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

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

OFFICE ANYWHERE CODES

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

QUICK REFERENCE OF COMMON STAR CODES

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

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.

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.
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
- Blinks Green - (Fast) on hold or call parked
- Blinks Green - (Slow) incoming call

230g IP Phone Operational signals
- Steady Green - in use by you
- Blinks Green - (Slow blink: 1s on/1s off) incoming call
- Blinks 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

- Main Display
  - Unheard Voice Messages
  - Missed Calls
  - Logged Into Workgroup
  - Logged Into Workgroup, In Wrap-Up
  - Call On Hold / Parked
  - Remote Hold

- 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

- Custom Keys - Speed Dial
  - Speed Dial Extension

ShoreTel IP 230/230g Outbound Call

- 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

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.