

ShoreTel 230 IP Phone Quick Reference

PHONE OPERATION

Place Calls Off and On Hook

Use the Speakerphone or a Headset

Use the Directory

Make a Conference Call

Use the Intercom

Redial and Check Missed Calls

Dial Paging Extension



Directory
[key] + [key] to select + **Dial**

Conference
[key] + ext. + **Confm** or **Const**

Intercom
[key] + ext. + **Intcom**

Redial
[key] + [key] to select + **Dial**

number provided by administrator

lift handset or **Answer** or or

To VM

Transfer
[key] + ext. + **Transf**

Options
[key] + password + # + [key]



select appropriate call key

lift handset or + * 1 4



Hold
[key]

Transfer
[key] + ext. + **Transf** or **Const**

Join

Answer + **Park** + ext.

lift handset or + **UnPark** + ext. + **UnPark**

lift handset or + * 1 7 + ext.

lift handset or + * 1 6 + ext.

Mode + [key] + **OK**

+ ext. + password + # + 7 3 1

Voice Mail
[key] + password + # + 7 3 2

Options
[key] + password + # + [key]

Toggle the Hunt Group Status

Adjust the Display Contrast

VOICE MAIL

Log Into Main Menu

Log In from Another Extension

TROUBLESHOOTING

View Phone Information

Reboot Your Phone

lift handset or + * 1 8 + HG ext.

press and hold + [key]

Voice Mail
[key] + password + #

+ ext. + password +

+ I-N-F-O + #

+ R-E-S-E-T + #

Answer Calls

Send a Call to Voice Mail

Divert a Call

Select a Ring Tone

Adjust the Volume

Answer Call Waiting

Pick Up the Night Bell

Interact with Calls

Mute a Call

Place a Call On or Off Hold

Transfer a Call

Join Calls

Park Calls

Unpark Calls

Silently Monitor

Barge In

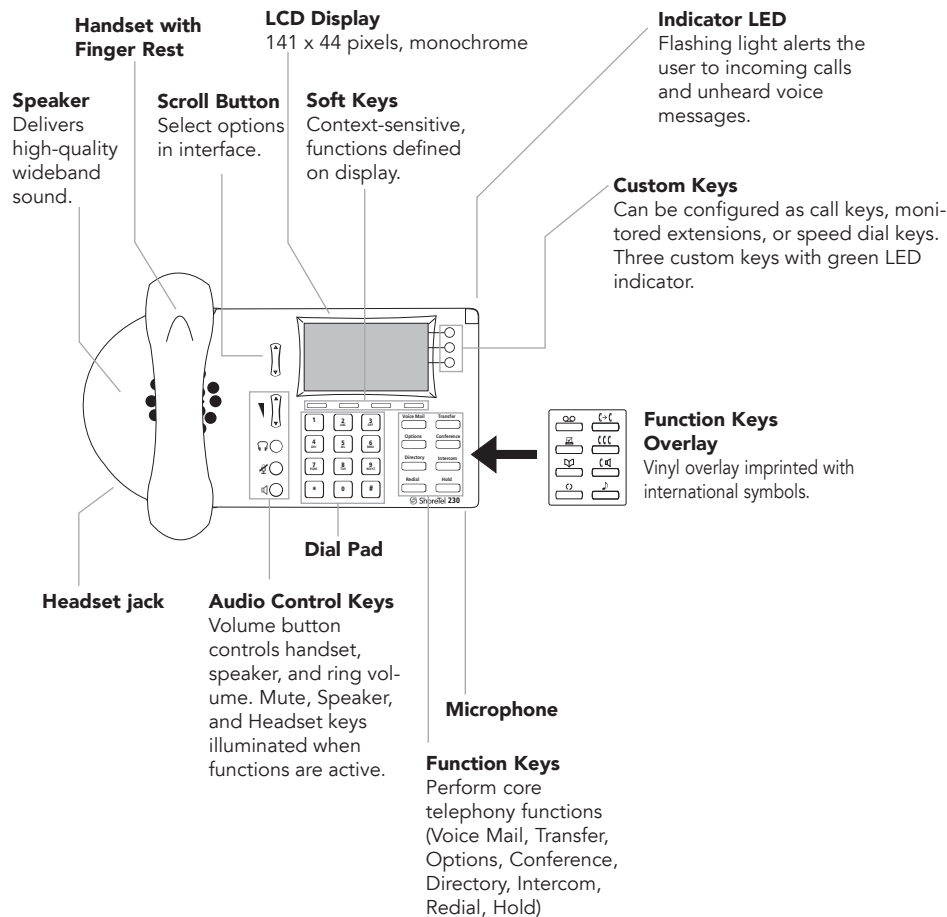
Change Call Handling Mode

Change Extension Assignment

Unassign Extension and Go Home

Log In and Out of Workgroups

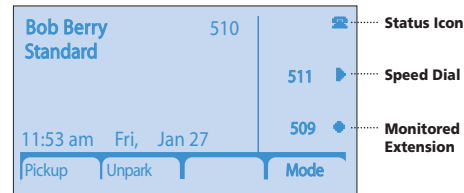
ShoreTel 230 IP Phone Quick Reference



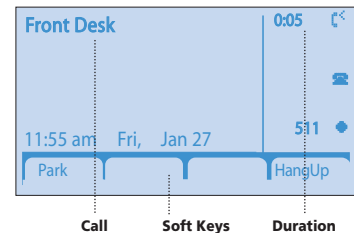
Note: You can connect a supported headset into the 230 IP Phone by plugging the headset into the headset jack at the left corner of the phone chassis. Contact your system administrator for details.

GUIDE TO STATUS ICONS

ShoreTel 230 Interface



Outgoing call: ShoreTel 230



Main Display

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

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 - 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

Custom Keys - Speed Dial

- Speed Dial Extension