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**

**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.
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GUIDE TO STATUS ICONS

ShoreTel IP 230/230g Idle Interface

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>✖</td>
<td>Unheard Voice Messages</td>
</tr>
<tr>
<td>✖</td>
<td>Missed Calls</td>
</tr>
<tr>
<td>✖</td>
<td>Logged Into Workgroup</td>
</tr>
<tr>
<td>✖</td>
<td>Logged Into Workgroup, In Wrap-Up</td>
</tr>
<tr>
<td>✖</td>
<td>Logged Out of Workgroup</td>
</tr>
</tbody>
</table>

ShoreTel IP 230/230g Outbound Call

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>✖</td>
<td>Status Icon</td>
</tr>
<tr>
<td>✖</td>
<td>Speed Dial</td>
</tr>
<tr>
<td>✖</td>
<td>Monitor/Extension</td>
</tr>
</tbody>
</table>

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
- Blinks Green - (Fast) on hold or call parked
- Blinks Green - (Slow) incoming call

230g IP Phone Operational signals

- Steady Green - in use by you
- Blinks Green - (Slow blink: 1s on/1s off) incoming call
- Blinks 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)

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.