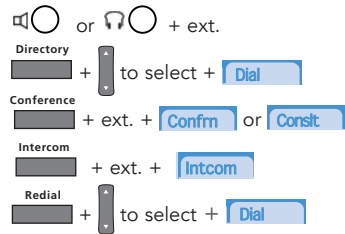


ShoreTel 230/230g IP Phone Quick Reference

PHONE OPERATION

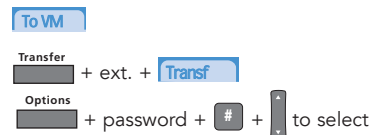
Place Calls

- Use the Speakerphone or a Headset
- Use the Directory
- Make a Conference Call
- Use the Intercom
- Redial and Check Missed Calls
- Dial Paging Extension

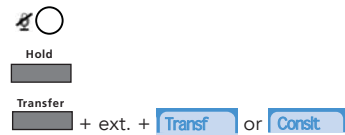


number provided by administrator

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

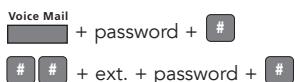


[Dial] to select
select appropriate call key



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

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



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

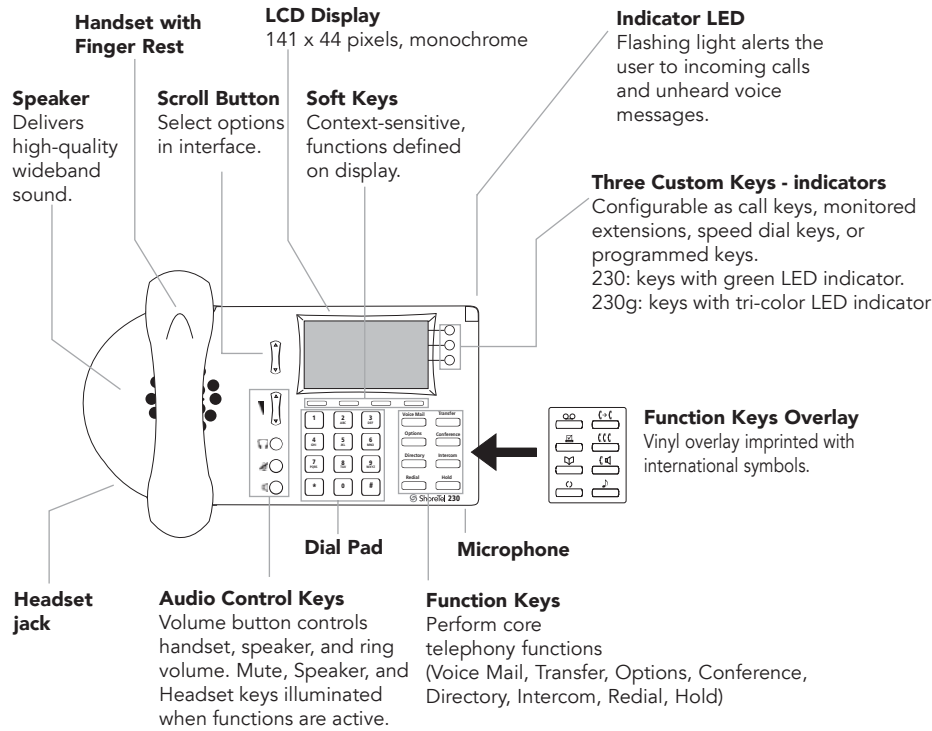
- Park a call: * 1 1 + ext.
- UnPark a call: * 1 2 + ext.
- Pick Up a Remote Extension: * 1 3 + ext.
- Pick Up the Night Bell: * 1 4
- Use the Intercom: * 1 5 + ext.
- Barge In: * 1 6 + ext.
- Silent Monitor: * 1 7 + ext.
- Toggle the Hunt Group Status: * 1 8 + HG ext.
- Whisper Page: * 1 9 + ext.
- 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

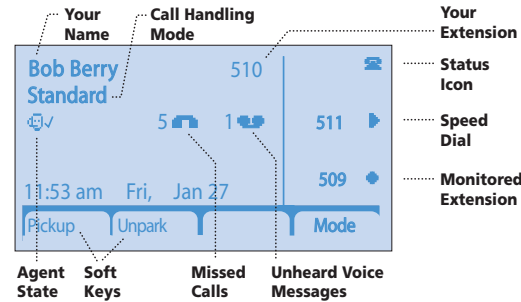
- Steady Green - in use by you
- Blinking Green - (Fast) on hold or call parked
- Blinking Green - (Slow) incoming call

230g IP Phone Operational signals

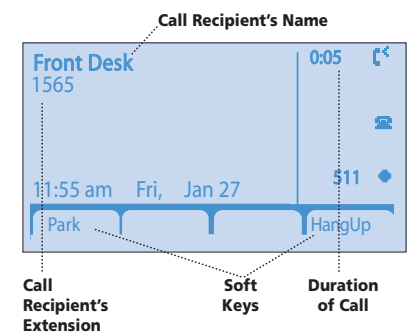
- Steady Green - in use by you
- Blinking Green - (Slow blink: 1s on/1s off) incoming call
- Blinking Orange - (Fast blink: .25s on/.25s off) on hold or call parked
- Steady Orange - extension's call handling mode set to Do Not Disturb
- Steady Red - in use by other party (applies to BCA and Extension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

GUIDE TO STATUS ICONS

ShoreTel IP 230/230g Idle Interface



ShoreTel IP 230/230g Outbound Call



Main Display

- 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