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 🎧◯
Select a Ring Tone	**Transfer** ▢ + ext.
Adjust Handset, Headset,	**Options** ▢ + password + # + ◁ (3) + #
or Speakerphone Volume	▲▼ to select
Answer Call Waiting	select appropriate call key

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 + #
Log In and Out of Workgroups	**Options** ▢ + password + # + ▲▼ to select
Adjust the Display Contrast	press and hold 🔇◯ +I-N-F-O+ # + Con-/+

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	* 1 1 + ext.
UnPark a call	* 1 2 + ext.
Pick Up a Remote Extension	* 1 3 + ext.
Pick Up the Night Bell	* 1 4 + ext.
Use the Intercom	* 1 5 + ext.
Barge In	* 1 6 + ext.
Silent Monitor	* 1 7 + ext.
Toggle the Hunt Group Status	* 1 8 + HG ext.
Whisper Page	* 1 9 + ext.
Change CHM and Forwarding	**Voice Mail** ▢ + password + # + 7 2
Change Extension Assignment	**Voice Mail** ▢ + password + # + 7 3 1
Unassign Extension Assignment	**Voice Mail** ▢ + password + # + 7 3 2
Assign Extension to External Number	**Voice Mail** ▢ + password + # + 7 3 3

TROUBLESHOOTING

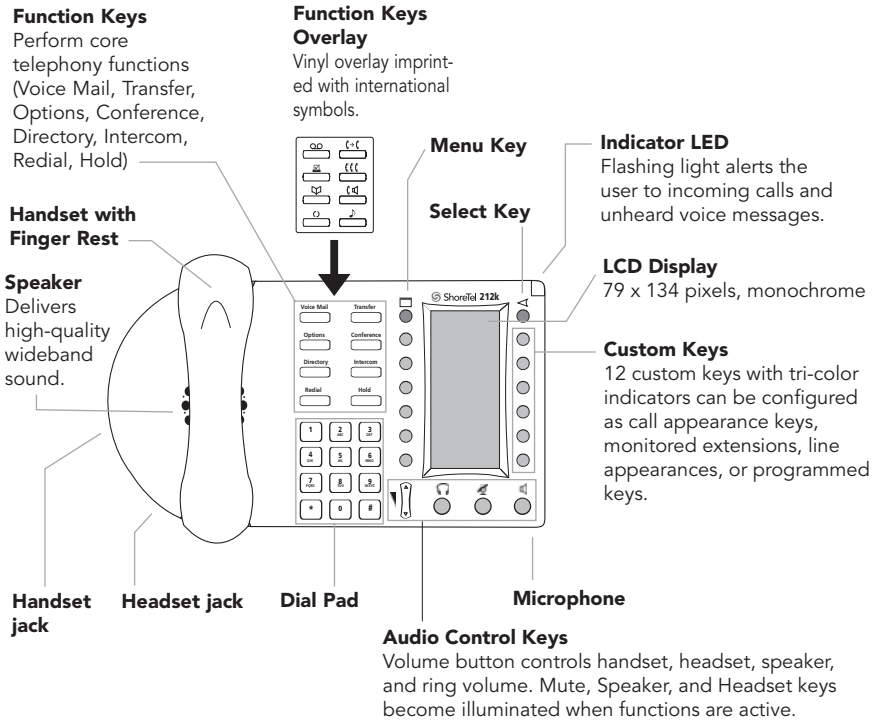|	
View Phone Information	🔇◯ + I-N-F-O + #
Reboot Your Phone	🔇◯ + R-E-S-E-T + #

Note: For additional details on the information contained in this Quick Reference card, please consult the 212k User Guide.
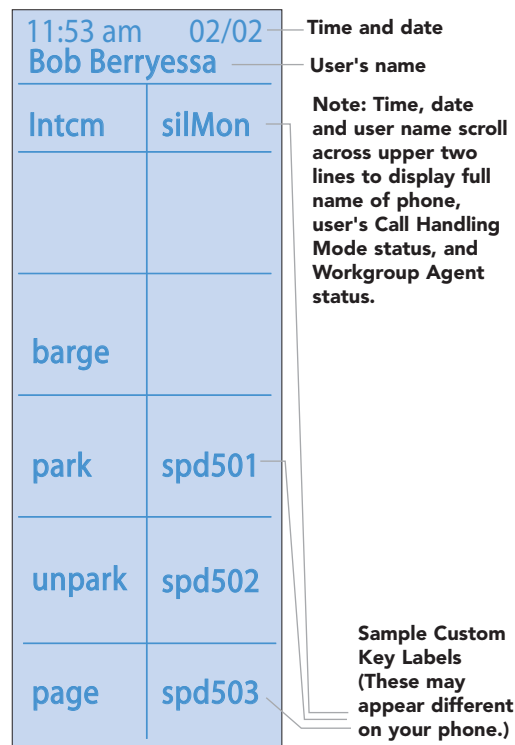
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Function Keys
Perform core telephony functions (Voice Mail, Transfer, Options, Conference, Directory, Intercom, Redial, Hold)

Function Keys Overlay
Vinyl overlay imprinted with international symbols.

Menu Key

Select Key

Indicator LED
Flashing light alerts the user to incoming calls and unheard voice messages.

LCD Display
79 x 134 pixels, monochrome

Handset with Finger Rest

Speaker
Delivers high-quality wideband sound.

Custom Keys
12 custom keys with tri-color indicators can be configured as call appearance keys, monitored extensions, line appearances, or programmed keys.

Handset jack **Headset jack** **Dial Pad** **Microphone**

Audio Control Keys
Volume button controls handset, headset, speaker, and ring volume. Mute, Speaker, and Headset keys become illuminated when functions are active.

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

11:53 am	02/02
Bob Berryessa	
Intcm	silMon
barge	
park	spd501
unpark	spd502
page	spd503

Time and date

User's name

Note: Time, date and user name scroll across upper two lines to display full name of phone, user's Call Handling Mode status, and Workgroup Agent status.

Sample Custom Key Labels (These may appear different on your phone.)

ShoreTel IP 212k Outbound Call

Front desk	
Intcm	silMon
barge	
park	spd501
unpark	spd502
page	spd503

Receiving party's name

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

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