ShoreTel 265 IP Phone Quick Reference

PHONE OPERATION

Place Calls

Use the Speakerphone or a Headset   🔊 or 🎧 + ext.

Use the Directory

Directory + ▮ to select + `Dial`

Make a Conference Call

Conference + ext. + `Confrn` or `Conslt`

Use the Intercom

Intercom + ext. + `Intcom`

Redial and Check Missed Calls

Redial + ▮ to select + `Dial`

Dial Paging Extension   number provided by administrator

Answer Calls

lift handset or `Answer` or 🔊 or 🎧

Send a Call to Voice Mail   `ToVM`

Divert a Call

Transfer + ext. + `Transf`

Select a Ring Tone

Options + password + `#` + ▮ to select

Adjust Handset, Headset,

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. + `Transf` or `Conslt`

Join Calls   `Join`

Park Calls   `Answer` + `Park` + ext.

Unpark Calls   lift handset or 🔊 + `Unpark` + ext. + `Unpark`

Change Call Handling Mode   `Mode` + ▮ to select + `OK`

Options + password + `#` + ▮ to select

Log In and Out of Workgroups

Adjust the Display Contrast   press and hold 🔇 + ▮ to select

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`

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

ShoreTel 265 IP Phone Quick Reference

Handset with Finger Rest

TFT-LCD Color Display
2.7 inch
320 x 240 pixels

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

Speaker
Delivers high-quality wideband sound.

Scroll Button
Select options in interface.

Soft Keys
Context-sensitive, functions defined on display.

Custom Keys
Six custom keys with tri-color LED indicators can be configured as call keys, monitored extensions, or speed dial keys.

Function Keys Overlay
Vinyl overlay imprinted with international symbols.

Dial Pad

Microphone

Headset jack

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

Function Keys
Perform core telephony functions (Voice Mail, Transfer, Options, Conference, Directory, Intercom, Redial, Hold)

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
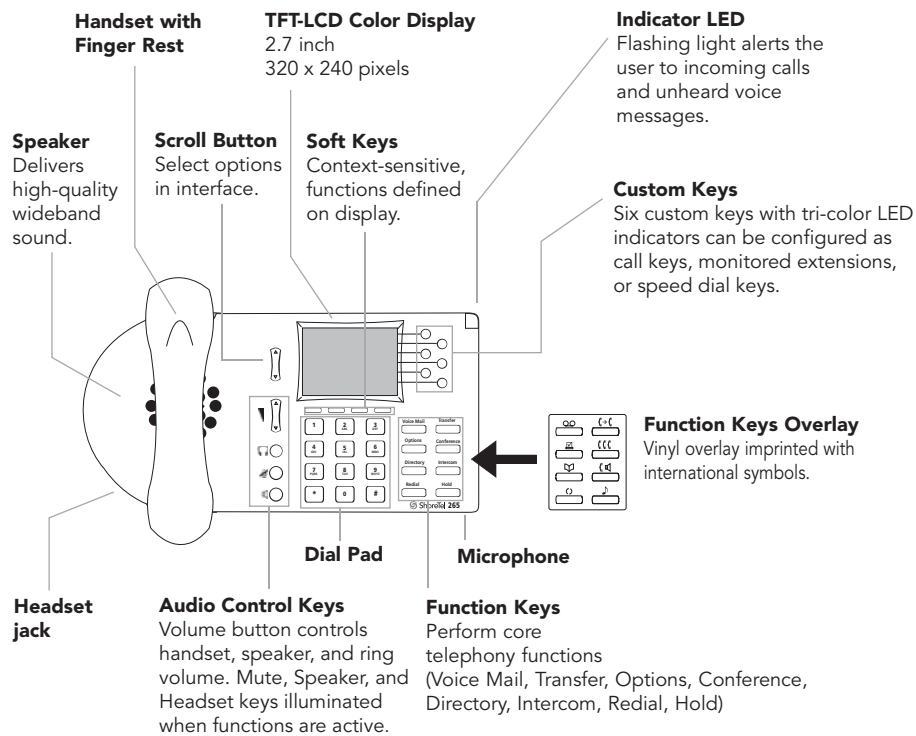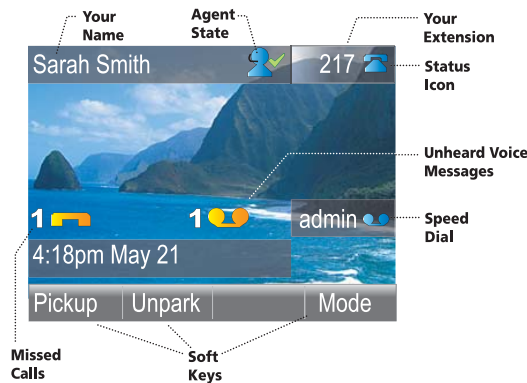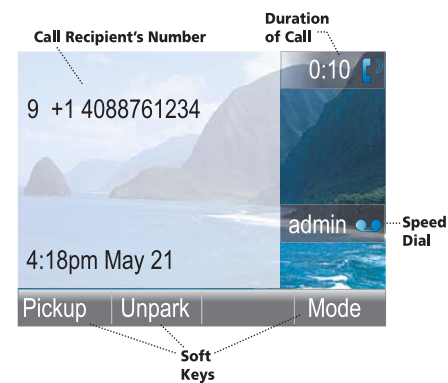- 🔴 Steady Red - in use by other party (applies to BCA and Extension Monitor)

GUIDE TO STATUS ICONS

ShoreTel IP 265 Idle Interface

Your Name

Agent State

Your Extension

Status Icon

Sarah Smith   217

Unheard Voice Messages

1   1   admin

Speed Dial

4:18pm May 21

Pickup | Unpark   Mode

Missed Calls

Soft Keys

ShoreTel IP 265 Outbound Call

Call Recipient's Number

Duration of Call

9 +1 4088761234   0:10

admin

Speed Dial

4:18pm May 21

Pickup | Unpark   Mode

Soft Keys

Main Display

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

Custom Keys - Call

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

Custom Keys - Monitored Extension

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

Custom Keys - Speed Dial

- Speed Dial Extension

ShoreTel