

# 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

Merge Calls



Park Calls



Unpark Calls


Change Availability State


### Log In and Out of Workgroups



### Adjust the Display Contrast

 or  + ext.



**Directory**  
 +  to select + **Dial**

**Conference**  
 + ext. + **Conf** or **Consit**


**Intercom**  
 + ext. + **Intcom**




**Redial**  
 +  to select + **Dial**


number provided by administrator

lift handset or **Answer** or  or 


**ToVM**


**Transfer**  
 + ext. + **Transf**


**Options**  
 + password +  +  to select


 to select

select appropriate call key





**Hold**  





**Transfer**  
 + ext. + **Transf** or **Consit**



**Merge**  


**Answer** + **Park** + ext.

lift handset or  + **Unpark** + ext. + **Unpark**

**State** +  to select + **OK**

**Options**  
 + password +  +  to select

press and hold  +  to select

## 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

**Voice Mail**  
 + password + 

  + ext. + password + 

  + 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 Availability 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

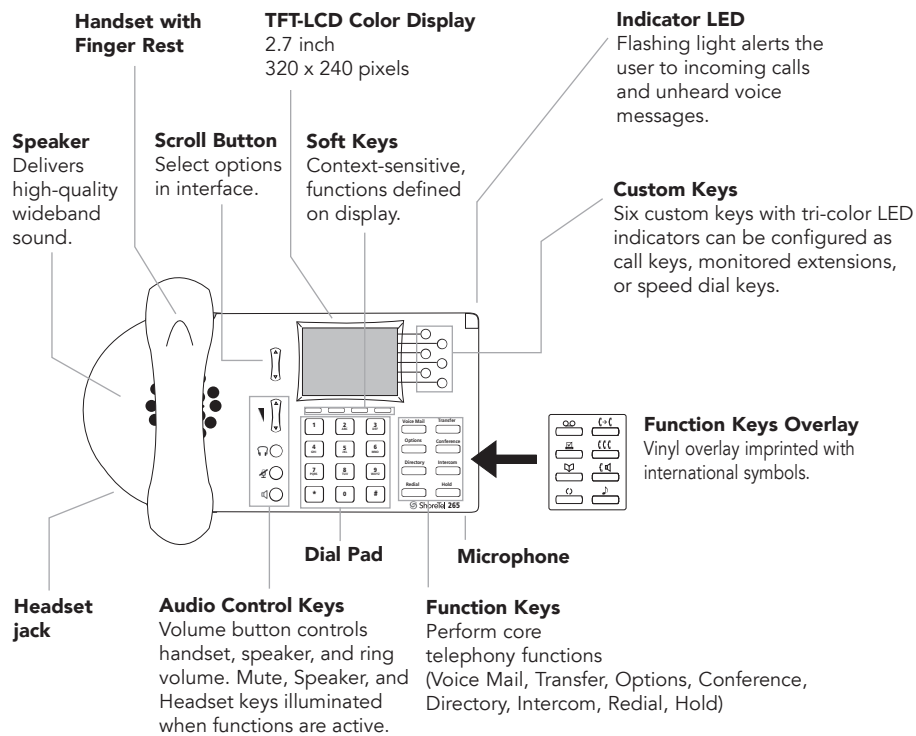
Reboot Your Phone

 + I-N-F-O + 

 + R-E-S-E-T + 

**Note:** For additional 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.

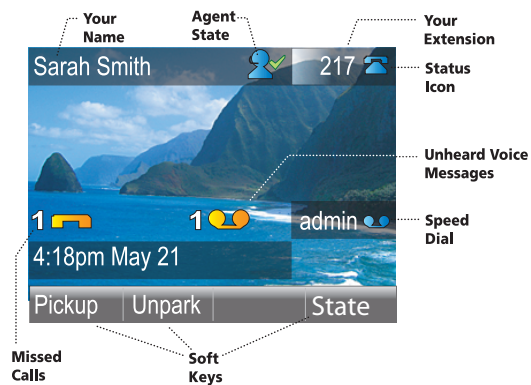
## GUIDE TO LEDS

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.

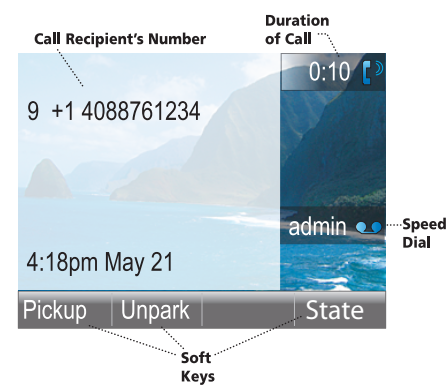
- Steady Green - in use by you
- ◌ Blinking Green - (Slow blink: 1s on/1s off) incoming call
- ◌ Blinking Orange - (Fast blink: .25s on/.25s off) on hold or call parked
- Steady Orange - extension's availability state set to Do Not Disturb
- Steady Red - in use by other party (applies to BCA and Extension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