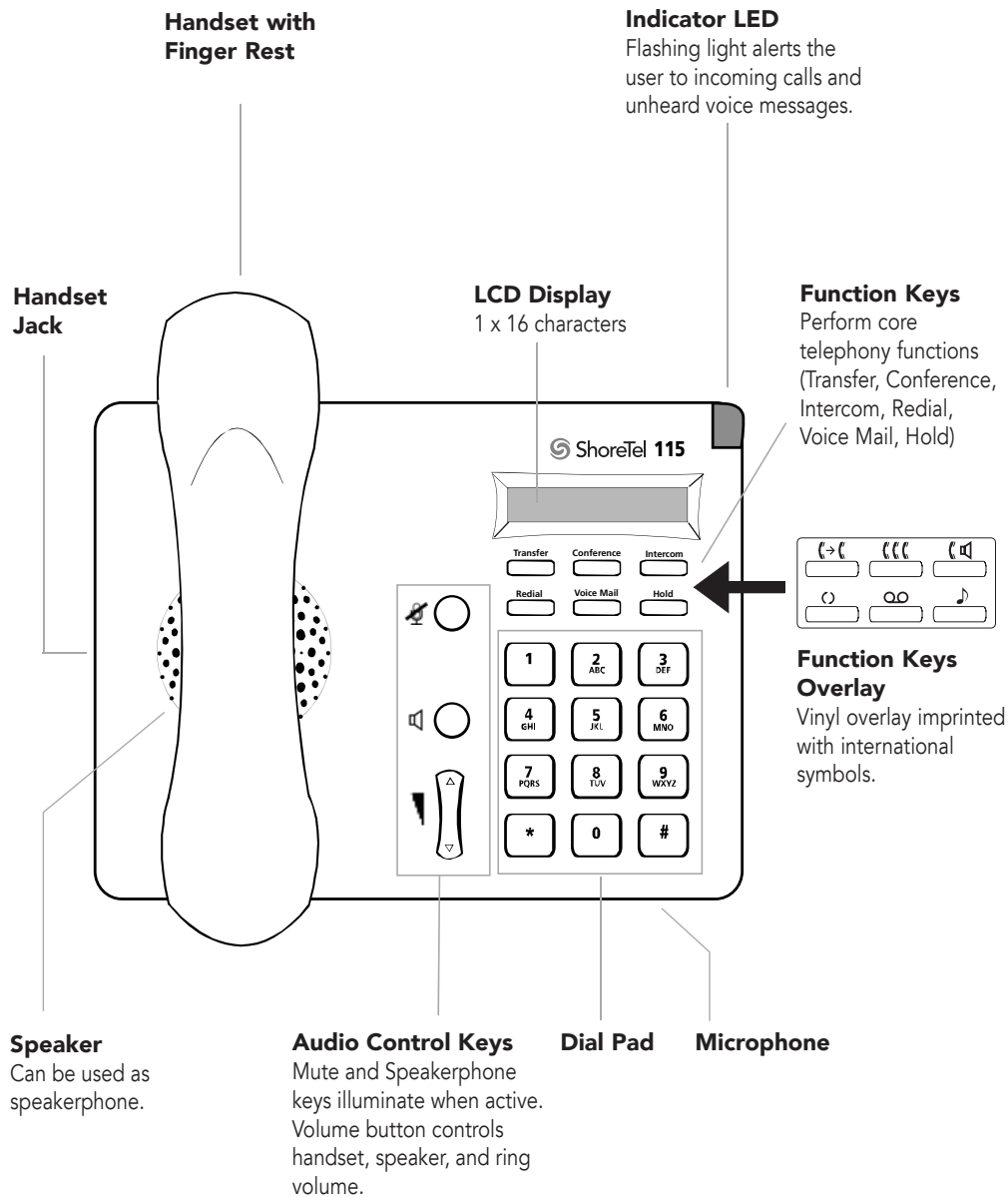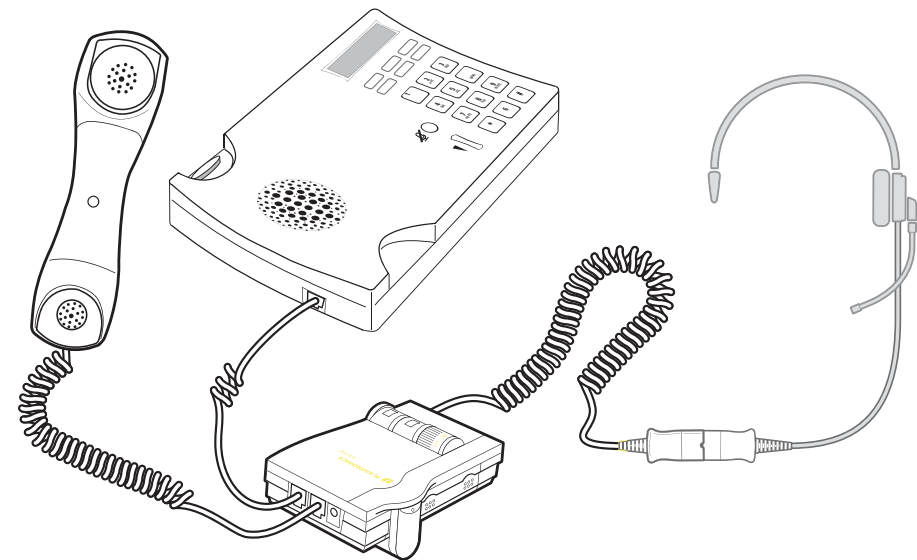|	
View Phone Information	[Mute ◯] + I-N-F-O + [#]
Reboot Your Phone	[Mute ◯] + R-E-S-E-T + [#]

> **Note:** For additional details on the information contained in this Quick Reference card, please consult the IP 115 User Guide.

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Handset with Finger Rest

Indicator LED
Flashing light alerts the user to incoming calls and unheard voice messages.

Handset Jack

LCD Display
1 x 16 characters

Function Keys
Perform core telephony functions (Transfer, Conference, Intercom, Redial, Voice Mail, Hold)

ShoreTel 115

Transfer   Conference   Intercom
Redial   Voice Mail   Hold

1   2 ABC   3 DEF
4 GHI   5 JKL   6 MNO
7 PQRS   8 TUV   9 WXYZ
*   0   #

Function Keys Overlay
Vinyl overlay imprinted with international symbols.

Speaker
Can be used as speakerphone.

Audio Control Keys
Mute and Speakerphone keys illuminate when active. Volume button controls handset, speaker, and ring volume.

Dial Pad   **Microphone**

115 IP Phone with Third-Party Headset

To use a headset:
Connect a supported headset into the handset jack. Contact your system administrator for details.

advanced network systems

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