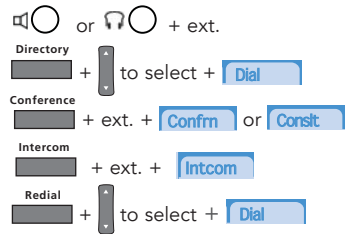


# ShoreTel 230/230g IP Phone Quick Reference

## 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

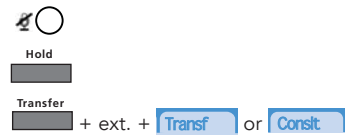


number provided by administrator

lift handset or [Answer] or [Speakerphone] or [Headset]



[Dial] to select  
select appropriate call key



[Join]  
[Answer] + [Park] + ext.

lift handset or [Speakerphone] + [UnPark] + ext. + [UnPark]



Voice Mail + password + #

# # + ext. + password + #

### 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: \* \* + destination + # #
- Conference a call: \* \* + destination + \* \*
- Hold a call: \* \*
- Hang up: # #
- Access other star codes: \* \* + (star code from below)

## QUICK REFERENCE OF COMMON STAR CODES

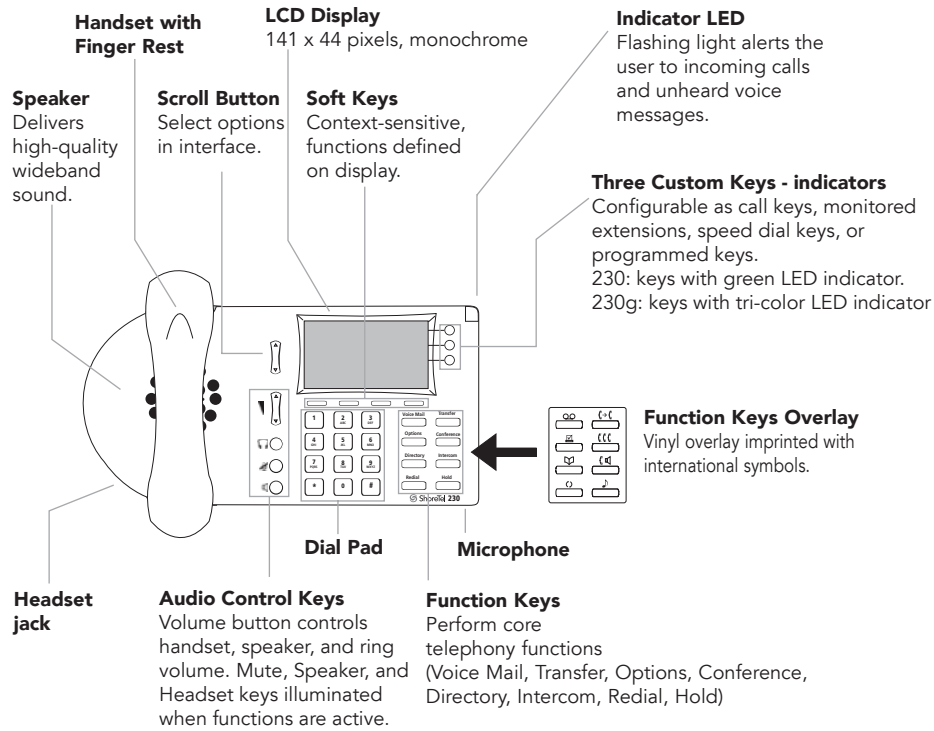
- Park a call: \* 1 1 + ext.
- UnPark a call: \* 1 2 + ext.
- Pick Up a Remote Extension: \* 1 3 + ext.
- Pick Up the Night Bell: \* 1 4
- Use the Intercom: \* 1 5 + ext.
- Barge In: \* 1 6 + ext.
- Silent Monitor: \* 1 7 + ext.
- Toggle the Hunt Group Status: \* 1 8 + HG ext.
- Whisper Page: \* 1 9 + 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: [Mute] + I-N-F-O + #
- Reboot Your Phone: [Mute] + 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.

# 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

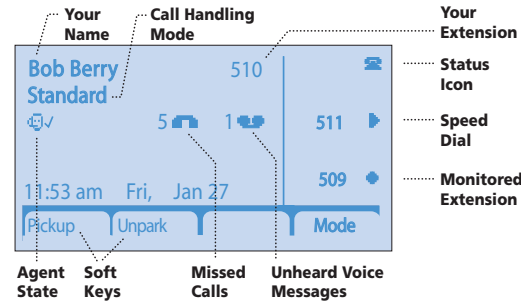
- Steady Green - in use by you
- Blinking Green - (Fast) on hold or call parked
- Blinking Green - (Slow) incoming call

230g IP Phone Operational signals

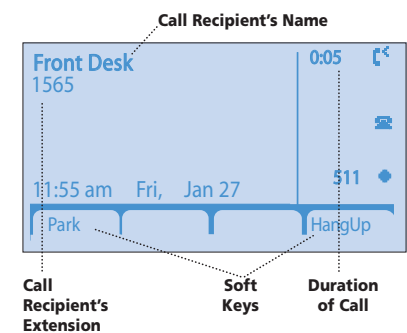
- Steady Green - in use by you
- Blinking Green - (Slow blink: 1s on/1s off) incoming call
- Blinking Orange - (Fast blink: .25s on/.25s off) on hold or call parked
- Steady Orange - extension's call handling mode set to Do Not Disturb
- Steady Red - in use by other party (applies to BCA and Extension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

## GUIDE TO STATUS ICONS

### ShoreTel IP 230/230g Idle Interface



### ShoreTel IP 230/230g Outbound Call



### Main Display

- [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