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

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

**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 User Guide.
**GUIDE TO STATUS ICONS**

**ShoreTel IP 230 Idle Interface**

- **Your Name**
- **Call Handling Mode**
- **Your Extension**
- **Status Icon**
- **Speed Dial**
- **Monitored Extension**

**ShoreTel IP 230 Outbound Call**

- **Agent State**
- **Soft Keys**
- **Missed Calls**
- **Unheard Voice Messages**
- **Call Recipient's Extension**
- **Soft Keys**
- **Duration of Call**

**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

**Function Keys**

- Perform core telephony functions (Voice Mail, Transfer, Options, Conference, Directory, Intercom, Redial, Hold)

**Soft Keys**

- Context-sensitive, functions defined on display.

**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 - Speed Dial**

- **Speed Dial Extension**