

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

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

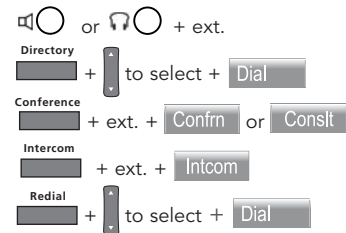
Park Calls

Unpark Calls

Change Call Handling Mode

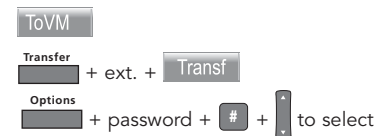
Log In and Out of Workgroups

Adjust the Display Contrast

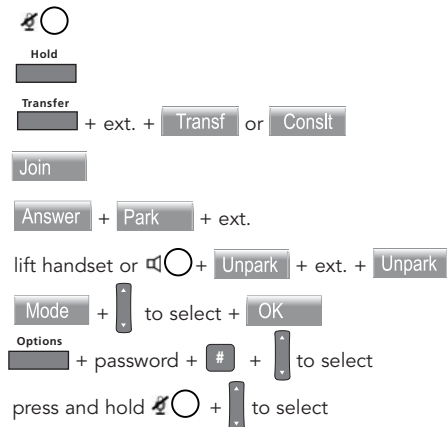


number provided by administrator

lift handset or Answer or Speakerphone or Headset

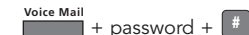


select appropriate call key

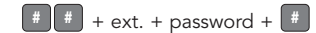


VOICE MAIL

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.

QUICK REFERENCE OF COMMON STAR CODES

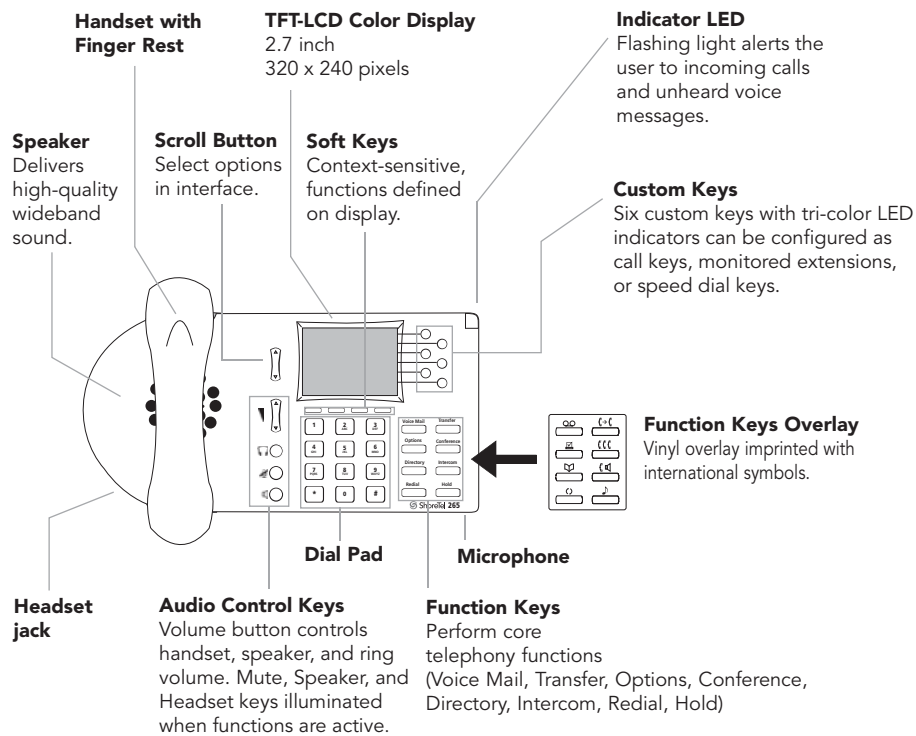
Park a call * 1 1 + ext.

UnPark a call * 1 2 + ext.

Pick Up a Remote Extension * 1 3 + ext.

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.

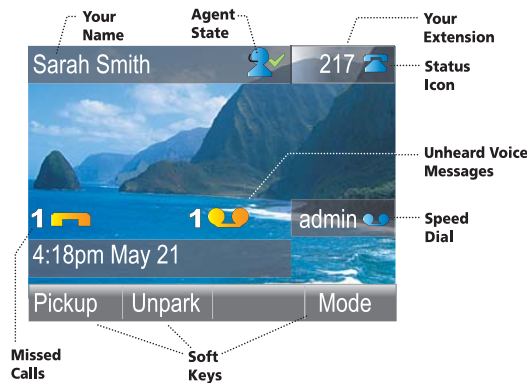
GUIDE TO LEDS

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.

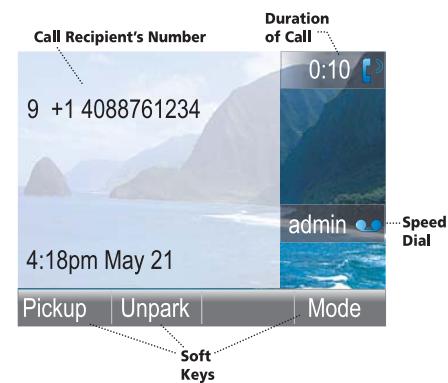
- Steady Green - in use by you
- ◌ Blinking Green - (Slow blink: 1s on/1s off) incoming call
- ◌ Blinking Orange - (Fast blink: .25s on/.25s off) on hold or call parked
- Steady Orange - extension's call handling mode set to Do Not Disturb
- Steady Red - in use by other party (applies to BCA and Extension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

GUIDE TO STATUS ICONS

ShoreTel IP 265 Idle Interface



ShoreTel IP 265 Outbound Call



Main Display

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

Custom Keys - Monitored Extension

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

Custom Keys - Call

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

Custom Keys - Speed Dial

- [Speed Dial Extension Icon] Speed Dial Extension