

ShoreTel 230 IP Phone Quick Reference

PHONE OPERATION

Place Calls

Use the Speakerphone or a Headset

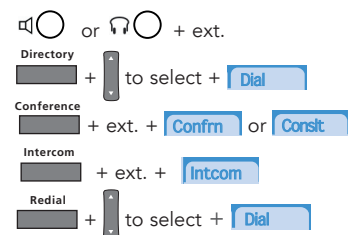
Use the Directory

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

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

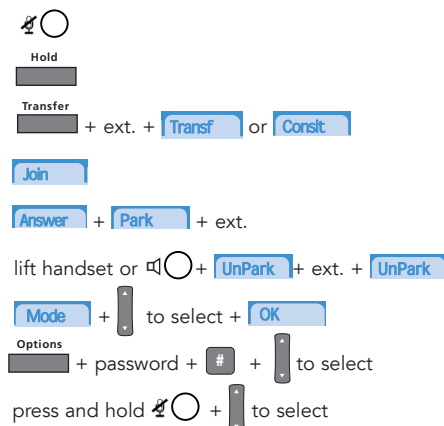
Transfer a Call

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

[Voice Mail] + password + #

+ ext. + password +

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

* * + destination + # #
* * + destination + * *
* *

* * + (star code from below)

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

* 1 1 + ext.
* 1 2 + ext.
* 1 3 + ext.
* 1 4
* 1 5 + ext.
* 1 6 + ext.
* 1 7 + ext.
* 1 8 + HG ext.
* 1 9 + ext.
[Voice Mail] + password + # + 7 2
[Voice Mail] + password + # + 7 3 1
[Voice Mail] + password + # + 7 3 2
[Voice Mail] + password + # + 7 3 3

TROUBLESHOOTING

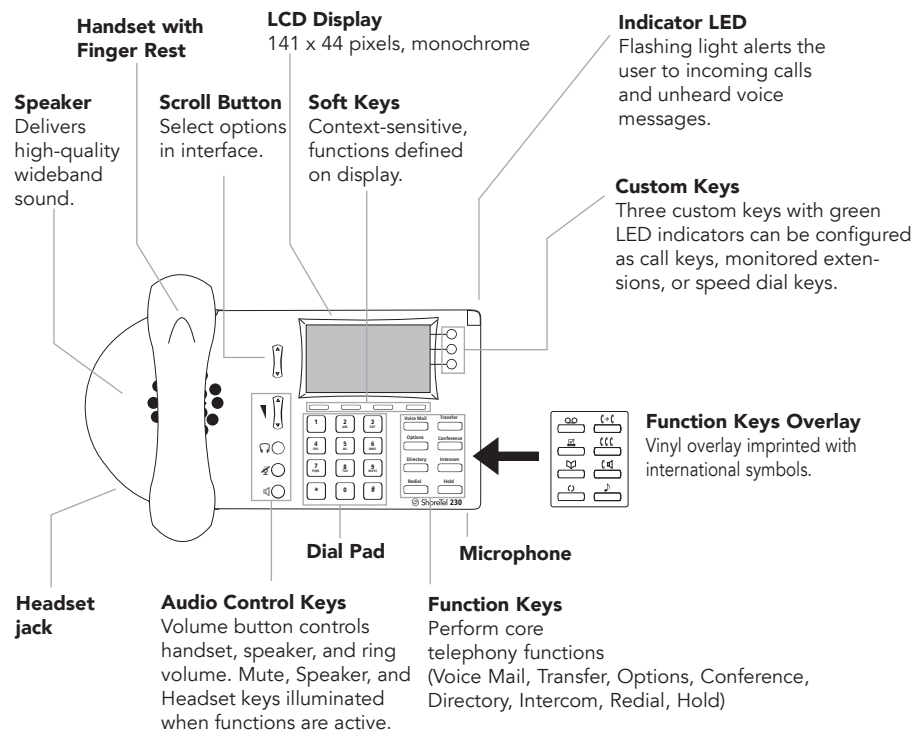
View Phone Information

Reboot Your Phone

[Speakerphone] + I-N-F-O + #
[Speakerphone] + 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.

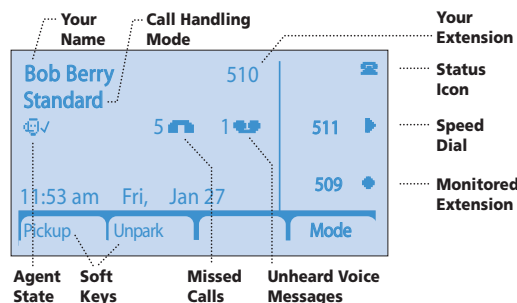
GUIDE TO LEDS

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

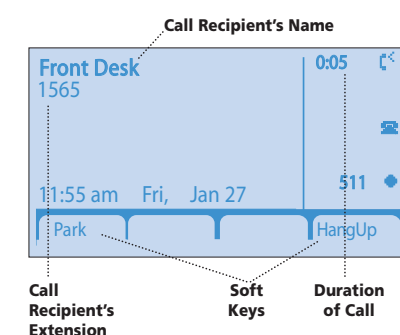
- Steady Green - in use by you
- Blinking Green - (Fast) on hold or call parked
- Blinking Green - (Slow) incoming call

GUIDE TO STATUS ICONS

ShoreTel IP 230 Idle Interface



ShoreTel IP 230 Outbound Call



Main Display

- [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