

# 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

Answer Call Waiting

select appropriate call key

### Interact with Calls

Mute a Call



**Hold**

Place a Call On or Off Hold



Transfer a Call

**Transfer**  
 + ext.

Join Calls

 +  (2) + 

Park Calls

lift handset +  + 

Unpark Calls

 +  (3) +  + ext. + 



Change Call Handling Mode

**Options**  
 + password +  +  + next + 

### Log In and Out of Workgroups

### Adjust the Display Contrast



**Options**  
 + password +  +  to select




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

## VOICE MAIL

### Log Into the Main Menu

### Log In from Another Extension

**Voice Mail**  
 + password + 

  + 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

   + ext.

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

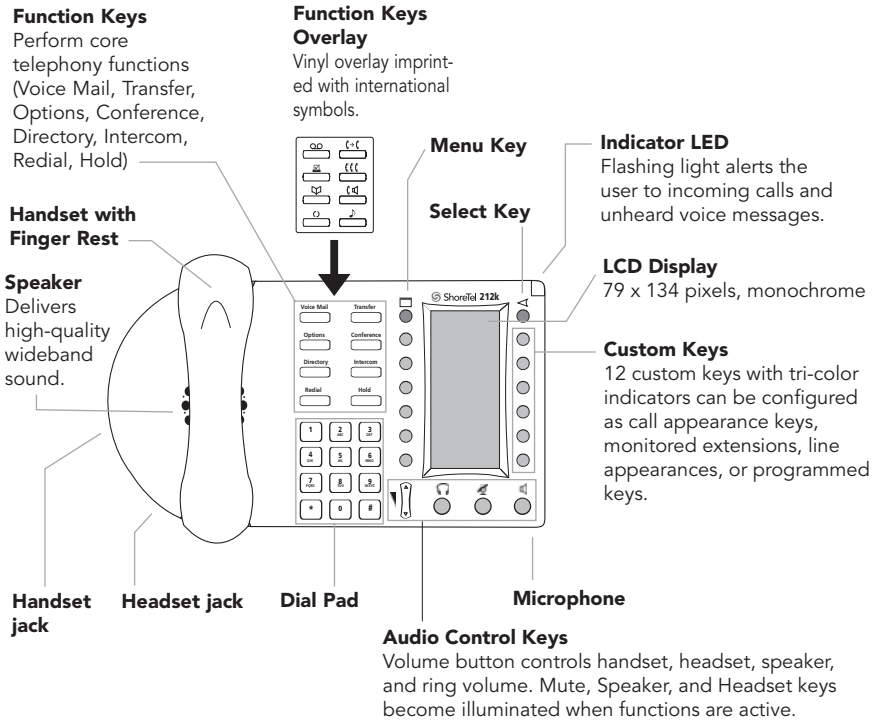
 + I-N-F-O + 

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.

# ShoreTel 212k IP Phone Quick Reference



**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.

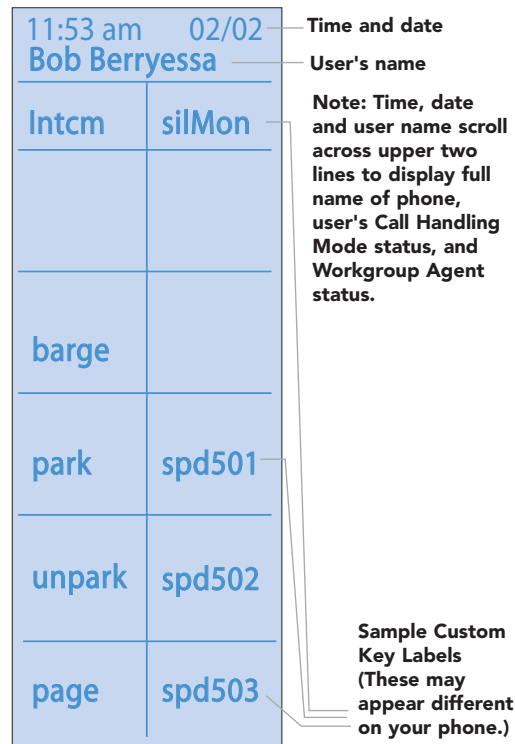
## GUIDE TO LEDS

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.

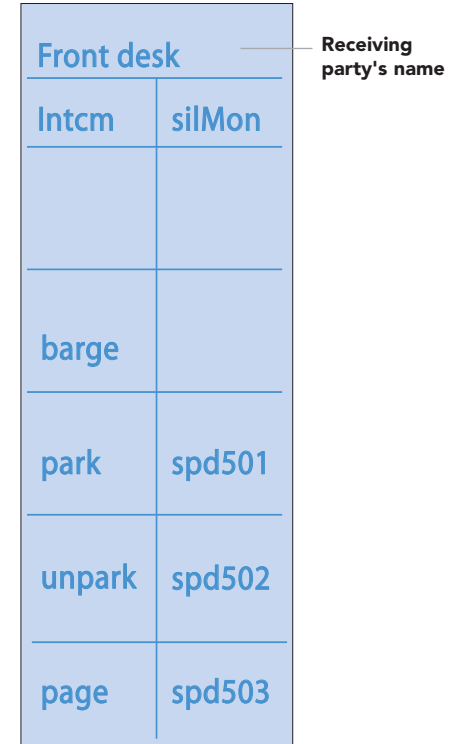
- Steady Green - in use by you
- Blinking Green - (Slow blink: 1s on/1s off) incoming call
- Blinking Orange - (Fast blink: .25s on/.25s off) on hold or call parked
- Steady Orange - extension's call handling mode set to Do Not Disturb
- Steady Red - in use by other party (applies to BCA and Extension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

## GUIDE TO STATUS ICONS

ShoreTel IP 212k Idle Interface



ShoreTel IP 212k Outbound Call



### Main Display

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