

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 +  + 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

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

   + 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

 + password +  +  

Change Extension Assignment

 + password +  +   

Unassign Extension Assignment

 + password +  +   

Assign Extension to External Number

 + password +  +   

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 110 User Guide.

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Handset with Finger Rest

Indicator LED

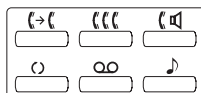
Flashing light alerts the user to incoming calls and unheard voice messages.

LCD Display

1 x 16 characters

Function Keys

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



Function Keys Overlay

Vinyl overlay imprinted with international symbols.

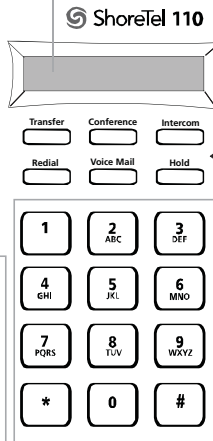
Speaker

Provides audible alert for incoming calls and also provides audio for receiving inbound intercom calls.

Audio Control Keys

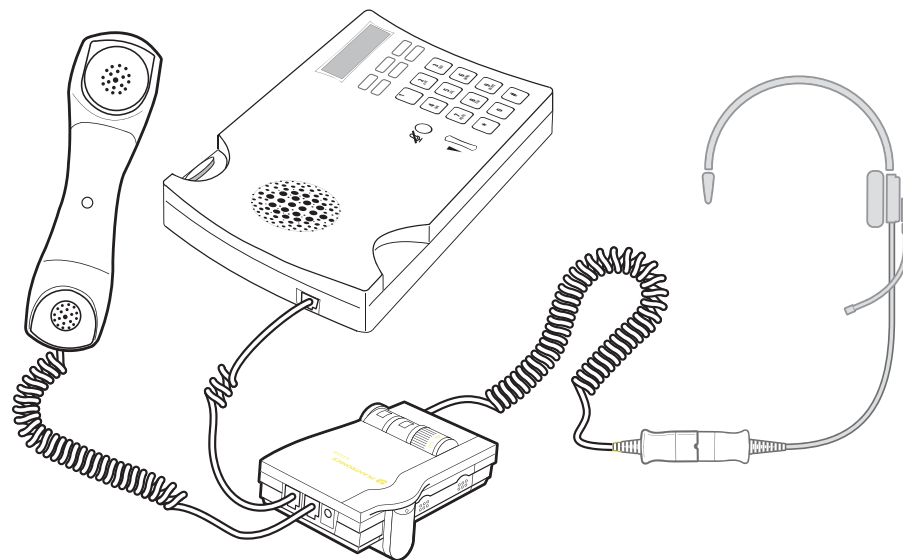
Mute key illuminates when active.
Volume button controls handset, speaker, and ring volume.

Dial Pad



NOTE: The IP110 is not a speakerphone, there is no external microphone.

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.