

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

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.

or + ext.

Directory
 + to select + **Dial**

Conference
 + ext. + **Confrn** or **Consit**

Intercom
 + ext. + **Intcom**

Redial
 + to select + **Dial**

number provided by administrator

lift handset or **Answer** or or

To VM

Transfer
 + ext. + **Transf**

Options
 + password + + to select

to select

select appropriate call key

Hold

Transfer
 + ext. + **Transf** or **Consit**

Join

Answer + **Park** + ext.

lift handset or + **UnPark** + ext. + **UnPark**

Mode + to select + **OK**

Options
 + password + + to select

press and hold + to select

Voice Mail
 + password +

+ ext. + password +

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

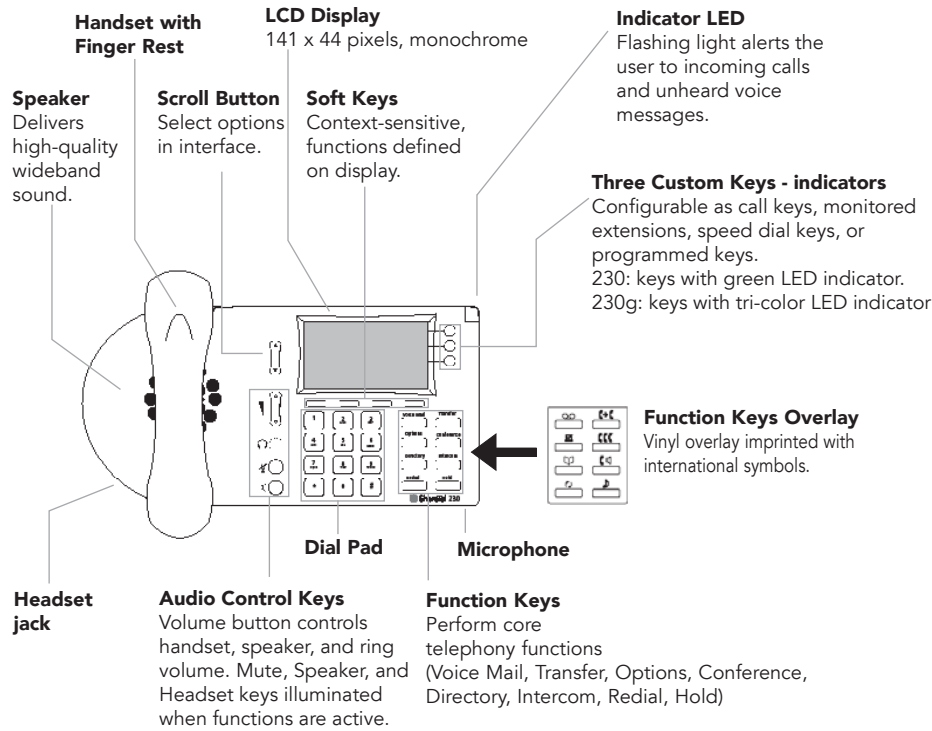
- Park a call **1 1** + ext.
- UnPark a call **1 2** + ext.
- Pick Up a Remote Extension **1 3** + ext.
- Pick Up the Night Bell **1 4**
- Use the Intercom **1 5** + ext.
- Barge In **1 6** + ext.
- Silent Monitor **1 7** + ext.
- Toggle the Hunt Group Status **1 8** + HG ext.
- Whisper Page **1 9** + 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 details on the information contained in this Quick Reference card, please consult the IP 230/230g User Guide.

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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

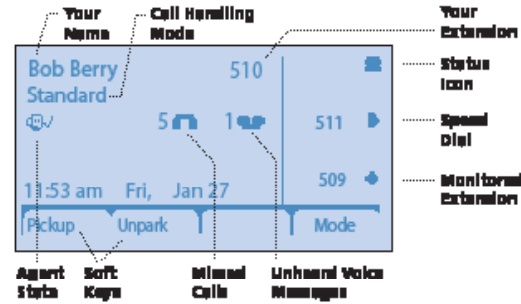
- Steady Green - in use by you
- Blinking Green - (Fast) on hold or call parked
- Blinking Green - (Slow) incoming call

230g IP Phone Operational signals

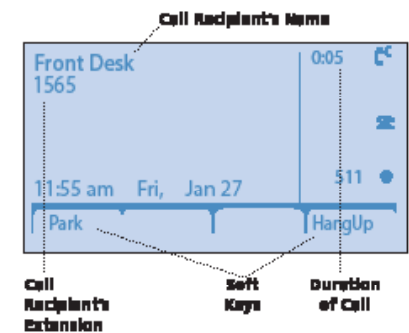
- Steady Green - in use by you
- Blinking Green - (Slow blink: 1s on/1s off) incoming call
- Blinking Orange - (Fast blink: .25s on/.25s off) on hold or call parked
- Steady Orange - extension's call handling mode set to Do Not Disturb
- Steady Red - in use by other party (applies to BCA and Extension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

Custom Keys - Speed Dial

- ▶ Speed Dial Extension