# ShoreTel 230 IP Phone Quick Reference

## PHONE OPERATION

### Place Calls

| | |
|---|---|
| Use the Speakerphone or a Headset | or + ext. |
| Use the Directory | Directory + to select + Dial |
| Make a Conference Call | Conference + ext. + Confrn or Consit |
| Use the Intercom | Intercom + ext. + Intcom |
| Redial and Check Missed Calls | Redial + to select + Dial |
| Dial Paging Extension | number provided by administrator |

### Answer Calls

| | |
|---|---|
| | lift handset or Answer or or |
| Send a Call to Voice Mail | To VM |
| Divert a Call | Transfer + ext. + Transf |
| Select a Ring Tone | Options + password + # + to select |
| Adjust Handset, Headset, or Speakerphone Volume | to select |
| Answer Call Waiting | select appropriate call key |

### Interact with Calls

| | |
|---|---|
| Mute a Call | |
| Place a Call On or Off Hold | Hold |
| Transfer a Call | Transfer + ext. + Transf or Consit |
| Join Calls | Join |
| Park Calls | Answer + Park + ext. |
| Unpark Calls | lift handset or + UnPark + ext. + UnPark |
| Change Call Handling Mode | Mode + to select + OK |

### Log In and Out of Workgroups

Options + password + # + to select

### Adjust the Display Contrast

press and hold + to select

## VOICE MAIL

### Log Into the Main Menu

Voice Mail + password + #

### Log In from Another Extension

# # + ext. + password + #

**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 + ext. |
| 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 | + I-N-F-O + # |
| Reboot Your Phone | + R-E-S-E-T + # |

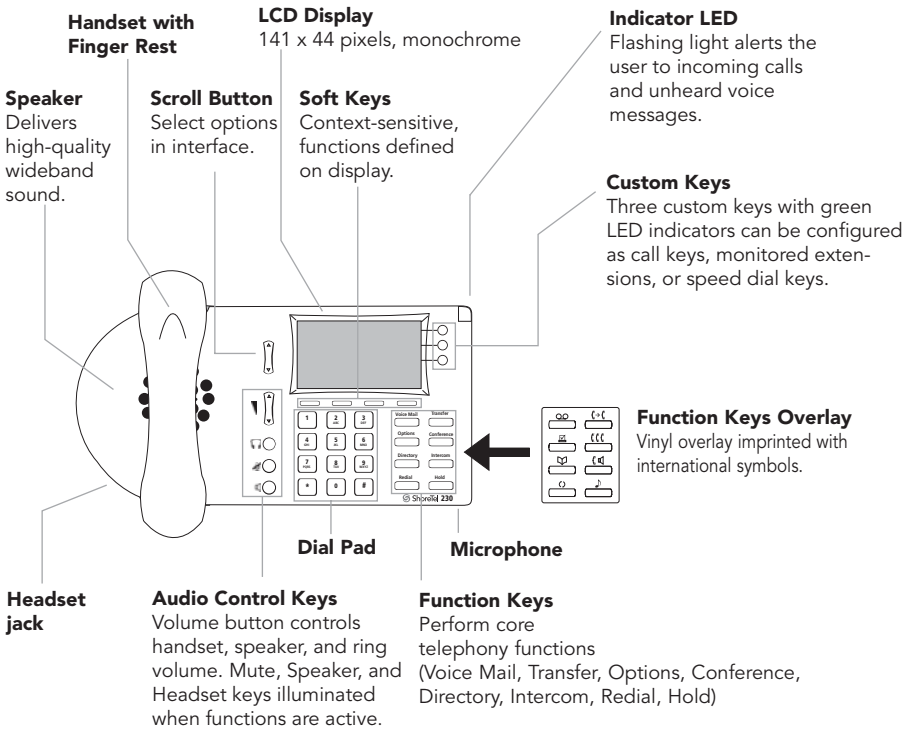
**Note:** For additional details on the information contained in this Quick Reference card, please consult the IP 230 User Guide.

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**Note:** You can connect a supported headset into the 230 IP Phone by plugging the headset into the headset jack at the left corner of the phone chassis. Contact your system administrator for details.

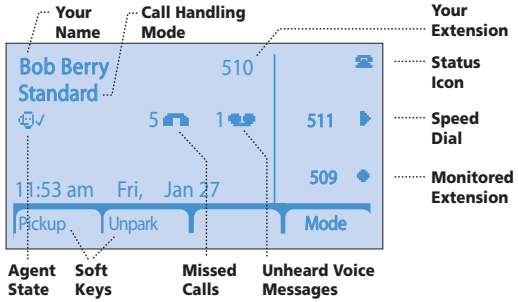
## GUIDE TO LEDS

Your ShoreTel 230 IP phone also provides visual cues to help you determine the operational status as follows:

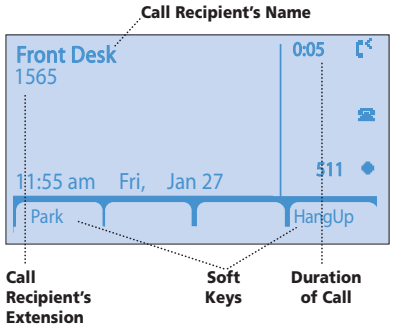
- Steady Green - in use by you
- Blinking Green - (Fast) on hold or call parked
- Blinking Green - (Slow) incoming call

## GUIDE TO STATUS ICONS

### ShoreTel IP 230 Idle Interface




### ShoreTel IP 230 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

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