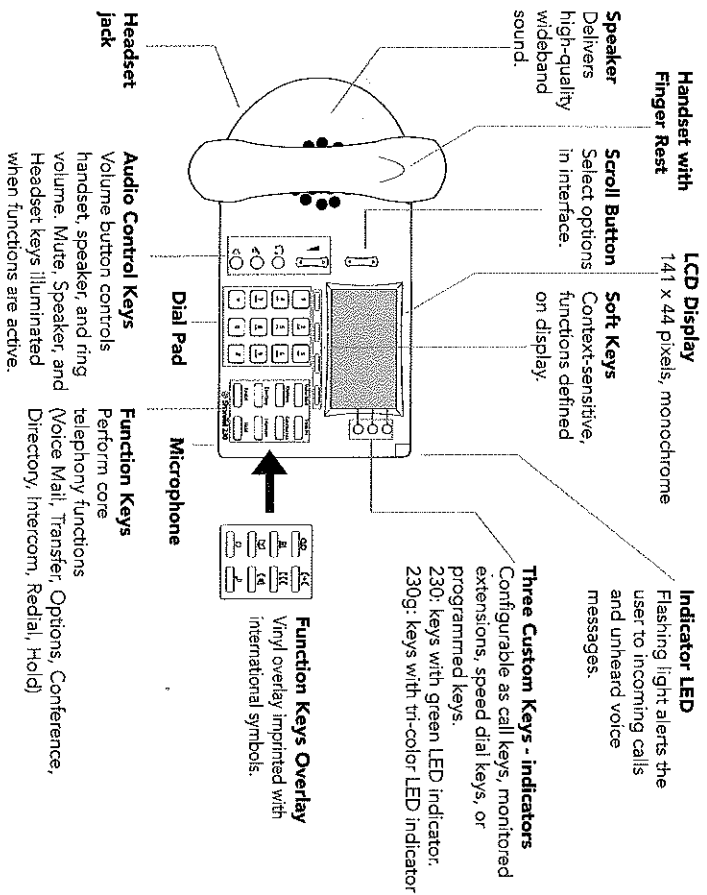


# ShoreTel 230/230g IP Phone Quick Reference



**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.

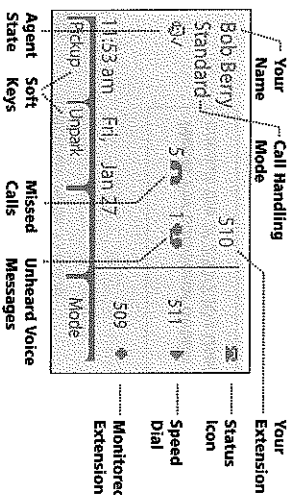
## GUIDE TO LEDS

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

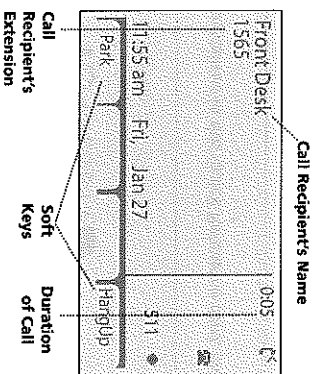
- 230 IP Phone Operational signals**
- Steady Green - in use by you
  - Blinking Green - (Fast) on hold or call parked
  - Blinking Green - (Slow) incoming call
- 230g IP Phone Operational signals**
- Steady Green - in use by you
  - Blinking Green - (Slow blink: 1s on/1s off) Incoming call
  - Blinking 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

- 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

# 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

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.

or + ext.

**Directory** + to select + **[Dial]**

**Conference** + ext. + **[Conf]** or **[Cons]**

**Intercom** + ext. + **[Intercom]**

**Redial** + to select + **[Dial]**

number provided by administrator

lift handset or **[Answer]** or or

**[To VM]**

**Transfer** + ext. + **[Transfer]**

**Options** + password + + to select

to select

select appropriate call key

**Hold**

**Transfer** + ext. + **[Transfer]** or **[Cons]**

**[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 +

## 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

+ ext.

UnPark a call

+ ext.

Pick Up a Remote Extension

+ ext.

Pick Up the Night Bell

Use the Intercom

+ ext.

Barge In

+ ext.

Silent Monitor

+ HG ext.

Toggle the Hunt Group Status

+ ext.

Change CHM and Forwarding

**Voice Mail** + password + +

Change Extension Assignment

**Voice Mail** + password + +

Unassign Extension Assignment

**Voice Mail** + password + +

Assign Extension to External Number

**Voice Mail** + password + +

## 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.