

ShoreTel 212k IP Phone Quick Reference

PHONE OPERATION

Place Calls

Use the Speakerphone or a Headset

Use the Directory

Make a Conference Call

Use the Intercom

Redial and Check Missed Calls

Dial Paging Extension

 or  + ext.

Directory
 +  +  + 

Conference
 + ext.

Intercom
 + ext.

Redial
 +  + 

number provided by administrator

lift handset or  or 

Transfer
 + ext.

Options
 + password +  +  (3) + 

 to select

select appropriate call key



Hold


Transfer
 + ext.

 +  (2) + 

lift handset +  + 

 +  (3) +  + ext. + 

Options
 + password +  +  + next + 

Options
 + password +  +  to select

press and hold  + I-N-F-O +  + Con/+

Voice Mail
 + password + 

  + ext. + password + 

Answer Calls

Divert a Call

Select a Ring Tone

Adjust Handset, Headset,

or Speakerphone Volume

Answer Call Waiting

Interact with Calls

Mute a Call

Place a Call On or Off Hold

Transfer a Call

Join Calls

Park Calls

Unpark Calls

Change Call Handling Mode

Log In and Out of Workgroups

Adjust the Display Contrast

VOICE MAIL

Log Into the Main Menu

Log In from Another Extension

Note: For more information about voice mail features, please consult the Voice Mail Quick Reference.

OFFICE ANYWHERE CODES

Transfer a call

Conference a call

Hold a call

Hang up

Access other star codes

  + destination +  

  + destination +  

  + (star code from below)

QUICK REFERENCE OF COMMON STAR CODES

Park a call

UnPark a call

Pick Up a Remote Extension

Pick Up the Night Bell

Use the Intercom

Barge In

Silent Monitor

Toggle the Hunt Group Status

Whisper Page

Change CHM and Forwarding

Change Extension Assignment

Unassign Extension Assignment

Assign Extension to External Number

   + ext.

   + ext.

   + ext.

   + ext.

   + ext.

   + ext.

   + HG ext.

   + ext.

Voice Mail
 + password +  +  

Voice Mail
 + password +  +   

Voice Mail
 + password +  +   

Voice Mail
 + password +  +   

TROUBLESHOOTING

View Phone Information

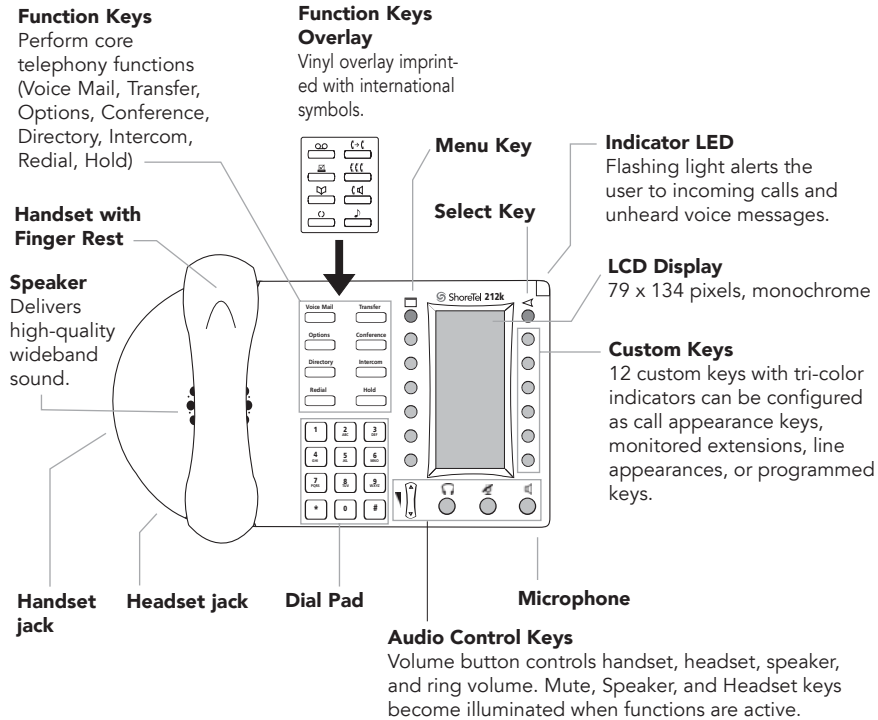
Reboot Your Phone

 + I-N-F-O + 

 + R-E-S-E-T + 

Note: For additional details on the information contained in this Quick Reference card, please consult the 212k User Guide.

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Note: You can connect a supported headset into the 212k IP Phone by plugging the headset into the headset jack at the left corner of the phone chassis. Contact your system administrator for details.

GUIDE TO LEDS

Your ShoreTel 212k IP phone also provides color cues to help you determine the operational status. Note that these patterns apply to ShoreTel 6.1 (build 11.15.2603.0) and higher.

- Steady Green - in use by you
- Blinking Green - (Slow blink: 1s on/1s off) incoming call
- Blinking Orange - (Fast blink: .25s on/.25s off) on hold or call parked
- Steady Orange - extension's call handling mode set to Do Not Disturb
- Steady Red - in use by other party (applies to BCA and Extension Monitor)

GUIDE TO STATUS ICONS

ShoreTel IP 212k Idle Interface

11:53 am	02/02	Time and date
Bob Berryessa		User's name
Intcm	silMon	Note: Time, date and user name scroll across upper two lines to display full name of phone, user's Call Handling Mode status, and Workgroup Agent status.
barge		
park	spd501	
unpark	spd502	
page	spd503	Sample Custom Key Labels (These may appear different on your phone.)

ShoreTel IP 212k Outbound Call

Front desk		Receiving party's name
Intcm	silMon	
barge		
park	spd501	
unpark	spd502	
page	spd503	

Main Display

-  Unheard Voice Messages
-  Missed Calls
-  Logged Into Workgroup
-  Logged Into Workgroup, In Wrap-Up
-  Logged Out of Workgroup