

# 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



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

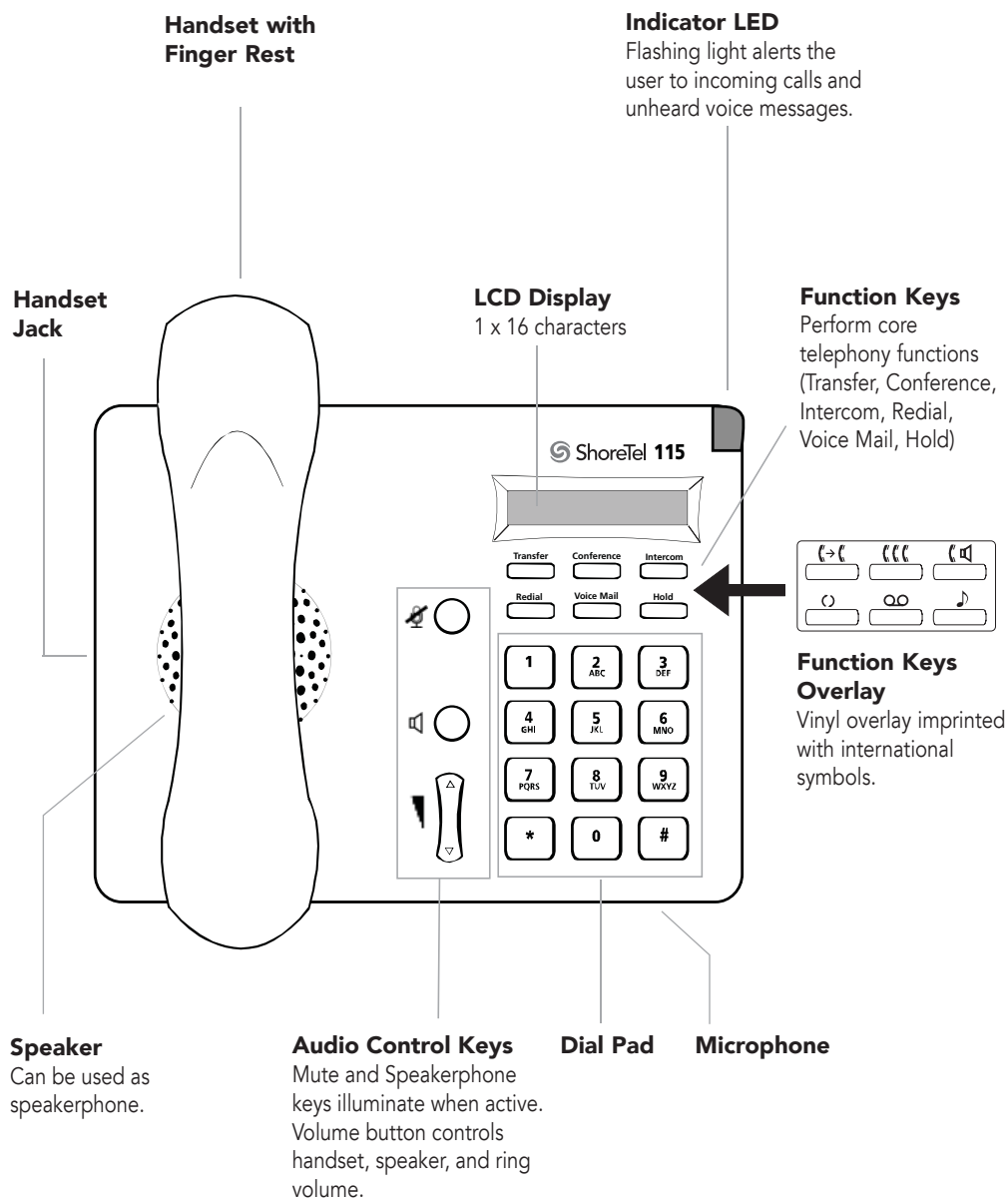
+ I-N-F-O +

Reboot Your Phone

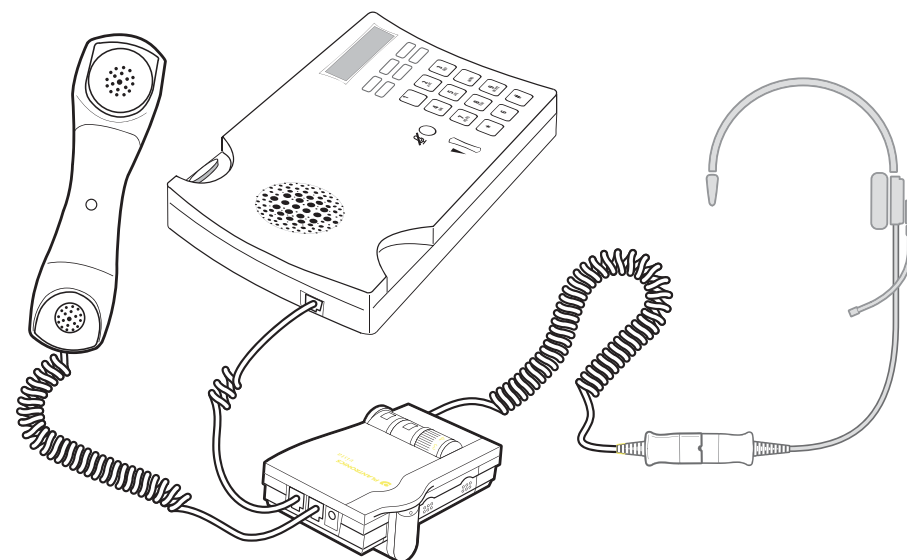
+ R-E-S-E-T +

**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.