

ShoreTel 265 IP Phone Quick Reference

PHONE OPERATION

Place Calls

Use the Speakerphone or a Headset

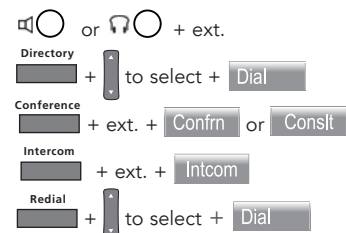
Use the Directory

Make a Conference Call

Use the Intercom

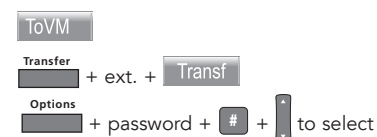
Redial and Check Missed Calls

Dial Paging Extension

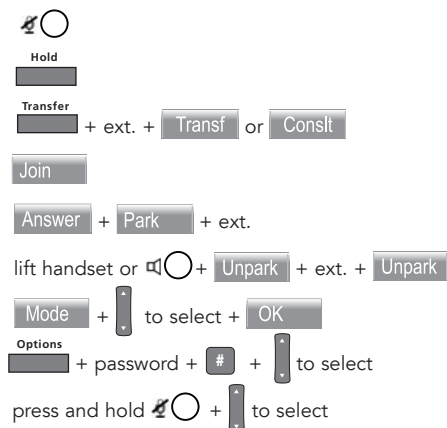


number provided by administrator

lift handset or Answer or Speakerphone or Headset icon



select appropriate call key



Answer Calls

Send a Call to Voice Mail

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

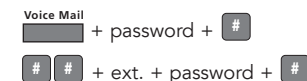
Adjust the Display Contrast

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



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

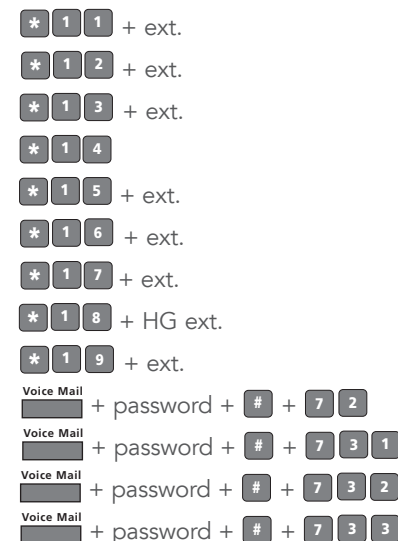
Whisper Page

Change CHM and Forwarding

Change Extension Assignment

Unassign Extension Assignment

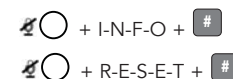
Assign Extension to External Number



TROUBLESHOOTING

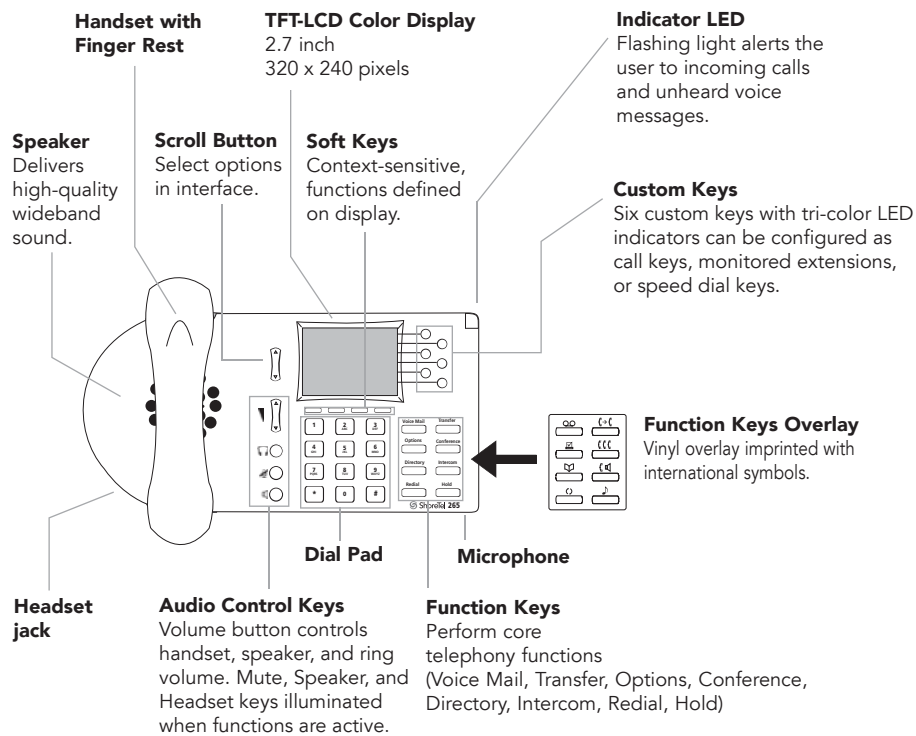
View Phone Information

Reboot Your Phone



Note: For additional information beyond that which is contained in this Quick Reference card, please consult the IP 265 User Guide.

ShoreTel 265 IP Phone Quick Reference



Note: You can connect a supported headset into the 265 IP Phone by plugging the headset into the headset jack at the left corner of the phone chassis. Contact your system administrator for details.

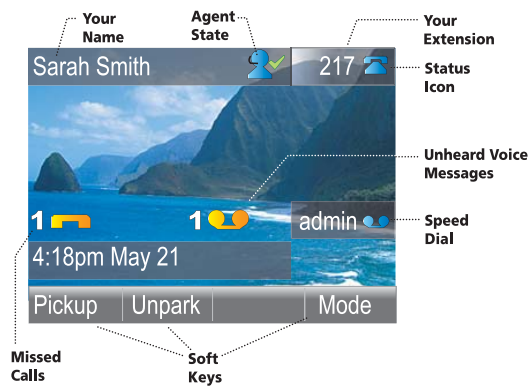
GUIDE TO LEDS

Your ShoreTel 265 IP phone 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.

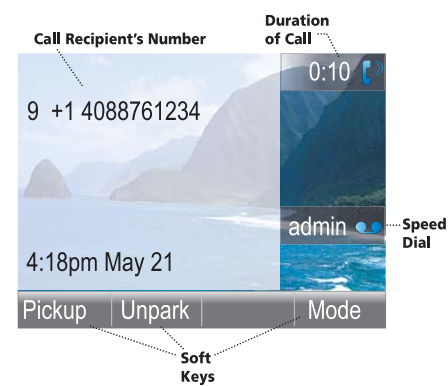
- Steady Green - in use by you
- ◌ Blinking Green - (Slow blink: 1s on/1s off) incoming call
- ◌ Blinking Orange - (Fast blink: .25s on/.25s off) on hold or call parked
- Steady Orange - extension's call handling mode set to Do Not Disturb
- Steady Red - in use by other party (applies to BCA and Extension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

GUIDE TO STATUS ICONS

ShoreTel IP 265 Idle Interface



ShoreTel IP 265 Outbound Call



Main Display

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

Custom Keys - Call

- [Icon] On Hook
- [Icon] Off Hook
- [Icon] Inactive / Do Not Disturb
- [Icon] Incoming Call (Animated)
- [Icon] On a Call
- [Icon] On a Conference Call
- [Icon] Call On Hold / Parked
- [Icon] Remote Hold

Custom Keys - Monitored Extension

- [Icon] Idle
- [Icon] Inactive / Do Not Disturb
- [Icon] Unheard Voice Messages
- [Icon] Do Not Disturb / Unheard Messages
- [Icon] Incoming Call (Animated)
- [Icon] On a Call
- [Icon] Incoming Call and On a Call
- [Icon] On a Conference Call
- [Icon] On a Call and Call Parked

Custom Keys - Speed Dial

- [Icon] Speed Dial Extension