ShoreTel 110 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	
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] + ext.
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

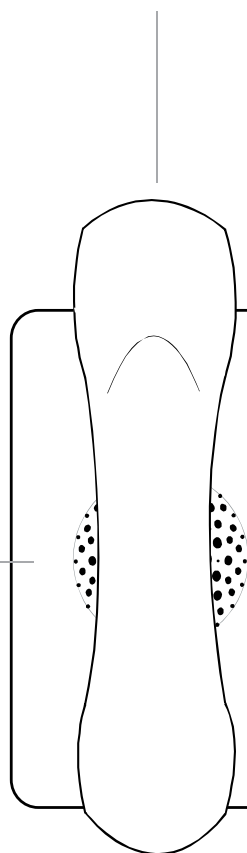|	
View Phone Information	[Mute] + I-N-F-O + [#]
Reboot Your Phone	[Mute] + R-E-S-E-T + [#]

Note: For additional details on the information contained in this Quick Reference card, please consult the IP 110 User Guide.

ShoreTel

ShoreTel 110 IP Phone Quick Reference

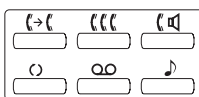**Handset with Finger Rest**

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

LCD Display
1 x 16 characters

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

ShoreTel 110

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   #
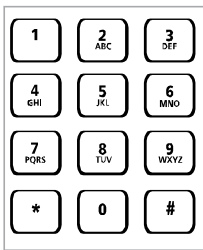
Function Keys Overlay
Vinyl overlay imprinted with international symbols.

Speaker
Provides audible alert for incoming calls and also provides audio for receiving inbound intercom calls.
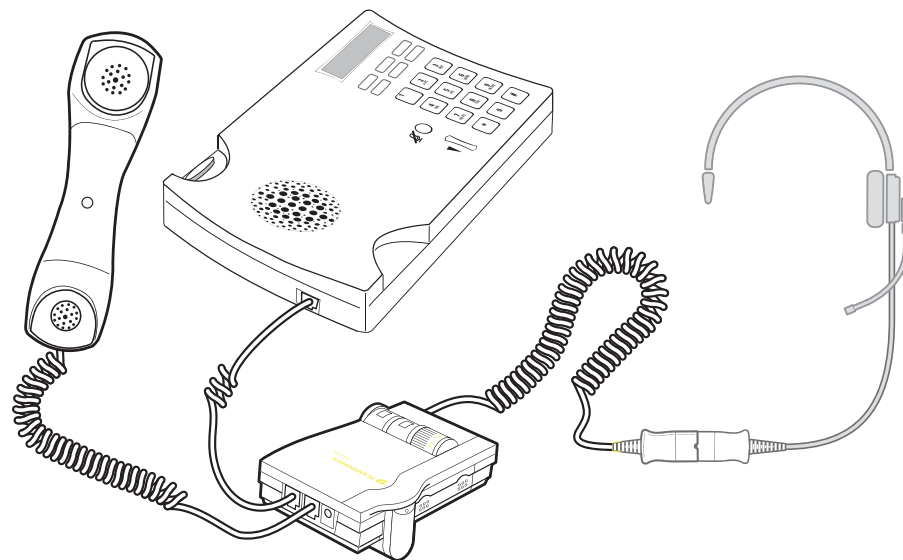
NOTE: The IP110 is not a speakerphone, there is no external microphone.

Audio Control Keys
Mute key illuminates when active.
Volume button controls handset, speaker, and ring volume.

Dial Pad

110 IP Phone with Third-Party Headset

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

ShoreTel