

# ShoreTel 230/230g IP Phone Quick Reference

## PHONE OPERATION

### Place Calls

Use the Speakerphone or a Headset

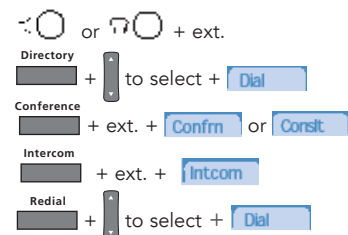
Use the Directory

Make a Conference Call

Use the Intercom

Redial and Check Missed Calls

Dial Paging Extension



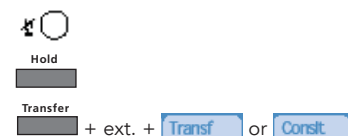
number provided by administrator

lift handset or **Answer** or or

**To VM**



select appropriate call key



**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 + #

### 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

\* \* + destination + # #

\* \* + destination + \* \*

\* \*

# #

\* \* + (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

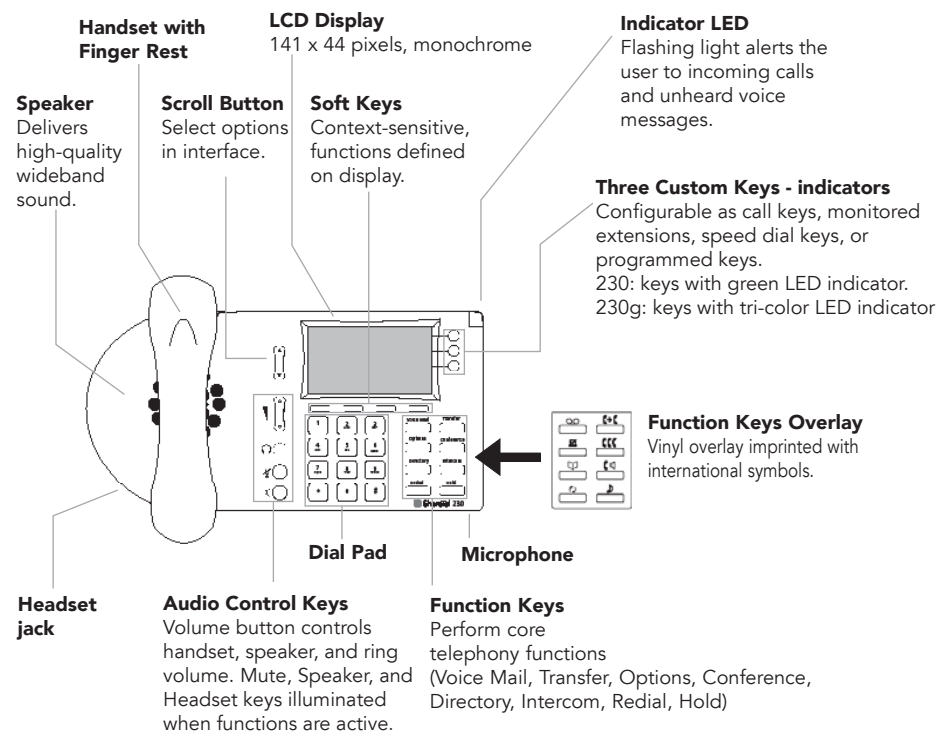
+ I-N-F-O + #

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

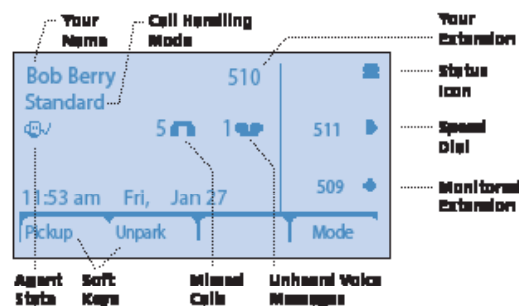
- Steady Green - in use by you
- Blinking Green - (Fast) on hold or call parked
- Blinking Green - (Slow) incoming call

230g IP Phone Operational signals

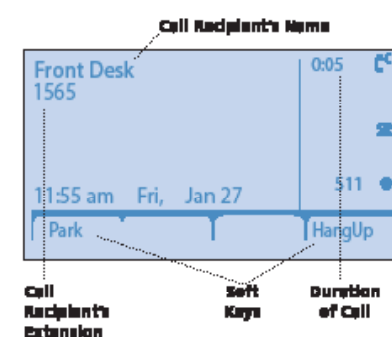
- Steady Green - in use by you
- Blinking Green - (Slow blink: 1s on/1s off) incoming call
- Blinking Orange - (Fast blink: .25s on/.25s off) on hold or call parked
- Steady Orange - extension's call handling mode set to Do Not Disturb
- Steady Red - in use by other party (applies to BCA and Extension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