

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 + **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

- Answer Call Waiting: lift handset **Hold**

Interact with Calls

- Adjust Handset, Headset, Speaker: Volume **A** to select
- 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

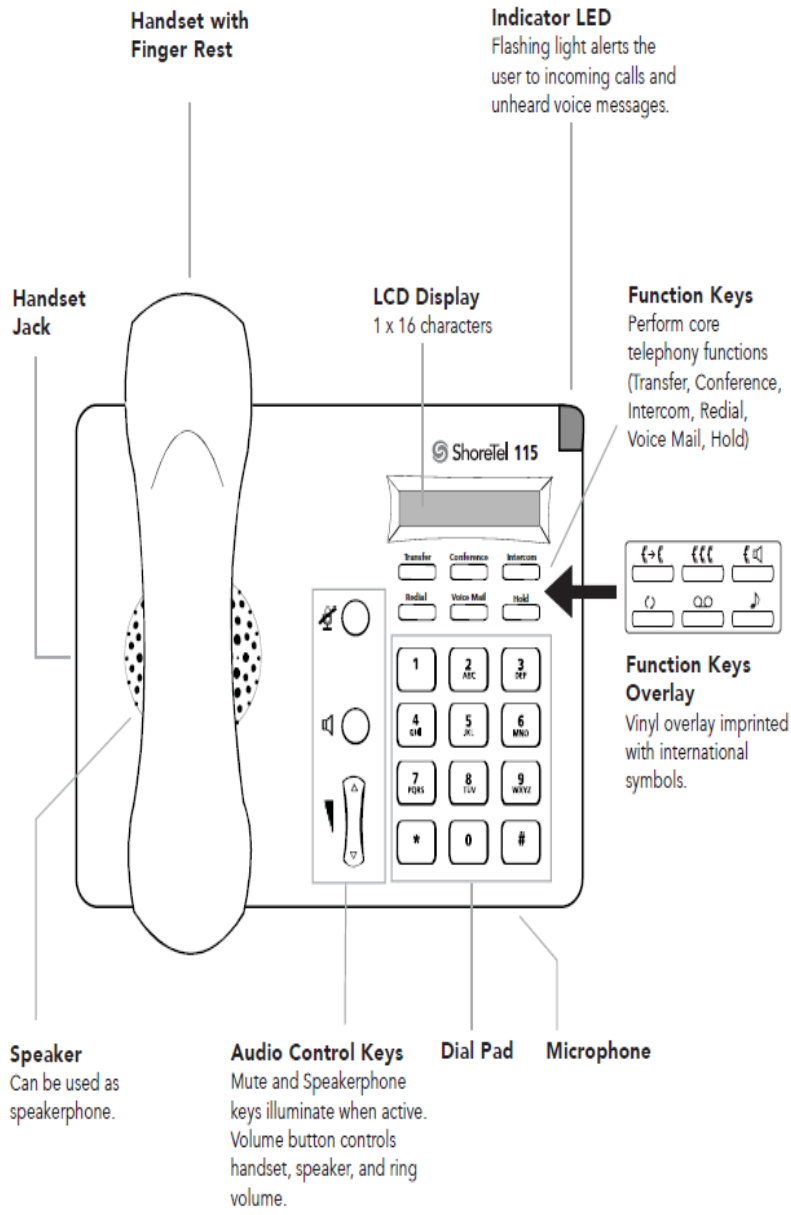
- Park a call: *** 1 1** + ext.
- UnPark a call: *** 1 2** + ext.
- Pick Up a Remote Extension: *** 1 3** + ext.
- Pick Up the Night Bell: *** 1 4**
- Use the Intercom: *** 1 5** + ext.
- Barge In: *** 1 6** + ext.
- Silent Monitor: *** 1 7** + ext.
- Toggle the Hunt Group Status: *** 1 8** + HG ext.
- 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

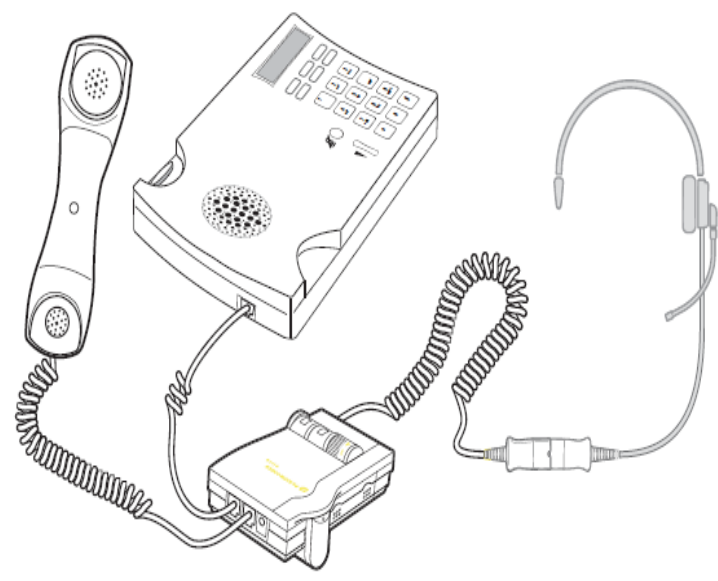
- View Phone Information: **Mute**  + I-N-F-O + **#**
- Reboot Your Phone: **Mute**  + R-E-S-E-T + **#**

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

How to setup Voicemail greeting on **ShoreTel 115** phone:

1. Press the Voicemail button
2. Enter current password (1234) followed by #
3. Press 7
4. Press 1
5. Record your voicemail greeting, and press # when finished.

How to setup Name:

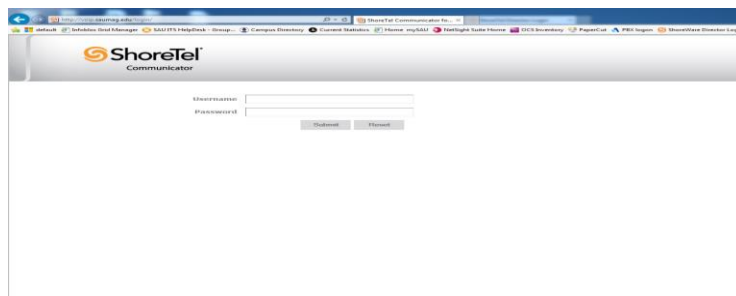
1. Press the Voicemail button
2. Enter current password (1234) followed by #
3. Press 7
4. Press 6
5. Record name, then press #.

How to change Call Handling mode:

1. Press the Voicemail button
2. Enter current password (1234) followed by #
3. Press 7
4. Press 2
5. Press number for desired mode.

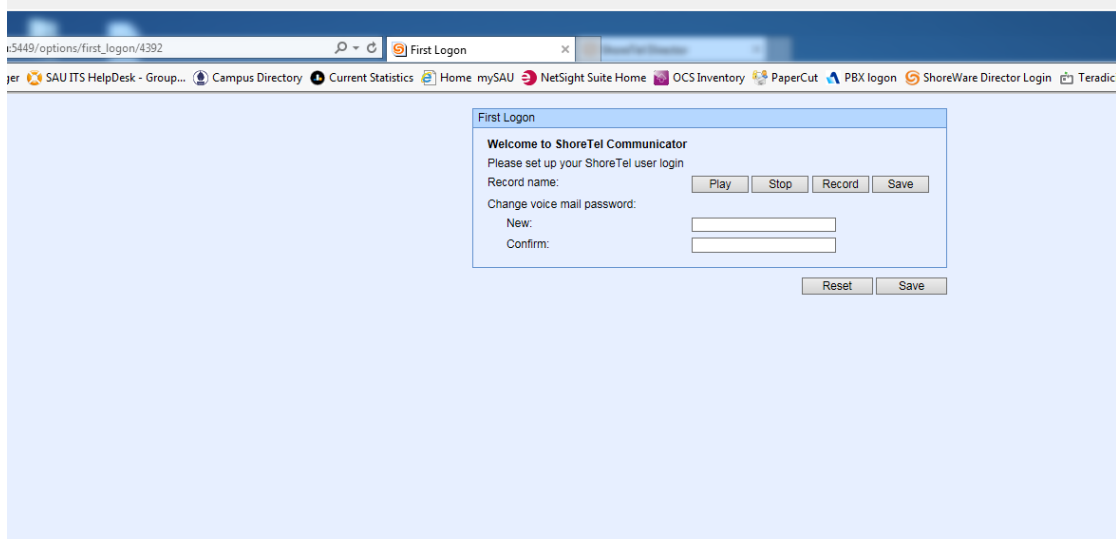
How to setup Voicemail using Website

1. You will need to go to voip.saumag.edu/login

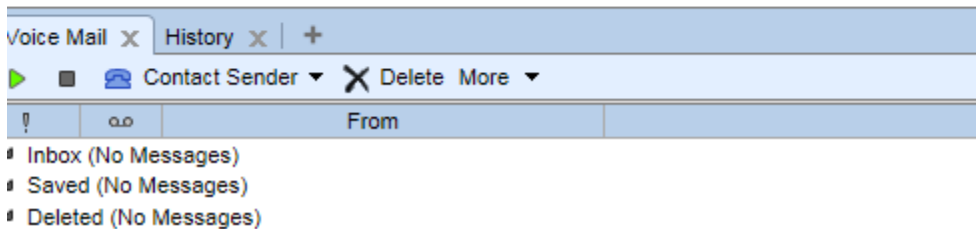
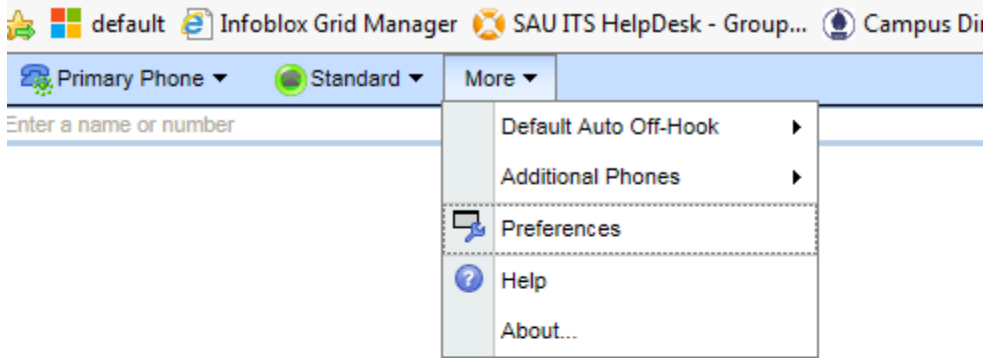


2. Your Username is what you are using to login to your computer/email
3. The password is: **changeme**.

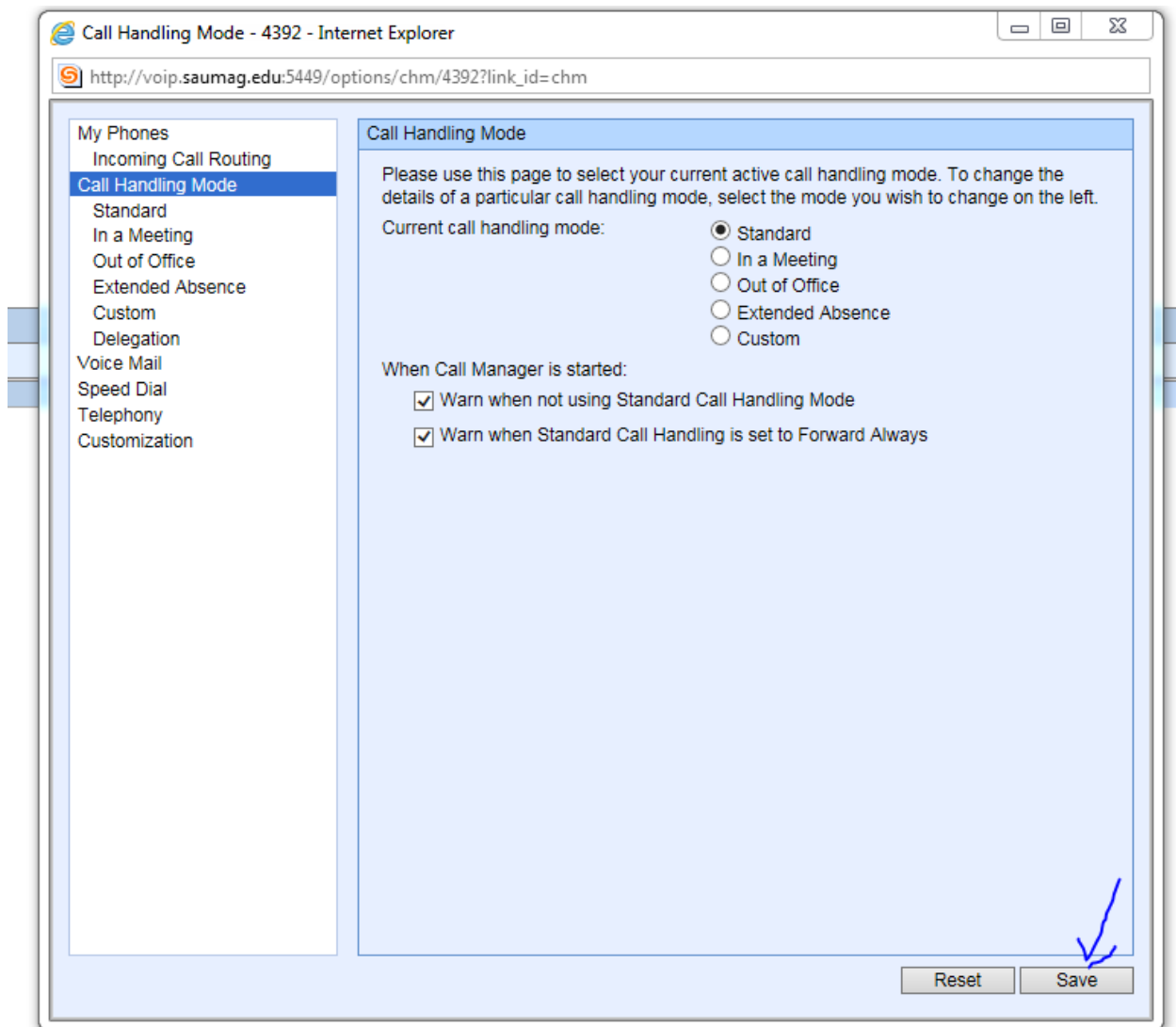
4. Next screen has you change your voicemail password and allows you to record a name



5. After saving new password for voicemail you will be given a new screen where you need to click the more option and then preferences



6. To change modes click on Call Handling Mode and select which mode you want to use and click save at the bottom



- To record your greeting choose one of the 5 options: Standard, In a Meeting, Out of Office, Extended Absence, and Custom. Click the record button to record greeting and then click save.

The screenshot shows a web browser window titled "Call Handling Mode Settings - 4392, Standard - Internet Explorer". The address bar contains the URL: http://voip.saumag.edu:5449/options/chm_settings/4392/1?link_id=standard. The page is divided into two main sections: a left-hand navigation menu and a main content area.

Left-hand navigation menu:

- My Phones
- Incoming Call Routing
- Call Handling Mode
 - Standard**
 - In a Meeting
 - Out of Office
 - Extended Absence
 - Custom
 - Delegation
- Voice Mail
- Speed Dial
- Telephony
- Customization

Main content area (Standard mode):

Record Greeting: Play Stop Record Save

Forward Calls: Always When no answer or busy Never

Forwarding destination:

- Always: Voice Mail : Extension - 7101
- Busy: Voice Mail : Extension - 7101
- No Answer: Voice Mail : Extension - 7101

Do not record voice messages, only play greeting

Forward after (1-20) rings: 3

When caller press "0", transfer to: [Empty text box]

Scheduled mode change: <None> [Dropdown arrow]

Voice mail escalation profile: <None> [Dropdown arrow]

Call Handling Note: [Empty text area with scrollbars]

Bottom right buttons: Reset Save