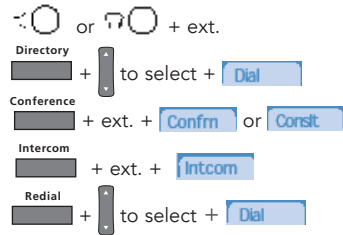


ShoreTel 230/230g IP Phone Quick Reference

PHONE OPERATION

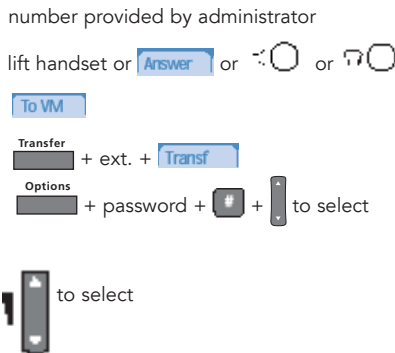
Place Calls

- 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

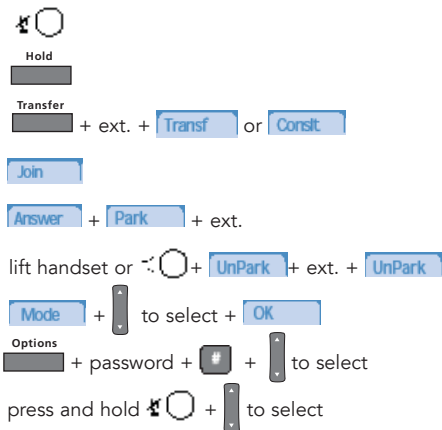
- Send a Call to Voice Mail
- Divert a Call
- Select a Ring Tone
- Adjust Handset, Headset, or Speakerphone Volume



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



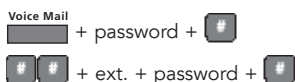
Log In and Out of Workgroups

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.

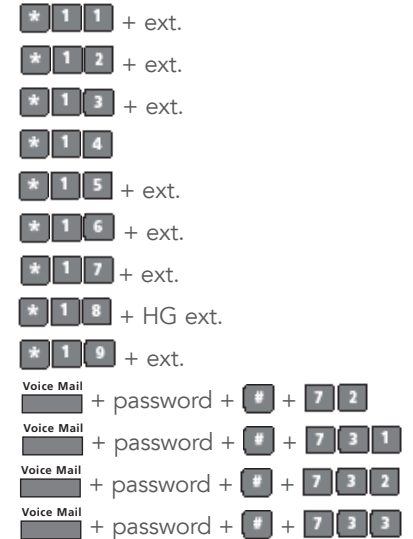
OFFICE ANYWHERE CODES

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



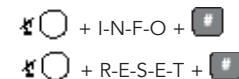
QUICK REFERENCE OF COMMON STAR CODES

- 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 CHM and Forwarding
- Change Extension Assignment
- Unassign Extension Assignment
- Assign Extension to External Number



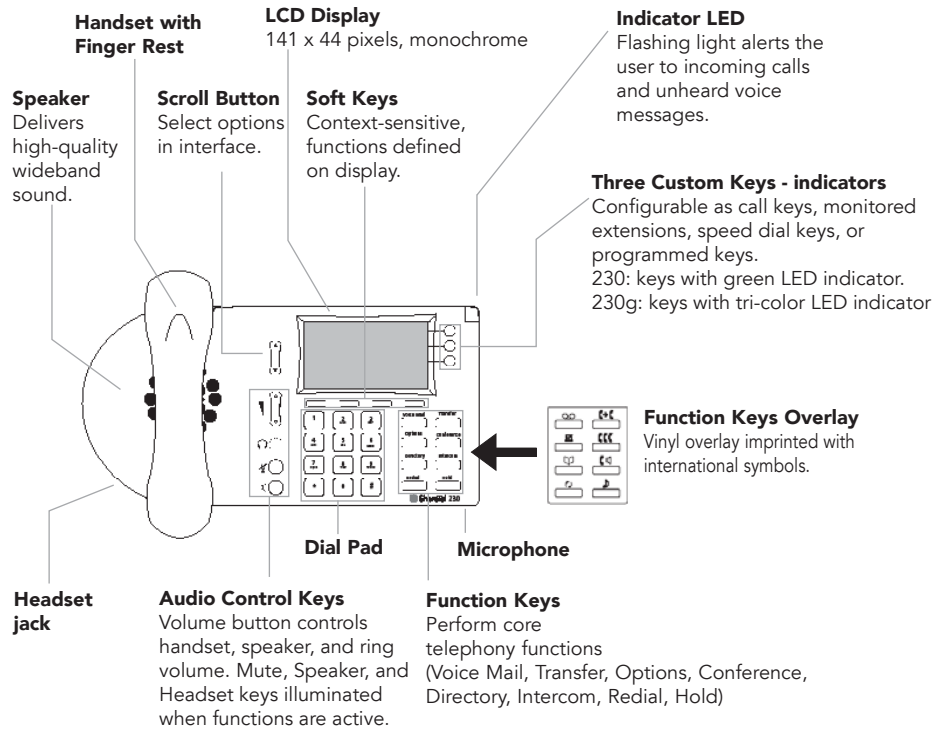
TROUBLESHOOTING

- 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.

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

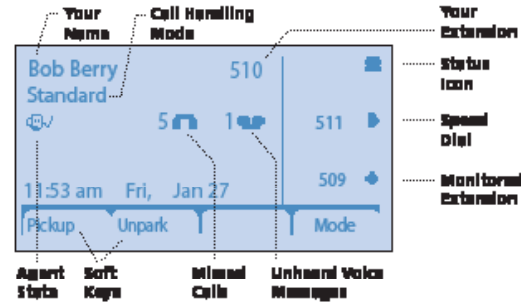
- Steady Green - in use by you
- Blinking Green - (Fast) on hold or call parked
- Blinking Green - (Slow) incoming call

230g IP Phone Operational signals

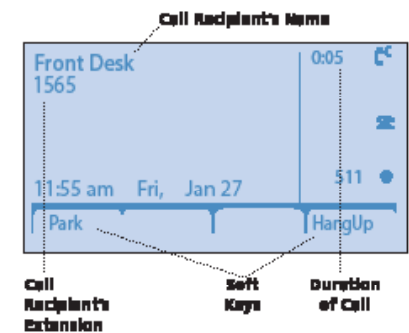
- Steady Green - in use by you
- Blinking Green - (Slow blink: 1s on/1s off) incoming call
- Blinking Orange - (Fast blink: .25s on/.25s off) on hold or call parked
- Steady Orange - extension's call handling mode set to Do Not Disturb
- Steady Red - in use by other party (applies to BCA and Extension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