**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
- 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**
- 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**

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