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 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 User Guide.

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### 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**

**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**

**Custom Keys - Monitored Extension**

- **Idle**
- **Inactive / Do Not Disturb**
- **Unheard Voice Messages**
- **Do Not Disturb / Unheard Messages**
- **Incoming Call / Unheard Messages**
- **Incoming Call and On a Call**
- **On a Conference Call**
- **Call On Hold / Parked**

**Speaker**

Delivers high-quality wideband sound.

**Function Keys Overlay**

Vinyl overlay imprinted with international symbols.

**Headset Jack**

Volume button controls handset, speaker, and ring volume. Mute, Speaker, and Headset keys illuminated when functions are active.

**Instructions**

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.