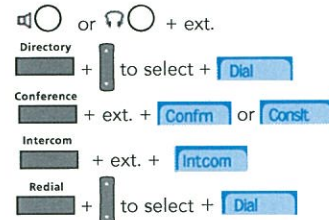


ShoreTel 230/230g IP Phone Quick Reference

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

To VM

Transfer: [] + ext. + Transf
 Options: [] + password + # + [] to select



select appropriate call key

Hold: []
 Transfer: [] + ext. + Transf or Const

Join

Answer + Park + ext.

lift handset or Speakerphone + UnPark + ext. + UnPark

Mode + [] to select + OK

Options: [] + password + # + [] to select

press and hold Speakerphone + [] 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
- 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.

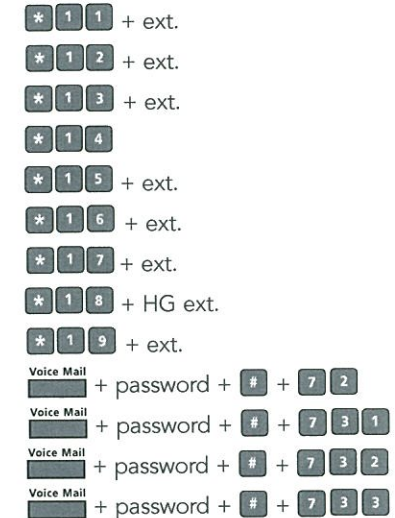
OFFICE ANYWHERE CODES

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



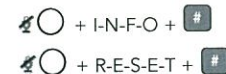
QUICK REFERENCE OF COMMON STAR CODES

- 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



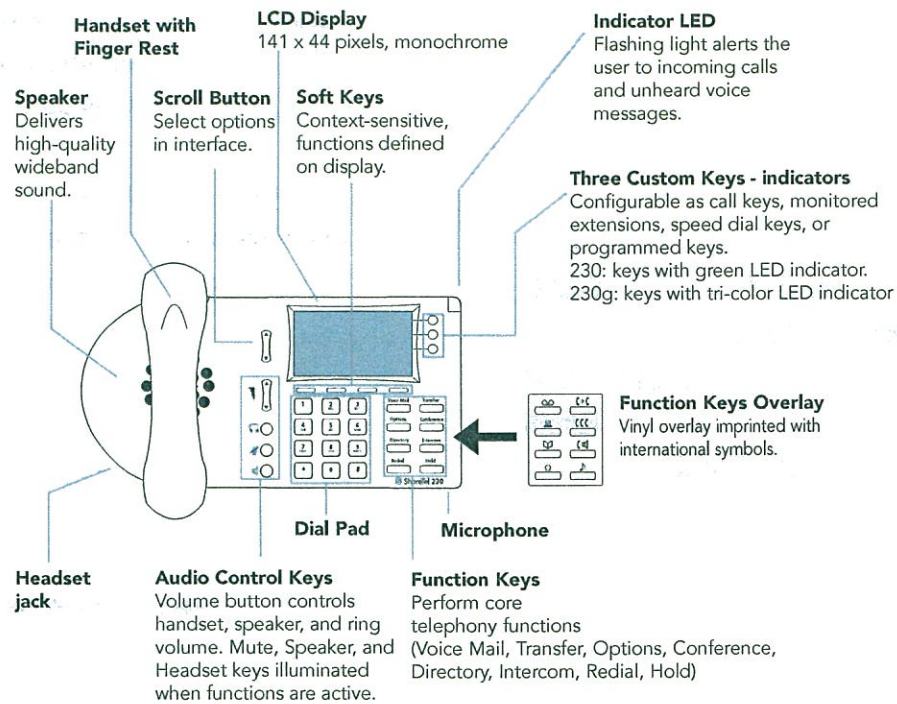
TROUBLESHOOTING

- 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

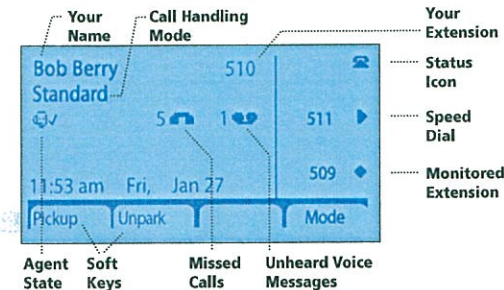
- Steady Green - in use by you
- Blinking Green - (Fast) on hold or call parked
- Blinking Green - (Slow) incoming call

230g IP Phone Operational signals

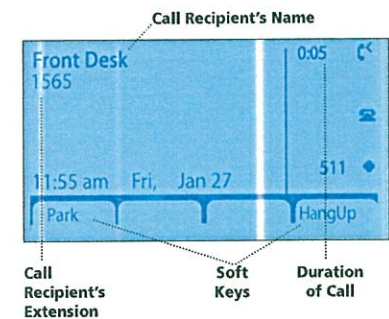
- Steady Green - in use by you
- Blinking Green - (Slow blink: 1s on/1s off) incoming call
- Blinking Orange - (Fast blink: .25s on/.25s off) on hold or call parked
- Steady Orange - extension's call handling mode set to Do Not Disturb
- Steady Red - in use by other party (applies to BCA and Extension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

GUIDE TO STATUS ICONS

ShoreTel IP 230/230g Idle Interface



ShoreTel IP 230/230g Outbound Call



Main Display

- [Icon] Unheard Voice Messages
- [Icon] Missed Calls
- [Icon] Logged Into Workgroup
- [Icon] Logged Into Workgroup, In Wrap-Up
- [Icon] Logged Out of Workgroup

Custom Keys - Call

- [Icon] On Hook
- [Icon] Off Hook
- [Icon] Inactive / Do Not Disturb
- [Icon] Incoming Call (Animated)
- [Icon] On a Call
- [Icon] On a Conference Call
- [Icon] Call On Hold / Parked
- [Icon] Remote Hold

Custom Keys - Monitored Extension

- [Icon] Idle
- [Icon] Inactive / Do Not Disturb
- [Icon] Unheard Voice Messages
- [Icon] Do Not Disturb / Unheard Messages
- [Icon] Incoming Call (Animated)
- [Icon] On a Call
- [Icon] Incoming Call and On a Call
- [Icon] On a Conference Call
- [Icon] Call On Hold / Parked

Custom Keys - Speed Dial

- [Icon] Speed Dial Extension