

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 +  + ext. + 

Use the Intercom

lift handset +  + ext.

Redial Last Number

lift handset + 

Dial Paging Extension

number provided by administrator

Answer Calls

Answer Call Waiting

lift handset



Interact with Calls

Adjust Handset, Headset, Speaker

Volume

 to select


Mute a Call



Place a Call On or Off Hold





Transfer a Call




 + ext. + hang up

VOICE MAIL

Log Into Main Menu

lift handset +  + 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

 + password +  + 7 2

Change Extension Assignment

 + password +  + 7 3 1

Unassign Extension Assignment

 + password +  + 7 3 2

Assign Extension to External Number

 + password +  + 7 3 3

TROUBLESHOOTING

View Phone Information

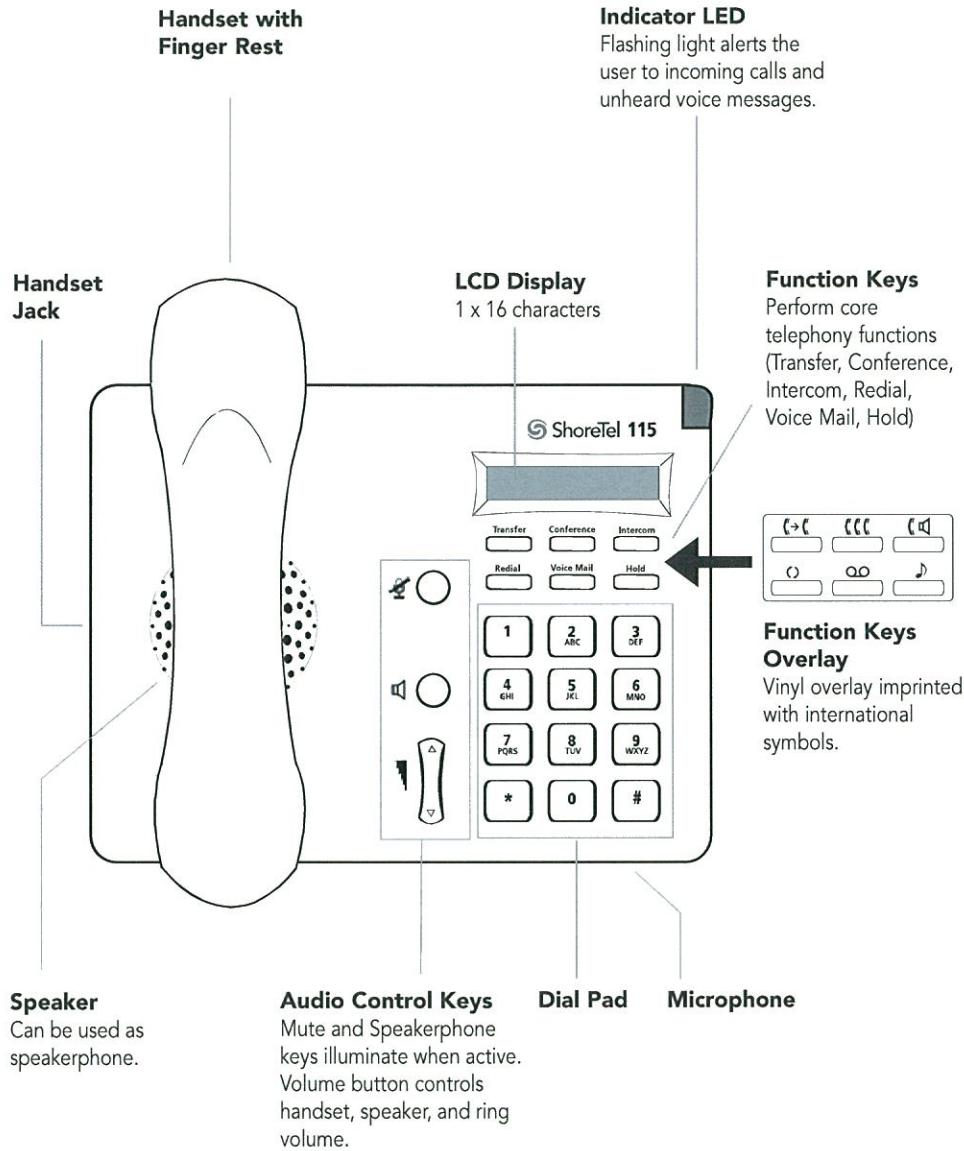
 + I-N-F-O + 

Reboot Your Phone

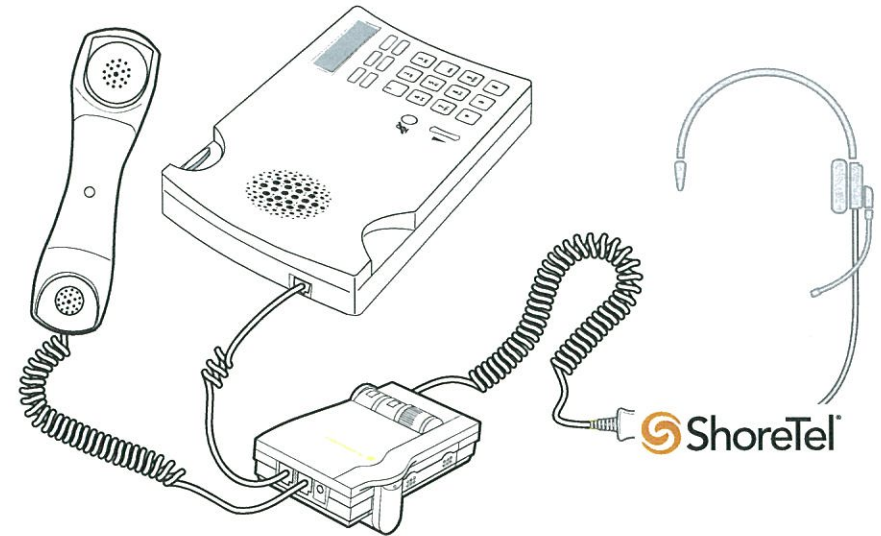
 + R-E-S-E-T + 

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

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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.