

ShoreTel 212k IP Phone Quick Reference

PHONE OPERATION

Place Calls

Use the Speakerphone or a Headset

 or  + ext.

Use the Directory

Directory
 +  +  + 

Make a Conference Call

Conference
 + ext.

Use the Intercom

Intercom
 + ext.

Redial and Check Missed Calls

Redial
 +  + 

Dial Paging Extension

number provided by administrator

Answer Calls

Divert a Call

lift handset or  or 

Transfer
 + ext.

Select a Ring Tone

Options
 + password +  +  (3) + 

Adjust Handset, Headset,

or Speakerphone Volume

 to select

select appropriate call key

Answer Call Waiting

Interact with Calls


Mute a Call

Place a Call On or Off Hold

Hold


Transfer a Call

Transfer
 + ext.

Join Calls

 +  (2) + 

Park Calls

lift handset +  + 



Unpark Calls

 +  (3) +  + ext. + 

Change Call Handling Mode

Options
 + password +  +  + next + 

Options
 + password +  +  to select



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

Log In and Out of Workgroups




Adjust the Display Contrast

VOICE MAIL

Log Into the Main Menu

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

   + ext.

UnPark a call

    + ext.

Pick Up a Remote Extension

    + ext.

Pick Up the Night Bell

Use the Intercom

    + ext.

Barge In

    + ext.

Silent Monitor

    + ext.

Toggle the Hunt Group Status

    + HG ext.

Whisper Page

    + ext.

Change CHM and Forwarding

Voice Mail
 + password +  +   

Change Extension Assignment

Voice Mail
 + password +  +    

Unassign Extension Assignment




Voice Mail
 + password +  +    

Assign Extension to External Number




Voice Mail
 + password +  +    

TROUBLESHOOTING

View Phone Information

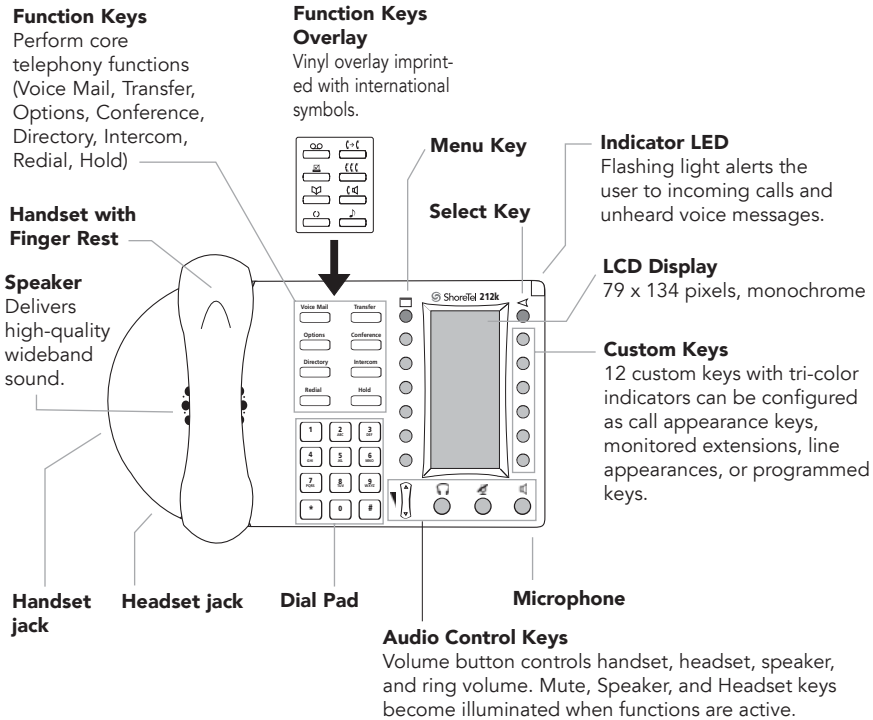
  + I-N-F-O + 

Reboot Your Phone

  + R-E-S-E-T + 

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

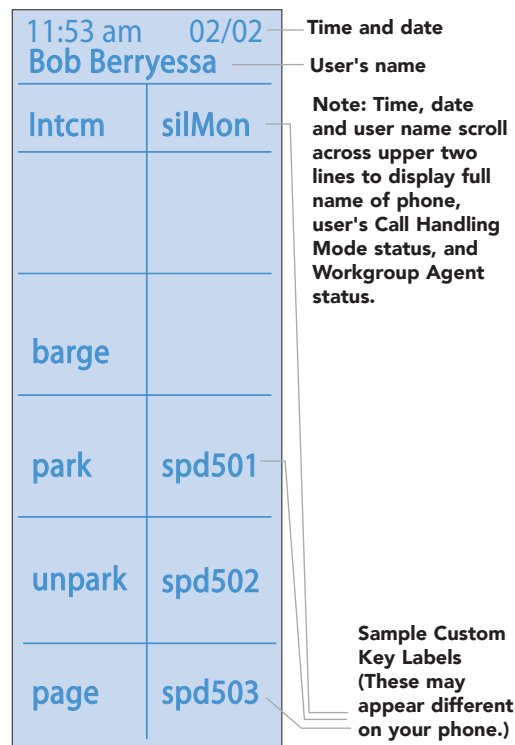
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Note: You can connect a supported headset into the 212k IP Phone by plugging the headset into the headset jack at the left corner of the phone chassis. Contact your system administrator for details.

GUIDE TO STATUS ICONS

ShoreTel IP 212k Idle Interface



ShoreTel IP 212k Outbound Call



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)

Main Display

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