ShoreTel 212k 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
- 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

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

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 CHM and Forwarding
Change Extension Assignment
Unassign Extension Assignment
Assign Extension to External Number

TROUBLESHOOTING

View Phone Information
Reboot Your Phone

Note: For additional details on the information contained in this Quick Reference card, please consult the 212k User Guide.

This product is covered by one or more of the following patents: United States Patent 6,996,059, United States Patent 7,003,091, United States Patent 7,167,486, United States Patent 7,379,540, and United States Patent 7,386,114. ShoreTel, Inc. All rights reserved.
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

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

ShoreTel IP 212k Outbound Call

- **Front desk**
- **Receiving party's name**

**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.

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.)

Main Display

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