### 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

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>#1</td>
<td>Park a call</td>
</tr>
<tr>
<td>#2</td>
<td>UnPark a call</td>
</tr>
<tr>
<td>#3</td>
<td>Pick Up a Remote Extension</td>
</tr>
<tr>
<td>#4</td>
<td>Pick Up the Night Bell</td>
</tr>
<tr>
<td>#5</td>
<td>Use the Intercom</td>
</tr>
<tr>
<td>#6</td>
<td>Barge In</td>
</tr>
<tr>
<td>#7</td>
<td>Silent Monitor</td>
</tr>
<tr>
<td>#8</td>
<td>Toggle the Hunt Group Status</td>
</tr>
<tr>
<td>#9</td>
<td>Whisper Page</td>
</tr>
<tr>
<td>#10</td>
<td>Change CHM and Forwarding</td>
</tr>
<tr>
<td>#11</td>
<td>Change Extension Assignment</td>
</tr>
<tr>
<td>#12</td>
<td>Unassign Extension Assignment</td>
</tr>
<tr>
<td>#13</td>
<td>Assign Extension to External Number</td>
</tr>
</tbody>
</table>

### TROUBLESHOOTING

- **View Phone Information**
- **Reboot Your Phone**

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**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

**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 230/230g Idle Interface

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

ShoreTel 230/230g Outbound Call

- **Call Recipient’s Name**
- **Soft Keys**
- **Duration of Call**

**Main Display**

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

**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

**Function Keys**

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

**GUIDE TO TOOLS**

- **Handset**
  - Finger Rest
  - Microphone
  - Headset jack
- **Audio Control Keys**
  - Volume button controls handset, speaker, and ring volume. Mute, Speaker, and Headset keys illuminated when functions are active.
- **Soft Keys**
  - Context-sensitive, functions defined on display.
- **Scroll Button**
  - Select options in interface.
- **Speaker**
  - Delivers high-quality wideband sound.
- **LCD Display**
  - 141 x 44 pixels, monochrome.
- **Dial Pad**
  - 0123 456 789: '() “” !# $% & ‘” +, -./ 0 1 2 3 4 5 6 7 8 9:
  - International symbols.
  - Vinyl overlay imprinted with international symbols.
- **Function Keys Overlay**
  - Programmable keys.

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.