

# ShoreTel 230/230g IP Phone Quick Reference

## PHONE OPERATION

### Place Calls

Use the Speakerphone or a Headset

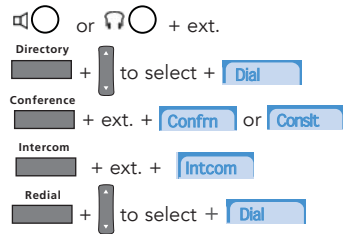
Use the Directory

Make a Conference Call

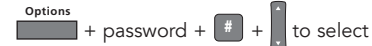
Use the Intercom

Redial and Check Missed Calls

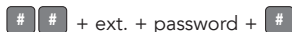
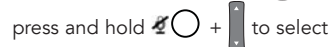
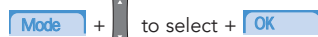
Dial Paging Extension



number provided by administrator



select appropriate call key



### 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

### 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

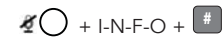


Assign Extension to External Number



## TROUBLESHOOTING

View Phone Information

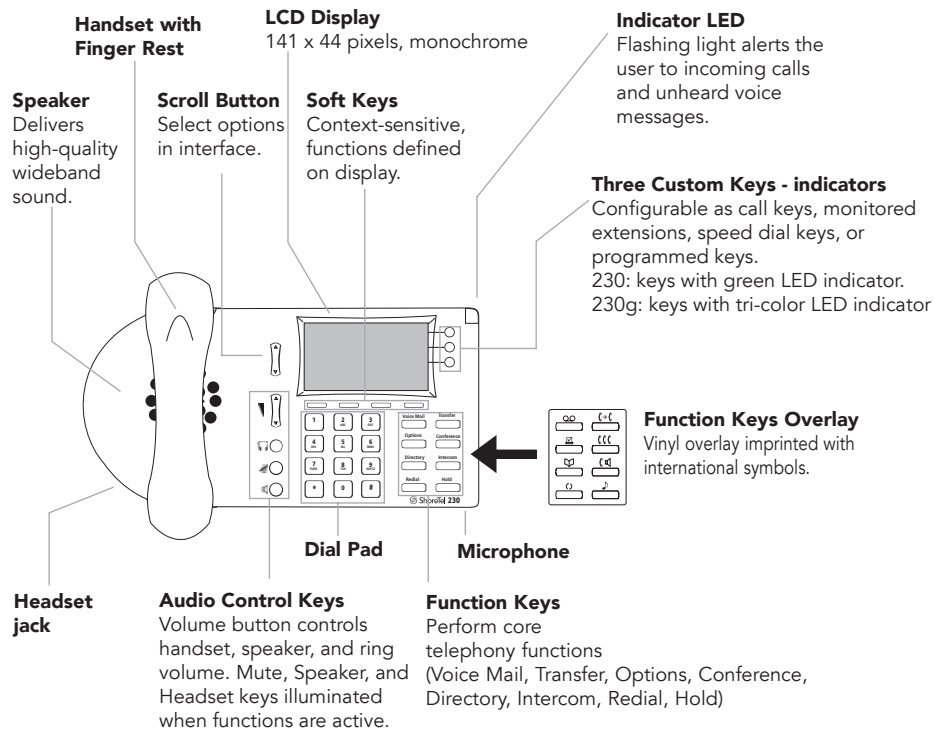


Reboot Your Phone



**Note:** For additional details on the information contained in this Quick Reference card, please consult the IP 230/230g User Guide.

# ShoreTel 230/230g IP Phone Quick Reference



**Note:** You can connect a supported headset into the 230/230g 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

ShoreTel 230/230g IP phones provide visual cues to display operational status

230 IP Phone Operational signals

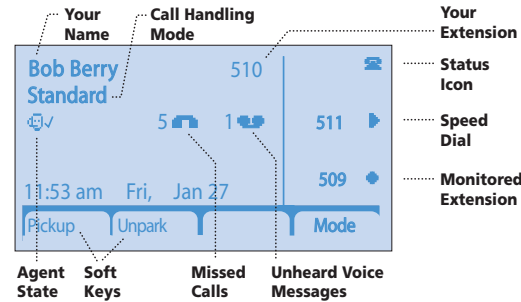
- Steady Green - in use by you
- Blinking Green - (Fast) on hold or call parked
- Blinking Green - (Slow) incoming call

230g IP Phone Operational signals

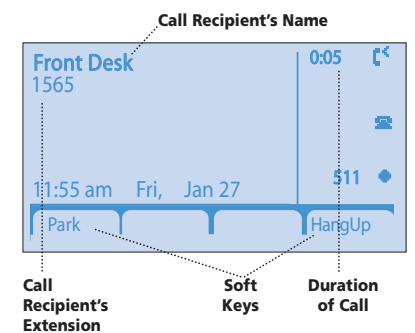
- Steady Green - in use by you
- Blinking Green - (Slow blink: 1s on/1s off) incoming call
- Blinking Orange - (Fast blink: .25s on/.25s off) on hold or call parked
- Steady Orange - extension's call handling mode set to Do Not Disturb
- Steady Red - in use by other party (applies to BCA and Extension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

## GUIDE TO STATUS ICONS

### ShoreTel IP 230/230g Idle Interface



### ShoreTel IP 230/230g Outbound Call



### 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

### Custom Keys - Call

- Incoming Call and On a Call
- On a Conference Call
- Call On Hold / Parked

### Custom Keys - Speed Dial

- Speed Dial Extension