

# ShoreTel 230/230g IP Phone Quick Reference

## PHONE OPERATION

### Place Calls

Use the Speakerphone or a Headset

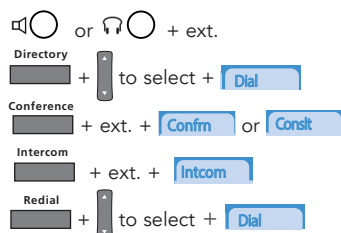
Use the Directory

Make a Conference Call

Use the Intercom

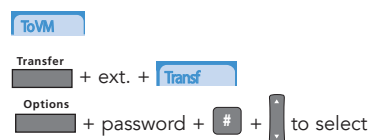
Redial and Check Missed Calls

Dial Paging Extension

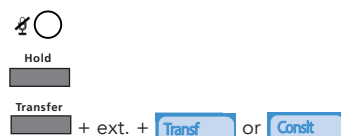


number provided by administrator

lift handset or Answer or Speakerphone or Headset



select appropriate call key



Answer + Park + ext.

lift handset or Speakerphone + UnPark + ext. + UnPark

State + Dial to select + OK

Options + password + # + Dial to select

press and hold Speakerphone + Dial 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

Merge Calls

Park Calls

Unpark Calls

Change Availability State

### 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

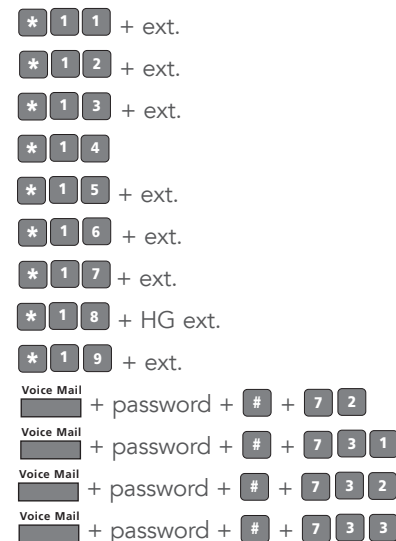
Whisper Page

Change Availability and Forwarding

Change Extension Assignment

Unassign Extension Assignment

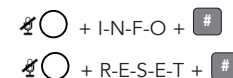
Assign Extension to External Number



## 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.

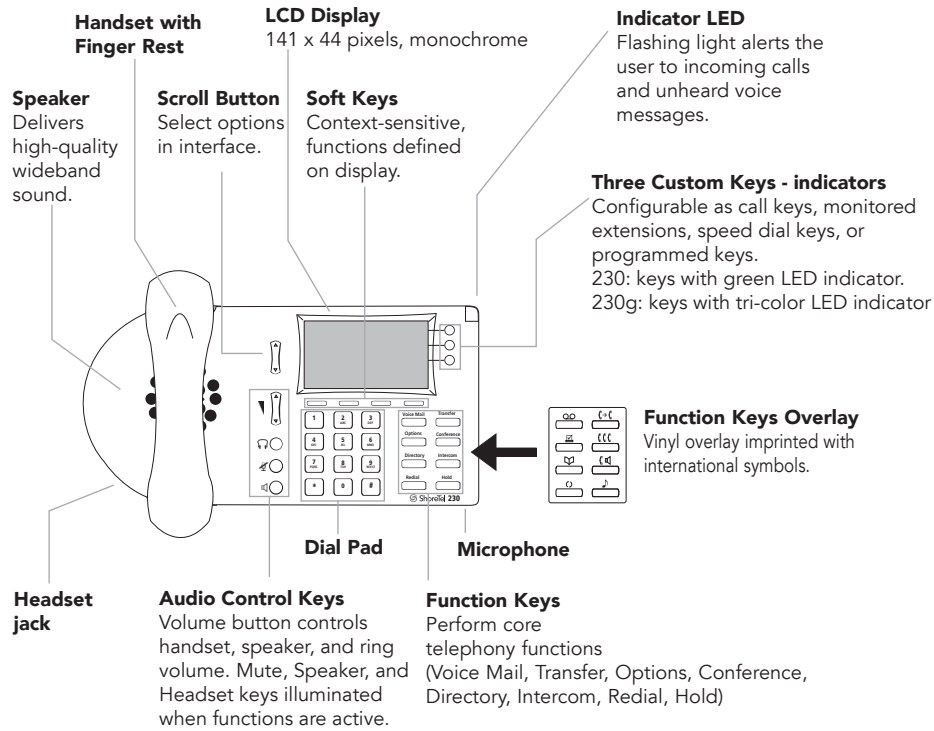


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**Note:** You can connect a supported headset into the 230/230g IP Phone by plugging the headset into the headset jack at the left corner of the phone chassis. Contact your system administrator for details.

## GUIDE TO LEDS

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

230 IP Phone Operational signals

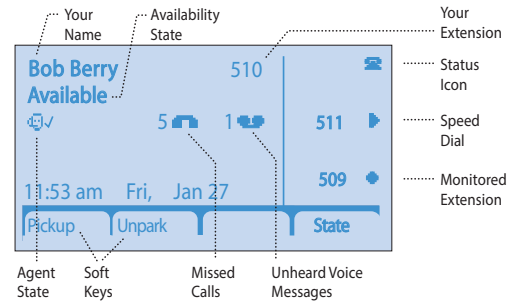
- Steady Green - in use by you
- Blinking Green - (Fast) on hold or call parked
- Blinking Green - (Slow) incoming call

230g IP Phone Operational signals

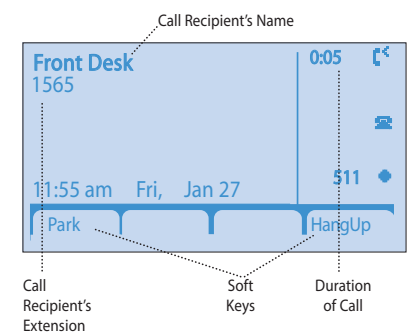
- Steady Green - in use by you
- Blinking Green - (Slow blink: 1s on/1s off) incoming call
- Blinking Orange - (Fast blink: .25s on/.25s off) on hold or call parked
- Steady Orange - extension's availability state set to Do Not Disturb
- Steady Red - in use by other party (applies to BCA and Extension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