ShoreTel 110 IP Phone Quick Reference

PHONE OPERATION

Placing 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

Answering Calls

lift handset

Answer Call Waiting	[Hold]
Pick Up Another Call	lift handset + [*][1][3] + ext.
Pick Up the Night Bell	lift handset + [*][1][4]

Interacting with Calls

Adjust the Volume	[Volume ▲▼]
Mute a Call	[Mute ○]
Place a Call On or Off Hold	[Hold]
Transfer a Call	[Transfer] + ext. + hang up
Park a Call	[Hold] + [*][1][1] + ext.
Unpark a Call	lift handset + [*][1][2] + ext.
Silent Monitor	lift handset + [*][1][7] + ext.
Barge In	lift handset + [*][1][6] + ext.
Whisper Page	lift handset + [*][1][9] + ext.
Change Call Handling Mode	lift handset + [Voice Mail] + pswd + [#] + [7][2]

Change Extension Assignment
lift handset+ [#][#] +ext+pswd+ [#] + [7][3][1]

Unassign Your Ext. and Go Home
lift handset+ [Voice Mail] + pswd + [#] + [7][3][2]

Toggle the Hunt Group Status
lift handset + [*][1][8] + hunt group ext.

Troubleshooting

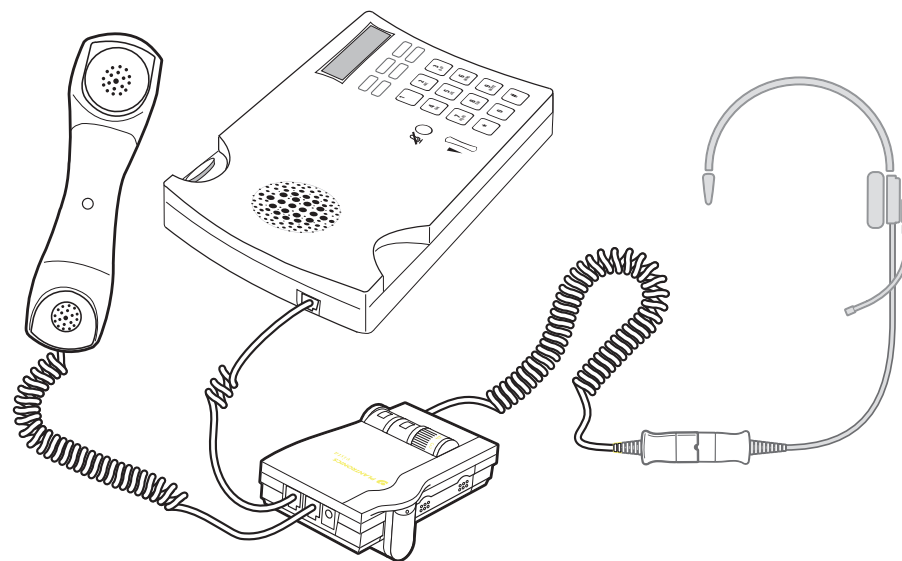|	
View Phone Information	[Mute ○] + I-N-F-O + [#]
Reboot Your Phone	[Mute ○] + R-E-S-E-T + [#]

VOICE MAIL

Logging Into Main Menu
lift handset + [Voice Mail] + pswd + [#]

Logging In from Another Extension
[#][#] + ext. + pswd + [#]

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.

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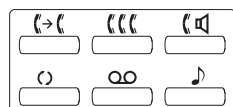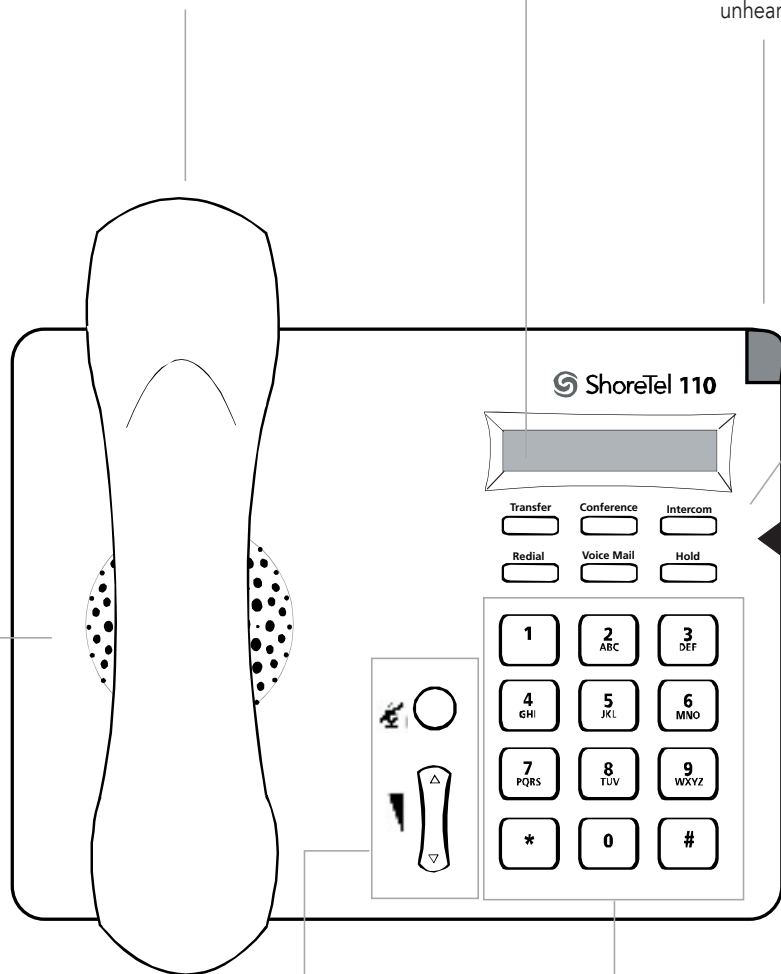**Handset with Finger Rest**

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)

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.

110 IP Phone Interface

4:34 pm   Mar 2

Time and Date
(Display alternates by showing extension)

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

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