

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 **Conslt**

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 **Conslt**

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
- Conference a call
- Hold a call
- Hang up
- Access other star codes

+ destination +

+ destination +

+ (star code from below)

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

+ ext.

+ ext.

+ ext.

+ ext.

+ ext.

+ ext.

+ HG ext.

+ ext.

Voice Mail
 + password + +

Voice Mail
 + password + + +

Voice Mail
 + password + + +

Voice Mail
 + password + + +

TROUBLESHOOTING

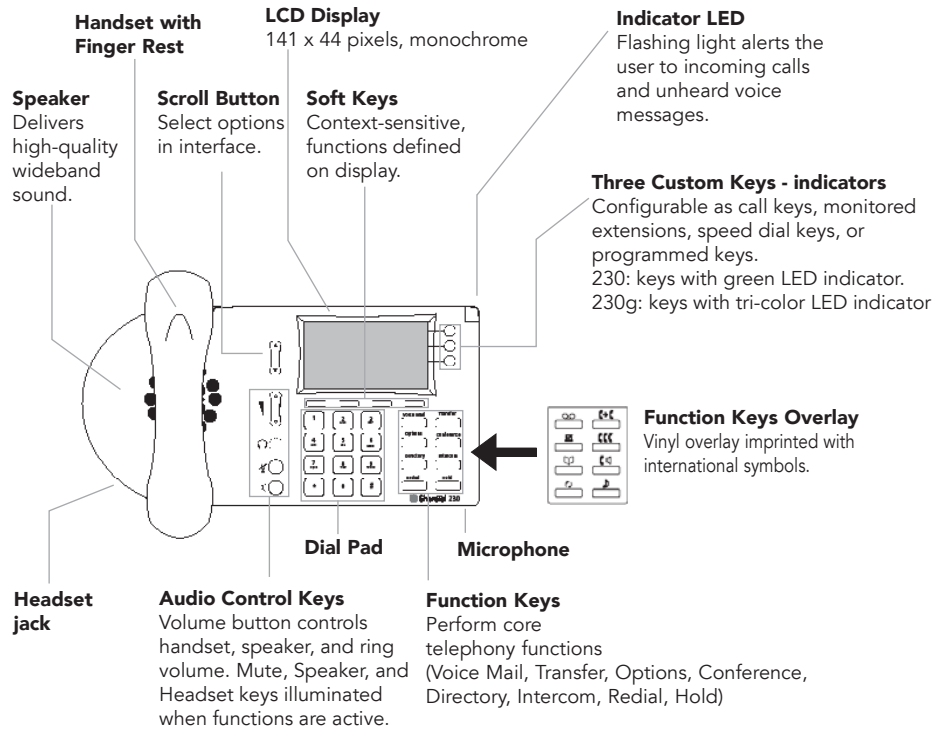
- View Phone Information
- Reboot Your Phone

+ I-N-F-O +

+ 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

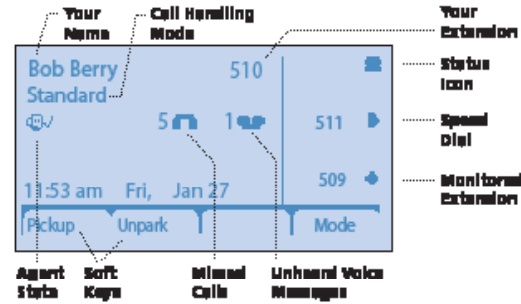
- Steady Green - in use by you
- Blinking Green - (Fast) on hold or call parked
- Blinking Green - (Slow) incoming call

230g IP Phone Operational signals

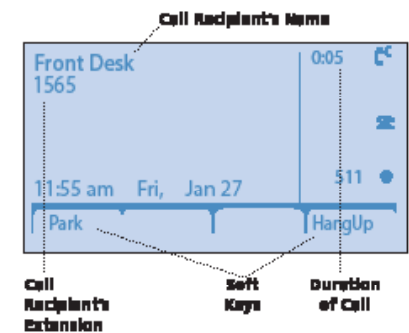
- Steady Green - in use by you
- Blinking Green - (Slow blink: 1s on/1s off) incoming call
- Blinking Orange - (Fast blink: .25s on/.25s off) on hold or call parked
- Steady Orange - extension's call handling mode set to Do Not Disturb
- Steady Red - in use by other party (applies to BCA and Extension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

GUIDE TO STATUS ICONS

ShoreTel IP 230/230g Idle Interface



ShoreTel IP 230/230g Outbound Call



Main Display

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

Custom Keys - Call

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

Custom Keys - Monitored Extension

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

Custom Keys - Speed Dial

- [Icon] Speed Dial Extension