

ShoreTel 230 IP Phone

User Guide



MANAGING CALLS- BASIC FEATURES

Placing Calls



Using Handset:


With handset lifted
Dial Extension Number or dial 9 + Outside Number
Wait for person to answer (converse)



Using the Speakerphone:

Press the speakerphone button 
Dial Extension Number or dial 9 + Outside Number
Wait for person to answer (converse)
Press  to end call

Using the Headset:



Press the Headset button 
Dial Extension Number or dial 9 + Outside Number
Wait for person to answer (converse)
Press  to end call

Note 1: If you lifted the handset to make a call and you now wish to use the speakerphone, simply press **speaker**  and hang up the handset.

Note 2: If you wish to mute an active call, simply press the **mute** button  (the LED will turn red) to return to the conversation press  again.

Answering Calls

While your phone is ringing the LED in the top right corner will flash red signifying an incoming call. Double rings indicates an Internal call while Single rings indicates an External call. Look in the display's top left corner, the caller's name and number will appear.

Lift Handset or press **Speaker**  for handsfree
If using headset press the headset button 

Accepting a Second Call

If you receive an incoming call while you are on the phone, you can press the blinking call appearance button to answer the incoming call, and the current call will automatically be put on hold. If you are out of call appearance buttons you can place additional calls on and off of hold by using the Personal Call Manager.

Call Pickup- allows you to pick-up a ringing from another extension


Press **Pickup** soft key

Dial Extension Number that is ringing

MANAGING CALLS- BASIC FEATURES- continued

Placing Calls on Hold


With a call in progress

Press **Hold button**  (the call is only held at your phone)

Returning to a Held Call

From your Phone:

Lift handset at your phone

Press **Hold button**  or **Press flashing Call Key**

From Another Phone:

Press UnPark

Dial Extension Number

Note 1: If your phone is idle while a call is on hold, you will hear a reminder ring in 15 seconds and again at one minute intervals.

Transferring Calls

With the caller on the line

Press the **Transfer** button  (the call is put on hold)

Dial the extension number (or press the custom extension button and/or use the directory to find the party).

Press **Transfer Soft Key** for blind transfer **OR**

To Announce the caller to the party wait for answer

Hang up to transfer or press **CANCEL soft key** to return to the caller

Transferring Calls to Voice Mail

With a caller on the line

Press the **Transfer** button  (the call is put on hold)

Dial Extension number

Press the **MORE** soft key

Press **TO MB** soft key

Hang-up

Parking and Unparking Calls

When connected to a call

Press **PARK** soft key

Dial the extension to be parked on

If you are at the phone where the call is parked, press the flashing call key to retrieve the call

To Unpark the call from another phone:

Press **UNPARK** soft key



Dial extension number call is parked on

AUDIO CONTROLS



Adjusting Ring Tone Volume

To adjust the ring volume, while the handset is on hook and the speakerphone is off, press  and  on the volume button. By pressing  repeatedly you can turn off the ringer.



Adjusting Handset Volume

To adjust the volume, while the handset is off hook, press  and  on the volume button.




Adjusting Headset Volume

To adjust the headset volume, while the headset LED is illuminated, press  and  on the volume button.


Adjusting Speakerphone Volume

To adjust the speakerphone volume, while the headset LED is illuminated, press  and  on the volume button.

ADJUSTING DISPLAY CONTRAST

To adjust the contrast of your display, press and hold press  ***mute*** while repeatedly pressing  and  on the Scroll button to lighten or darker the screen.

Changing Ring Tone

Press  ^{Options}, enter your password and Press **OK** soft key

Scroll to select the **Change Ring** option

Press the **EDIT** soft key

Use the Scroll button to scroll through the available ring tones (Ring 1-4)

Press **RING** soft key to hear selected tone

Press the **OK** soft key when you've chosen the ring you want, then press the **DONE** soft key

MANAGING CALLS- ADVANCED FEATURES

Conference Call (up to 6-party)

With a call in progress

Press the next available call key and dial make second call

Dial the extension and or press 9 + outside number

To connect all parties press the **Join** soft key or to return your caller press the flashing key

Additional Functions: After a conference is established, you can use the **Show** soft key to display all conferenced parties. If you wish to disconnect a party, scroll to the party's entry and press the **Drop** soft key.

Redialing and Checking Missed Calls


Press **Redial** 

Press Again to Dial the last number you called **OR**

Use the scroll button to select the number you want to call



Press the **DIAL** soft key or to call an internal extension press the **INTCOM** soft key

Directory

Press 

Press the dial pad keys that correspond to the individuals first or last name that you wish to dial

- (Press # for a space in a person's name and press * for any character; If you make an error press the BACK soft key to Delete the character)

Press  and  on Scroll button next to the display to select desired name

Press **DIAL** soft key to dial the number

Changing Call Handling Mode

Press **Mode** Soft Key

Call Handling should be highlighted





Use the scroll button to scroll to desired mode

Press **OK** soft key

Changing Extension Assignment

Allows you to assign your extension to any other IP phone, and then that phone accepts internal and/or external calls placed to your direct line. Go to the phone you want to assign your extension to






Press  

Press #, enter extension number + password +  +   

Hang-Up

Un assign Extension Assignment

Cancels an extension assignment

Press  + password +  +   

Hang Up