**PHONE OPERATION**

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

**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 + ext. + hang up

**VOICE MAIL**

**Log Into Main Menu**
- lift handset +
- + password +

**Log In from Another Extension**
- + ext. + password +

**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**
- *
- *
- + ext.

**UnPark a call**
- *
- *
- + ext.

**Pick Up a Remote Extension**
- *
- *
- + ext.

**Pick Up the Night Bell**
- *
- *
- + ext.

**Use the Intercom**
- *
- *
- + ext.

**Barge In**
- *
- *
- + ext.

**Silent Monitor**
- *
- *
- + ext.

**Toggle the Hunt Group Status**
- *
- *
- + HG ext.

**Whisper Page**
- *
- *
- + ext.

**Change CHM and Forwarding**
- Voice Mail + password +
- + 7 2

**Change Extension Assignment**
- Voice Mail + password +
- + 7 3

**Assign Extension to External Number**
- Voice Mail + password +
- + 7 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.
ShoreTel 115 IP Phone Quick Reference

**Handset with Finger Rest**

**LCD Display**
1 x 16 characters

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

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

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

**Microphone**
Can be used as speakerphone.

**Audio Control Keys**
Handset Jack

**Speaker**

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

115 IP Phone with Third-Party Headset

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This product is covered by one or more of the following patents: United States Patent 6,996,059, United States Patent 7,003,091, United States Patent 7,167,486, United States Patent 7,379,540, and United States Patent 7,386,114. ShoreTel, Inc. All rights reserved.