**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**

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>#11</td>
<td>Park a call</td>
</tr>
<tr>
<td>#12</td>
<td>UnPark a call</td>
</tr>
<tr>
<td>#13</td>
<td>Conference a call</td>
</tr>
<tr>
<td>#14</td>
<td>Pick Up the Night Bell</td>
</tr>
<tr>
<td>#15</td>
<td>Use the Intercom</td>
</tr>
<tr>
<td>#16</td>
<td>Barge In</td>
</tr>
<tr>
<td>#17</td>
<td>Silent Monitor</td>
</tr>
<tr>
<td>#18</td>
<td>Toggle the Hunt Group Status</td>
</tr>
<tr>
<td>#19</td>
<td>Whisper Page</td>
</tr>
<tr>
<td>#20</td>
<td>Change CHM and Forwarding</td>
</tr>
<tr>
<td>#21</td>
<td>Change Extension Assignment</td>
</tr>
<tr>
<td>#22</td>
<td>Unassign Extension Assignment</td>
</tr>
<tr>
<td>#23</td>
<td>Assign Extension to External Number</td>
</tr>
</tbody>
</table>

**QUICK REFERENCE OF COMMON STAR CODES**

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>#</td>
<td>Park a call</td>
</tr>
<tr>
<td>#</td>
<td>UnPark a call</td>
</tr>
<tr>
<td>#</td>
<td>Transfer a call</td>
</tr>
<tr>
<td>#</td>
<td>Conference a call</td>
</tr>
<tr>
<td>#</td>
<td>Hold a call</td>
</tr>
<tr>
<td>#</td>
<td>Hang up</td>
</tr>
<tr>
<td>#</td>
<td>Access other star codes</td>
</tr>
<tr>
<td>#</td>
<td>Transfer a call</td>
</tr>
<tr>
<td>#</td>
<td>Conference a call</td>
</tr>
<tr>
<td>#</td>
<td>Hold a call</td>
</tr>
<tr>
<td>#</td>
<td>Hang up</td>
</tr>
<tr>
<td>#</td>
<td>Access other star codes</td>
</tr>
</tbody>
</table>

**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.
GUIDE TO STATUS ICONS

ShoreTel 230/230g Idle Interface

- **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
  - On a Call
  - On a Conference Call
  - Call On Hold / Parked
  - Remote Hold

ShoreTel 230/230g Outbound Call

- **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

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)

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**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.