**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

Answer 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**

**OFFICE ANYWHERE CODES**

Transfer a call

Conference a call

Hold a call

Hang up

Access other star codes

**VOICE MAIL**

Log Into the Main Menu

Log In from Another Extension

**OFFICE ANYWHERE CODES**

- 0 + destination + 4
- 0 + destination + 8
- 0
- 0
- 0

**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 230/230g User Guide.
ShoreTel 230/230g IP Phone Quick Reference

GUIDE TO STATUS ICONS

ShoreTel IP 230/230g Idle Interface

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

ShoreTel IP 230/230g Outbound Call

- Front Desk
- Call Recipient's Name
- Call Recipient's Extension
- Soft Keys

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
- Blinks Green - (Fast) on hold or call parked
- Blinks Green - (Slow) incoming call

230g IP Phone Operational signals
- Steady Green - in use by you
- Blinks Green - (Slow blink: 1s on/1s off) incoming call
- Blinks 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)

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.