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GETTING STARTED

Welcome to your ShoreTel™ IP phone! Your phone has many unique features, including an intuitive visual interface, custom keys, quick dialer directory, and Availability states for when you do not want to be disturbed, intercom, conferencing up to six parties, and much more.

Your Phone's Display

Your ShoreTel IP phone's display shows your name and extension, availability, call appearance, monitored extensions, calls, duration of call, voice messages, date and time, soft key functions, and your phone's operating status.
Guide to Status Icons

Your ShoreTel IP phone offers icons to help indicate the call state for the device. The table below lists the static and blinking icons, as well as the associated operational state.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Blink Icon</th>
<th>230 LED Color and Blink Pattern</th>
<th>230G LED Color and Blink Pattern</th>
<th>State</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Off Icon" /></td>
<td>Off</td>
<td>Off</td>
<td>Off</td>
<td>Idle</td>
</tr>
<tr>
<td><img src="image" alt="Off Icon" /></td>
<td>Off</td>
<td>Off</td>
<td>Off</td>
<td>Idle and DND</td>
</tr>
<tr>
<td><img src="image" alt="Off Icon" /></td>
<td>Off</td>
<td>Off</td>
<td>Off</td>
<td>Idle and Message Waiting</td>
</tr>
<tr>
<td><img src="image" alt="Off Icon" /></td>
<td>Off</td>
<td>Orange Steady on</td>
<td></td>
<td>Idle, Message Waiting and DND</td>
</tr>
<tr>
<td><img src="image" alt="Green Steady on Icon" /></td>
<td>Green Steady on</td>
<td>Green Steady on</td>
<td>Green Steady on</td>
<td>Off Hook</td>
</tr>
<tr>
<td><img src="image" alt="Green Steady on Icon" /></td>
<td>Green Steady on</td>
<td>Green Steady on</td>
<td>Green Steady on</td>
<td>Active Call</td>
</tr>
<tr>
<td><img src="image" alt="Green Steady on Icon" /></td>
<td>Green Steady on</td>
<td>Green Steady on</td>
<td>Green Steady on</td>
<td>Active Conference Call</td>
</tr>
<tr>
<td><img src="image" alt="Green Steady on Icon" /></td>
<td>Green Steady on</td>
<td>Green Steady on</td>
<td></td>
<td>Remote Hold</td>
</tr>
<tr>
<td><img src="image" alt="Green Steady on and Beep Icon" /></td>
<td>Green 1000ms on, 1000ms off</td>
<td>Green 1000ms on, 1000ms off</td>
<td></td>
<td>Offering Call</td>
</tr>
<tr>
<td><img src="image" alt="Green Steady on and Beep Icon" /></td>
<td>Green 250ms on 250ms off</td>
<td>Green 250ms on 250ms off</td>
<td></td>
<td>Held or Parked Call or Conference Call</td>
</tr>
<tr>
<td><img src="image" alt="Green Steady on Icon" /></td>
<td>Green Steady on</td>
<td>Red Steady on</td>
<td>Red Steady on</td>
<td>Whisper Page Call</td>
</tr>
<tr>
<td><img src="image" alt="Green Steady on Icon" /></td>
<td>Green Steady on</td>
<td>Red Steady on</td>
<td></td>
<td>Active Call Whisper Muted</td>
</tr>
<tr>
<td>Icon</td>
<td>Blink Icon</td>
<td>230 LED Color and Blink Pattern</td>
<td>230G LED Color and Blink Pattern</td>
<td>State</td>
</tr>
<tr>
<td>------</td>
<td>------------</td>
<td>---------------------------------</td>
<td>---------------------------------</td>
<td>-------</td>
</tr>
<tr>
<td><img src="icon1.png" alt="Icon" /></td>
<td>Off</td>
<td>Off</td>
<td>Off</td>
<td>Idle</td>
</tr>
<tr>
<td><img src="icon2.png" alt="Icon" /></td>
<td>Off</td>
<td>Orange Steady on</td>
<td>Off</td>
<td>Idle and DND</td>
</tr>
<tr>
<td><img src="icon3.png" alt="Icon" /></td>
<td>Off</td>
<td>Off</td>
<td>Off</td>
<td>Idle and Message Waiting</td>
</tr>
<tr>
<td><img src="icon4.png" alt="Icon" /></td>
<td>Off</td>
<td>Orange Steady on</td>
<td>Off</td>
<td>Idle, Message Waiting and DND</td>
</tr>
<tr>
<td><img src="icon5.png" alt="Icon" /></td>
<td>Green 1000ms on, 1000ms off</td>
<td>Green 1000ms on, 1000ms off</td>
<td>Idle</td>
<td>Offering Call</td>
</tr>
<tr>
<td><img src="icon6.png" alt="Icon" /></td>
<td>Green Steady on</td>
<td>Green Steady on</td>
<td>Green Steady on</td>
<td>Active Call Picked Up</td>
</tr>
<tr>
<td><img src="icon7.png" alt="Icon" /></td>
<td>Green 250ms on 250ms off</td>
<td>Orange 250ms on 250ms off</td>
<td>Orange 250ms on 250ms off</td>
<td>Held or Parked Call or Conference Call</td>
</tr>
<tr>
<td><img src="icon8.png" alt="Icon" /></td>
<td>Off</td>
<td>Red Steady on</td>
<td>Red Steady on</td>
<td>Monitored Ext. on Active Call</td>
</tr>
<tr>
<td><img src="icon9.png" alt="Icon" /></td>
<td>Off</td>
<td>Red Steady on</td>
<td>Red Steady on</td>
<td>Monitored Ext. on Conference Call</td>
</tr>
<tr>
<td><img src="icon10.png" alt="Icon" /></td>
<td>Green 200ms on 100ms off 700ms on 1000ms off</td>
<td>Green 200ms on 100ms off 700ms on 1000ms off</td>
<td>Green 200ms on 100ms off 700ms on 1000ms off</td>
<td>Monitored Ext on active Call + Offering Call</td>
</tr>
<tr>
<td><img src="icon11.png" alt="Icon" /></td>
<td>Green 800ms on 200ms off</td>
<td>Green 800ms on Orange 200ms on</td>
<td>Green 800ms on Orange 200ms on</td>
<td>Picked up Monitored Ext. Call + Monitor Ext on Active Call</td>
</tr>
<tr>
<td><img src="icon12.png" alt="Icon" /></td>
<td>Green 200ms on 100ms off 200ms on 500ms off</td>
<td>Orange 200ms on 100ms off 200ms on 500ms off</td>
<td>Orange 200ms on 100ms off 200ms on 500ms off</td>
<td>Picked up Monitored Ext. Call + Held + Monitor Ext on Active Call</td>
</tr>
<tr>
<td><img src="icon13.png" alt="Icon" /></td>
<td>Green 800ms on 200ms off 100ms on 200ms off</td>
<td>Orange: 200 ms on Green: 800 ms on Orange: 200 ms on Green: 100 ms on</td>
<td>Orange: 200 ms on Green: 800 ms on Orange: 200 ms on Green: 100 ms on</td>
<td>Picked up Monitored Ext. Call + Monitor Ext held Active Call</td>
</tr>
<tr>
<td>Icon</td>
<td>Blink Icon</td>
<td>230 LED Color and Blink Pattern</td>
<td>230G LED Color and Blink Pattern</td>
<td>State</td>
</tr>
<tr>
<td>------</td>
<td>------------</td>
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<td>--------------------------------</td>
<td>-------</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Off</td>
<td>Off</td>
<td>Idle</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Green 1000ms on, 1000ms off</td>
<td>Green 1000ms on, 1000ms off</td>
<td>Offering Call</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Green Steady on</td>
<td>Green Steady on</td>
<td>Active Call Picked Up</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Off</td>
<td>Red Steady on</td>
<td>Line In-Use</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Green 250ms on, 250ms off</td>
<td>Green 250ms on, 250ms off</td>
<td>Held or Parked Call or Conference Call</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Icon</th>
<th>Blink Icon</th>
<th>230 LED Color and Blink Pattern</th>
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<th>State</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Off</td>
<td>Off</td>
<td>Idle or Offering Call</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Off</td>
<td>Red Steady on</td>
<td>Connected or Held Call</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Off</td>
<td>Orange Steady on</td>
<td>DND</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Off</td>
<td>Red Steady on</td>
<td>(Dial/Transfer Mailbox Only) MWI</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Green 1000ms on, 1000ms off</td>
<td>Green 1000ms on, 1000ms off</td>
<td>(Pickup, Pick/Unpark, Pickup NightBell Only) Offering</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Green 250ms on, 250ms off</td>
<td>Orange 250ms on, 250ms off</td>
<td>(Unpark, Pick/Unpark Only) Held/Parked</td>
</tr>
</tbody>
</table>
If you are using your phone for the first time and no extension has been assigned, the phone's display shows “Available.” You can place calls but not receive them. You need to log in, change your password, record your name, and assign your extension to this phone. To log in:

- Press \( \text{Home} \).
- Enter the extension number assigned to you by your system administrator.
- If your system administrator assigned you a password, enter it now (otherwise enter a default password of 1234), and press \( \text{Home} \).
- Enter a new password followed by \( \text{Home} \). Check with your system administrator for password length. Repeat to confirm password.
- Speak your name and press \( \text{Home} \), then press one of the following options:
  - \( \text{Home} \): Accept
  - \( \text{Home} \): Review
  - \( \text{Home} \): Re-record
  - \( \text{Home} \): Delete
  - \( \text{Home} \): Cancel
To assign your extension to this phone, press 7 for voice mail options, and then press 3 to re-assign the extension. Then, press 1.

You are now logged in. Your phone can receive calls, and you can check for new messages. With appropriate permissions (set by your system administrator), you can log into any ShoreTel IP phone on your network to assign your extension to that phone.

**MANAGING CALLS – BASIC FEATURES**

**Placing Calls**

**Using the Handset**

To place an internal call, pick up the handset and dial the extension. To place an external call, dial the trunk access code, then the phone number.

To end a call, hang up the handset.

**Using the Speakerphone**

To place an internal call, press the Speakerphone button and dial the extension. To place an external call, dial the trunk access code, then the phone number.

To end a call, press the Speakerphone button again.

**Using the Headset**

To place an internal call, press the Headset button and dial the extension. To place an external call, dial the trunk access code, then the phone number.

To end a call, press the Headset button again.

The figure below shows the information that appears on your ShoreTel IP phone when an outbound call is placed. Note that the soft keys at the bottom of the window are different from the soft keys that appear when the phone is idle – they now allow you to park the call or hang up.
Answering Calls

Ring tones, the blinking Incoming Call Icon, and the flashing red LED light in the top right-most corner of your phone all identify an incoming call on your phone. A double ring signals an internal call, while a single ring signals an external call. On ShoreTel 230 and 230g phones, the call key also blinks green.

If the information is available, the caller’s name, number, and the incoming call icon appear on your display, as shown in the figure below. (The caller’s name may be abbreviated to fit on one line.)

To answer the call, do one of the following:

Using the Handset

To answer a call, pick up the handset when the phone rings.

To end a call, hang up the handset.
Using the Speakerphone

To answer a call, press the Speakerphone button \(\text{⃣} \text{⃣}\). The LED in the button lights green.

To end a call, press the Speakerphone button \(\text{⃣} \text{⃣}\) again.

Using the Headset

To answer a call, press the Headset button \(\text{⃣} \text{⃣}\). The LED in the button lights green.

To end a call, press the Headset button \(\text{⃣} \text{⃣}\) again.

Sending a Call to Voice Mail

When an incoming call arrives, a To VM soft key becomes available, as shown in the figure on the previous page. Press the To VM soft key to send the caller directly to your voice mailbox.

Diverting a Call

You can send an incoming call to another extension or to an outside number without answering it.

- Press \(\text{⃣} \text{⃣}\).
- Enter the number, or press the extension's custom key.
- Press the Transf soft key to complete the transfer to an extension.

Answering Additional Calls

With the appropriate permissions, you can receive up to 16 incoming calls at once. (The maximum number is set by your system administrator.) 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.

Alternately, if the phone is out of call appearance buttons, you can interact with multiple calls by repeatedly pressing the Hold button \(\text{⃣} \) .

If you receive an incoming call while you are on another call, you will hear a beep on the call. To answer the incoming call and put the current call on hold, press the Hold button \(\text{⃣} \) . To return to the previous call, press the call appearance key or press the Hold button \(\text{⃣} \) again to toggle through the calls.

Transferring a Call

To transfer a call from your extension to another number:

- Press the Transfer button \(\text{⃣} \). The call is put on hold.
At the prompt, dial the number (or press the extension's custom key, or use the Directory to find the party), then do one of the following:

a. Complete a blind transfer by hanging up or by pressing the Transf soft key.

b. Speak to the recipient before transferring by pressing the ConsIt soft key. After consultation, press the Yes soft key to complete the transfer, or press the Cancel soft key to abandon the transfer and return to the original call.

c. Consult by intercom by pressing the More soft key, and then pressing the Intcom soft key.

d. Send the call to the recipient's voice mailbox by pressing the More soft key, and then pressing To MB.

Making a Conference Call

To conference a party into a connected call:

- Press the Conference button  . The call is put on hold.
- Dial the extension of the party you would like to conference.
- Press the Confrn soft key to ring the party directly.

or

Dial the number and press the ConsIt soft key to speak with the recipient before ringing him or her into the conference call. After consultation, press the Yes soft key to complete the conference call, or press the Cancel soft key to return to the original two-party call.

- Repeat to add additional parties.

With the appropriate permissions (set by your system administrator), you can conference up to six parties into a single call.

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.

Using the Intercom

The Intercom function allows you to connect with another party without ringing the party through a call line. Both you and the recipient must be using a ShoreTel IP phone and have permission to use this feature (set by your system administrator). To intercom another party:

- Press Intcom.
- Dial the party's extension, or press the custom key associated with the extension.
- Press the Intcom soft key.
- To end the call, press the HangUp soft key.
or

You can dial the recipient's number on the keypad, then press the **Intcom** soft key; press the **HangUp** soft key to hang up.

---

**Note**

An intercom call overrides all other Availability states on the dialed extension. This allows you to intercom a user whose phone is forward always to voice mail.

---

**Placing a Call On or Off Hold**

To place a call on hold, press the Hold button 🔄, or press the call's custom key, if available. On the ShoreTel 230 and 230 phones, the custom key blinks green, at which point you can safely place the handset on hook (or press the speaker or headset button) without ending the call. To take the call off hold, press the custom key with the blinking green LED, or press the Hold button 🔄 again.

If you are not on another call while a call is on hold, you will hear a reminder ring in 15 seconds and at one-minute intervals after that. If you have received several calls, you will receive a reminder ring for the call that has been on hold the longest.

If you have multiple calls on hold, you can press the green blinking LED associated with the call that has been placed on hold to answer that call.

If you have more than one call on hold, you'll hear a dial tone. At this time, you can press the Hold button 🔄 again to make the next call in the stack active. Note that the LED associated with an active call will light solid green, while calls that have been placed on hold will blink.

---

**Redialing and Checking Missed Calls**

You can use the Redial function to dial not only the last number you called, but the last several calls you made and received, including those you missed (denoted by the 📞 icon). The date and time information appears directly above the soft keys for the selected call. To redial a call:

- Press 🔄. Press it again to dial the last number you called.

  or

- Use the Scroll button to select the number you want to call, then press the **Dial** soft key. (You can also press the **Intcom** soft key to intercom the recipient.)
**AUDIO CONTROLS**

**Adjusting Ring Tone Volume**

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

**Adjusting Handset Volume**

To adjust the handset volume, while the handset is off hook, press \(\uparrow\) and \(\downarrow\) on the volume button.

**Adjusting Headset Volume**

To adjust the headset volume, while the headset LED is illuminated, press \(\uparrow\) and \(\downarrow\) on the volume button.

**Adjusting Speakerphone Volume**

To adjust the speakerphone volume, while the speakerphone LED is illuminated, press \(\uparrow\) and \(\downarrow\) on the volume button.

**Muting an Active Call**

To mute the active call, press the Mute button \(\text{mute}\). The LED turns red. To un-mute the call, press the button again.

**VOICE MAIL**

A steadily flashing light on your phone’s right-most upper corner and stutter dial tone signifies that you have unheard messages. The number of unheard messages appears on the idle screen of your phone’s display by the icon \(\text{Voice Mail}\).

**Logging Into the Main Menu**

To log in to the main voice mail menu, press the Voice Mail button \(\text{Voice Mail}\), then dial your password followed by \(\#\). (Your default password is 1234.)
Logging In from Another Extension

To log in to the main voice mail menu from another extension, press the Voice Mail button followed by your extension, followed by your password, and then 6.
To log in to the main voice mail menu from an analog phone, press 6 6, then your extension, followed by your password, and then 6.

Logging In from an External Phone

To log in to the main voice mail menu from an external phone, dial the voice mail access number provided by your system administrator, press 6, then your extension, then your password followed by 6.

Listening to and Interacting with New Messages

From the Main Menu, you can listen to and replay new messages by pressing 1. To interact with new messages, press one of the following:

1. Replay the message
2. Save the message
3. Delete the message
4. Forward the message

After recording the prefacing remark, press:

1. If correct
2. Review
3. Re-record
4. Cancel recording

After addressing the message, press 1 to mark it urgent, or simply hang up to send the message.

5. Reply to the message

Choose one of the following options:

1. Reply with a voice message
2. Reply with a call back
Return to the previous menu

Hear envelope information (time and date sent)

Move backward

While listening to a message, you may “rewind” to several seconds earlier in the message.

Pause

Move forward

While listening to a message, you may “fast forward” to several seconds later in the message.

Followed by 0 to Transfer to Assistant

While listening to a message, you may contact the assistant to inquire or share information about a voice mail.

Continue to next message

Cancel message review

Sending Messages from Voice Mail

From the Main Menu, you can send messages by pressing 2. The following options are available while recording your message:

Cancel

Done recording

Review

Re-record

After you are satisfied with your recording, you will be prompted to enter the recipient’s extension. At this time, you have the option to press:

Additional addressing options

Look up recipient by name in a directory

Specify a personal distribution list

Broadcast to all extensions

Cancel addressing options
After the message is addressed, if desired, you can press:

1. **Mark / unmark urgent**

2. **Request return receipt**

3. **Listening to Saved Messages**

From the Main Menu, you can listen to saved messages by pressing 3. To interact with saved messages, press any one of the options under *Listening to and Interacting with New Messages* on page 18 (except for option 2).

7. **Mailbox Options**

Press 7 to access various options for your personal mailbox, then press one of the following:

1. **Record personal greeting**

   **Note**
   When you record a personal greeting, it is linked to the current active Availability state.

   Record your personal greeting for the current active Availability state at the tone and press 7, then select from the following options:

   - Accept
   - Review
   - Re-record
   - Delete
   - Cancel

2. **Choose Availability State**

   For more information on Availability, see *Changing Availability State and Forwarding* on page 24. The following states are available:

   - Available
   - In a Meeting
   - Out of Office
   - Vacation
   - Custom
ShoreTel IP Phone 230/230g Logging In from an External Phone

1 Do Not Disturb

* Cancel

3 Reassign extension

If you have the proper permission, you can assign your extension to any phone. The following options are available:

1 Assign the extension

2 Unassign the extension (The phone reverts to the extension originally assigned to it.)

3 To assign to your extension to your last external number.

4 Set your password

Enter your new password, followed by # and repeat to confirm. Press * to cancel.

5 Disable or enable envelope information

Use this option to turn on/off the envelope information which contains the date/time of the message, caller ID and/or the recorded name of the person who left the voice mail message.

6 Record your name

Press # when you are finished recording your name, then choose from the following options:

# Accept

1 Review

2 Re-record

3 Delete and use default system recording

* Cancel

7 Listen to your deleted messages

As a safeguard against accidental erasures, the system retains deleted messages for a few hours. To listen to your deleted messages, press 7. Voice mail plays all the deleted messages still available to the system. During playback, you can manage deleted messages as if they were newly arrived messages. Press 2 to restore the deleted message to a saved message.

1. If you assign your extension to a phone that is normally occupied by another user, calls to the original user’s extension will go to the forwarding destination as defined by their active Availability state.
8 Remove deleted messages

The following options are available:

1 Confirm
2 Cancel

9 Additional options

The following additional options are available:

1 Enable or disable Outlook automated Availability
2 Change e-mail delivery options
   1 Disable e-mail delivery
   2 Enable e-mail delivery
   3 Enable e-mail delivery with voice message attached
   4 Mark voice messages heard after e-mail delivery
3 Change agent state
   1 Log in and assign extension
   2 Log out
   3 Log in without assigning extension
4 Change Find Me forwarding state

By enabling Find Me, callers who are routed to your voice mail box can be instructed to press 1 and the voice mail system will call you at one of two possible numbers where you can be located. To set the Find Me destinations, use the ShoreTel Connect client.

1 Enable
2 Disable
Previous menu

8 Cancel current operation
8 Log Off
9 Return to Auto-Attendant
Leaving a Message and Message Options

When your call is sent to voice mail, you may leave a message when prompted, or you can use one of the following options while listening to the mailbox greeting:

8 Bypass greeting and leave a message, then hang up to send it.
0 Transfer to assistant.
1 Forward to recipient's Find Me destination (an optional number where calls can be forwarded) — if enabled; otherwise you will be prompted to record a message.
9 Transfer to auto-attendant.

After message recording, select from one of the following options:

8 Message Options, then:
8 Send message
8 Cancel
1 Review
2 Re-record
3 Mark / unmark urgent
9 Transfer to auto-attendant
0 Transfer to assistant
8 Re-record
0 Send message, transfer main menu
1 Send message, forward to recipient's Find Me destination, if enabled
Changing Availability State and Forwarding

You can set one of five distinct Availability states for your extension, including four “Do Not Disturb” options to forward incoming calls or send them to voice mail. You can record personal greetings, which are linked to the active Availability state.

By default, your phone is set to Available, which allows you to answer all incoming calls. Other options include In a Meeting, Out of Office, Vacation, Do Not Disturb, and Custom.

You can use the Options button to select the desired state by doing the following:

- Press the Options button, followed by your password and then .
- Verify that the Availability is highlighted and then press the Edit soft key.
- Scroll to the desired setting and press the OK soft key.
- Press the Done soft key.

You can also change the call forward destination for each Availability state.

- Press the Options button, followed by your password and then .
- Verify that the Available is highlighted and then press the Edit soft key.
- Select the desired Availability state and press the Edit soft key.
- Enter the desired number and press the OK soft key.

Note
Use the ShoreTel Connect client to configure the states with different call forwarding destinations and personal greetings.

Note
You can "one-touch" toggle between Available and In a Meeting by using the Avail soft key (located on the phone display) without having to log in under the Options button.

Note
Hanging up sends the message
Changing Automatic Off Hook Preference

ShoreTel users who frequently use a headset may want to use the Automatic Off Hook Preference feature to select which audio path (speakerphone or headset) is automatically activated when placing or receiving calls. You can control the call activity with the ShoreTel Connect client.

To configure the Automatic Off-Hook Preference feature, follow the procedure below:

- Press the Options button, followed by your password and then .
- Press 2 or scroll to the second option from the list 2. Auto Off-Hook.
- With this option highlighted, press the Edit soft key.
- Scroll to 2. Headset, and press the OK soft key or select 1. Speaker to keep it on speakerphone.
- Press the Done soft key.

Changing Ring Tone

You can choose between four distinctive ring tones to help you distinguish your phone from neighboring phones.

- Press , enter your password, and press the OK soft key.
- Scroll to select the Change Ring option.
- Press the Edit soft key.
- Use the Scroll button to select the ring you want to hear, then press the Ring soft key to hear the selected ring tone.
- Press the OK soft key when you've chosen the ring you want, then press the Done soft key.

Programming Your Custom Buttons

You can program the custom buttons as shortcuts to operations that would normally require pressing two or three buttons to accomplish the same task.

To program the custom buttons, follow the procedure below:

- Press the Options button, followed by your password and then .
- Scroll through the list to option 4. Program Buttons, or press 4 on the keypad.
- Press the Edit soft key.

Note

Contact your system administrator to verify that you have permissions to configure the programmable buttons on your phone before proceeding.
Changing the Agent State

If you are a member of a workgroup and you need to log in to the workgroup at the start of your day, or log out to take a break, you can change your agent state via the interface.

Note that the Agent State option is only available if your PCM client type is one of the following: **Workgroup Agent**, **Workgroup Supervisor**, or **Operator**.

To change the agent state on your phone, follow the procedure below:

- Press the Options button, followed by your password and then .
- Scroll through the available functions until you reach **5. Agent State**, or press 5 on your keypad to highlight this option, and then press the Edit soft key.

Note

If the option is not available and you need access, contact your system administrator to request a change to your client type.
Enabling or Disabling Handsfree Mode

Handsfree mode is for analog telephone users who are using headsets.

NOTE


With handsfree mode enabled, you can place or receive calls by using a headset or the speakerphone. By default, handsfree mode is disabled. You can enable handsfree mode by doing the following:

- Press the Options button \( \text{Options} \), followed by your password and then \( \text{Confirm} \).
- Scroll to Handsfree Mode or press 6 on the keypad until 6. Handsfree Mode is highlighted.
- Press the Edit soft key.
- Available options for Handsfree mode are Disabled and Enabled. Scroll to the desired option and then press the OK soft key.
- Press the Done soft key to exit.

DIRECTORY

You can use the Directory to find phone numbers on your network by pressing \( \text{Directory} \), then:

- \( \text{Up} \) Dolores Palma
- \( \text{Down} \) Matt Adoor
- \( \text{Down} \) Pete Moss

Name:

Dial

511

Cancel
Press the keys that correspond with the first few letters of the extension’s owner’s first or last name to have the Directory narrow the number of entries for you. Press  for a space in a person’s name and press  for any character. If you press an incorrect key, press the Back soft key to delete the character.

Press  and  on the Scroll button next to the display to select the desired name. Press the Dial soft key to dial the number.

You can also use the Directory to make an Intercom call by pressing the Intcom soft key on this screen, or when using  on its own, and also when using transfer, park, unpark, and conference. See those sections in this guide for more information.

The Directory also lists any keypad speed dials you have configured in the ShoreTel Connect client when you press Speed. To dial a number from this screen, press and hold the corresponding number on the keypad, or use the Scroll button to select an entry, then press the Dial soft key.

MANAGING CALLS – ADVANCED FEATURES

In addition to performing the regular functions of placing calls and answering calls, your phone supports several other advanced functions. If you use any of these features on a regular basis, you may benefit by having your system administrator assign the desired function to the custom keys on your phone.

Programmable Custom Buttons

The phone has three custom buttons that can be programmed with different functions. The system administrator can configure the custom buttons via ShoreWare Director on behalf of a user or can enable permissions for an individual user so that the user can modify the custom buttons on the IP phone via the telephone interface.

**Note**

IP phone users can only program Call Appearance or Dial Number (Speed Dial) from their telephone interface.

The list below contains the different functions that can be assigned to the buttons of a phone, allowing you to create shortcuts for operations that would normally require pressing two or three buttons.

- **Barge In** – Barge In allows users with proper permission to enter into an existing call. This feature is useful for certain users including operators, executive assistants, trainers, and ACD supervisors that must enter calls for important business reasons. A custom key can be programmed to invoke the barge in feature as well as optionally include a specific extension for quick, one-touch feature operation. If you need this feature, please review with your system administrator.
- **Bridged Call Appearance** – Bridged Call Appearances shares call appearance information across many separate IP phones, offering the benefit of faster call handling between users. The feature is intended for key system environments (small offices or branch offices), such as an auto dealership or small bank with 4 trunks and 8 IP phones. Please refer to Bridged Call Appearances on page 31 for more information about managing calls using Bridged Call Appearances.

- **Call Appearance** – Call appearance represents a phone call on your extension. Please refer to Answering Additional Calls on page 14 for more information about managing calls on your extension.

- **Conference Blind** – The ShoreTel system allows you to conference up to three parties (six depending on configuration) without having to consult with each new party before they enter the conference call. Please see Making a Conference Call on page 15 for more information.

- **Conference Consultative** – The ShoreTel system allows you to conference up to three parties (six depending on configuration) allowing you to consult with each new party before they enter the conference call. Please see Making a Conference Call on page 15 for more information.

- **Conference Intercom** – The ShoreTel system allows you to conference up to three parties (six depending on configuration) allowing you to consult using the intercom with each new party before they enter the conference call. Please see section Making a Conference Call on page 15 for more information.

- **Dial Mailbox** – The ShoreTel system allows you to call another user's mailbox without ringing their phone. If you use this feature often, contact your system administrator about programming a custom key. A custom key can be programmed to invoke the dial mailbox feature as well as optionally include a specific mailbox for quick, one-touch feature operation.

- **Dial Number (Speed Dial)** – The ShoreTel system allows you to program custom keys on your phone for speed dial, allowing you to dial an extension or an external number with one touch.

- **Intercom** – The ShoreTel system allows users with the proper permission to intercom other users on the system. When you intercom another user, instead of their phone ringing, the called party will hear a tone then you will be connected to their speakerphone. The dialed user must be using a ShoreTel IP phone for proper operation. In addition to the fixed function key, a custom key can be programmed to invoke the intercom feature with a specific extension for quick, one-touch feature operation. Please see Using the Intercom on page 15 for more information.

- **Monitor Extension** – The ShoreTel system allows users with proper permission to monitor the extension of another user. This helps manage incoming calls for that extension, and it also serves as a shortcut when performing one of the following functions: dialing that extension, transfer, conference, call parking, call pickup and intercom to that extension. Please see Extension Monitoring on page 34 for more information.

- **Page** – The ShoreTel system allows users with proper permission to access the overhead paging system (or page a group of ShoreTel IP phones), dial the number given by the system administrator, wait for the confirmation tone, and then begin speaking. The message will be broadcast over the on-site loudspeaker or through the speakers of the IP phones. Please see Overhead Paging on page 36 and Using Group Paging on page 36 for more information.

- **Park** – The ShoreTel system allows users to park a connected call on another extension. Please see Parking and Unparking Calls on page 36 for more information.

- **Park and Page** – This also allows a user to park a call and simultaneously do an overhead page.
- **Pickup** – The ShoreTel system allows users with proper permission to pick up a ringing extension.

- **Pickup Night Bell** – The ShoreTel system allows calls to route to an extension that will ring on an overhead speaker. This feature can be convenient for off-hours when a caller needs to speak with anyone at a site.

- **Pickup/Unpark** – The ShoreTel system allows users to park a connected call on another extension, or unpark the call after it has been parked. Please see Parking and Unparking Calls on page 36 for more information.

- **Record Call** – The ShoreTel system allows users with proper permission to record active calls they are currently on. This feature is useful for certain users including writers, interviewers, sales people, lawyers that must record calls for important business reasons. A custom key can be programmed to invoke the record feature for quick, one-touch feature operation. If you need this feature, please review with your system administrator.

- **Record Extension** – The ShoreTel system allows users with proper permission to record an active call on another extension. This feature is useful for certain users including ACD supervisors that must record calls for important business reasons. A custom key can be programmed to invoke the record feature as well as optionally include a specific extension for quick, one-touch feature operation. If you need this feature, please review with your system administrator.

- **Send Digits Over Call** – The ShoreTel system allows users to send a preconfigured set of DTMF tones out a trunk during a call. This feature is useful to quickly navigate external IVR systems as well as external systems requiring an account code. A custom key can be programmed to invoke the send digits feature as well as include desired digits to be sent for quick, one-touch feature operation. If you need this feature, please review with your system administrator.

- **Silent Monitor** – The ShoreTel system allows users with proper permission to silently monitor a call on another extension. This feature is useful for certain users including ACD supervisors that must monitor calls for important business reasons. A custom key can be programmed to invoke the silent monitor feature as well as optionally include a specific extension for quick, one-touch feature operation. If you need this feature, please review with your system administrator.

- **Transfer Blind** – The ShoreTel system allows you to transfer a call to another party without having to consult with that party before completing the transfer. Please see Transferring a Call on page 14 for more information.

- **Transfer Consultative** – The ShoreTel system allows you to transfer a call to another party allowing you to consult with that party before completing the transfer. Please see Transferring a Call on page 14 for more information.

- **Transfer Intercom** – The ShoreTel system allows you to transfer a call to another party allowing you to consult with that party using intercom before completing the transfer. Please see Transferring a Call on page 14 for more information.

- **Transfer to Mailbox** – The ShoreTel system allows you to transfer a call directly to another party's mailbox. Please see Diverting a Call on page 14 for more information.

- **Transfer Whisper** – The ShoreTel system allows a user with the proper permission to break into an active call and communicate with one party without the other party hearing the second ongoing conversation. In this way, the user can consult with the other party before transferring the call to him or her. In turn, the call recipient can respond privately (using the whisper mute feature) without the other party hearing him or her.
ShoreTel IP Phone 230/230g

Bridged Call Appearances

- **Unpark** – The ShoreTel system allows users to unpark a connected call from another extension. Please see Parking and Unparking Calls on page 36 for more information.

- **Whisper Page** – The ShoreTel system allows users with the proper permission to enter a call on another extension and whisper to the recipient without the other party hearing. The call recipient can talk back to you privately using the whisper page mute feature.

- **Whisper Page Mute** – If you receive a whisper page, you can speak privately back to the person using the whisper page mute feature.

## Bridged Call Appearances

The Bridged Call Appearances (BCA) feature provides "bridged" information between many separate IP phones, offering the benefit of faster call handling between users. The feature is intended for key system environments (a small office or branch office), such as an auto dealership or small bank with 4 trunks and 8 IP phones.

A custom button on each IP phone is configured for BCA so that when an *inbound* call arrives, that custom button blinks green on all of the phones. If someone answers the call, the LED on that person's phone becomes solid green while the custom button on all of the other IP phones that have been programmed with that BCA extension turns red. In this way, the call appearance information is shared (or bridged) across the many different phones in an organization.

You can place an outbound call using a bridged call appearance so others users can view the call activity. To place an outbound call, press the bridged call appearance, dial the trunk access code and then dial the number. When an outbound call is placed, the LED on the outbound caller's phone becomes solid green, and the associated button on all of the other phones become solid red. If the call is placed on hold, the associated LEDs on all phones blink green. A button can be programmed for each position in the call stack.

**Note**

Pressing the top-most BCA custom button for outbound calls does not necessarily access trunk 1. There is no one-to-one correlation between the custom buttons programmed for BCA extensions and a particular trunk. Trunks can be associated with BCA extensions in any random manner desired by the system administrator.

Another benefit of the new BCA feature is that an outbound caller-id can be associated with that button (configured by the system administrator). The following rules determine which caller-id is displayed when an outgoing call is made using BCA:

- **Outbound to an internal extension** – the name and number of the user that initiated the BCA call will be used, and if that user is a "private" user, then the caller-id is blank.

- **Outbound to an external number** – the caller-id will be used in following order, based on availability:
  - Outbound caller-id configured for that BCA
  - DID number configured for that BCA
  - External identification or caller-id number of the user that initiated the BCA call
Outbound to an external emergency number (such as 911) – the emergency identification or a CESID number of that user will be sent.

For more information about Bridged Call Appearances, see your system administrator. The system administrator can configure your bridged call appearances to deliver Caller ID on inbound call, display Caller ID on active calls, as well as turn on, turn off or delay the ringing on inbound calls.

**Silent Monitor / Barge In**

With the appropriate permissions (set by your system administrator for both your phone and the target phone), you can listen to a call without being heard, or join/merge into a call as a fully conferenced participant (“barge in”).

- To silently monitor a call, dial 237, then the extension on which the call is active.
- To barge in on a call, dial 236, then the extension on which the call is active.

**Note**

If you use the Silent Monitor and Barge In features often, you should have your system administrator configure a custom key to provide one-button operation. See Programming Your Custom Buttons on page 25 for more information.

**Silent Coach**

Silent Coach allows a user to intervene in another user’s active call and communicate with that user. The initiator can speak to the specified user and listen to all other call participants. The specified user is the only call participant that can hear the initiator. A Telephony Class of Service assigns Silent Coach rights. Silent Coach can be initiated through various ShoreTel IP Phones.

To perform a Silent Coach from a ShoreTel programmable button, press the Silent Coach button.

- If the button specifies a Silent Coach recipient, the system immediately initiates a Silent Coach session with that user. Disregard the remaining steps.
- If the button does not specify a Silent Coach recipient, enter the recipient’s name or number in the Telephone User Interface.

To perform a Silent Coach from any system phone,

- Enter the *22 code, followed by the number of the target extension.

ShoreTel phones display softkey options while a Silent Monitor option is active. The following figure displays the ShoreTel 560 IP Phone User Interface for a user that initiated a Silent Coach session.

Softkey options available to the Silent Coach initiator:

- **SilMon**: Transitions the session into a Silent Monitor session
- **Barge**: Transitions the session into a Barge In call.
- **Show**: Displays all call participants in the Telephone User Interface.
Softkey options available to the Silent Coach recipient:

- **Consult**: Places the active call on hold and establishes a two-way voice path between with the Silent Coach initiator.

While the recipient consults with the initiator, soft key options include:

- **Resume**: Restarts the recipient’s original call.
- **Show**: Displays all call participants.
- **HangUp**: Terminates the call.
- **Show**: Displays all call participants in the Telephone User Interface.
- **Hangup**: Terminates the Silent Monitor session.

## Shared Call Appearance

Shared Call Appearance is a ShoreTel client feature that establishes common Bridged Call Appearance between a user (executive) and at least one other user (assistant). A Shared Call Appearance is typically established to allow one or more assistants to manage inbound calls and initiate outbound calls for an executive.

### Programmable Buttons

Executives and Assistant users access aBCAs and the hotline circuit from the ShoreTel Connect client or ShoreTel Phones through programmable buttons configured for Bridged Call Appearances. Buttons for Executive Extensions are not configurable as Call Appearances.

## Shared Call Appearance Inbound and Outbound Calls

### Inbound Calls

The following scenario describes a typical process of receiving calls for an executive by an assistant through Shared Call Appearances.

- The inbound call flashes an aBCA indicator on the assistant's and executive's calling devices – ShoreTel Phone or the ShoreTel Connect client. The executive can answer the call at this time and eliminate the assistant's role.
- The assistant user answers the call that is flashing on the aBCA button and determines the caller's name and purpose.
- The assistant user places the call on hold.

**Note**

Executive call timer gets reset if Executive puts call on hold.

- The assistant user presses the hotline button to call the executive.
The assistant user advises the executive of the call in progress and provides instructions on picking up the call.

The executive picks up the held call by pressing the aBCA button, as instructed by the assistant.

Internal users calling executive will see aBCA's number called party ID while the call is ringing and actual executive number after the call is connected.

Outbound Calls

The following scenario describes a typical process of setting up a call for an executive by an assistant through Shared Call Appearance.

The assistant user accesses an aBCA associated with the executive extension by pressing an appropriate IP Phone or ShoreTel Connect client button.

Note

The called party will see the executive's bBCA or the assistant's aBCA's caller ID based on the BCA Caller ID registry setting.

The assistant user calls the recipient and prepares the recipient for the executive's call.

The assistant user places the call on hold.

The assistant user presses the hotline button to call the executive.

The assistant user advises the executive of the call in progress and provides instructions on picking up the call.

The executive picks up the held call by pressing the aBCA button, as instructed by the assistant.

An executive extension's redial list shows only outbound calls

Extension Monitoring

A monitored extension is a custom key (set by your system administrator) that helps you manage incoming calls for that extension. It also serves as a shortcut when performing one of the following functions: dialing that extension, transfer, conference, call parking, call pickup and intercom to that extension. Additionally, you can see when the monitored extension has unheard messages by the icon.

The phone displays icons in the monitored extension's label area to help you determine the operational status of the monitored extension.

Answering a Monitored Extension's Call

In addition to the visual cues the monitored extension's icons and custom key LED provide, you will also hear a different ring when a call comes in, and if you're on a call, you will hear a higher pitched call waiting tone.
An incoming call for a monitored extension appears on your phone like this (below):

You can pick up the call while it is ringing by pressing the custom key or by pressing the **Answer** soft key. You can send it to the monitored extension’s voice mail by pressing **To VM**. You can also answer a call after the owner of the monitored extension has put it on hold by pressing the **Pickup** soft key.

When you put a call that has come in to the monitored extension on hold, the call is parked on the owner’s phone, so that either of you may pick up the call again.

The system administrator can configure your monitored extensions to deliver Caller ID on inbound call, display Caller ID on active calls, turn on, turn off or delay the ringing on inbound calls.

**Whisper Page**

With the appropriate permissions (set by your system administrator for both your phone and the target phone), the Whisper Page feature lets you break into an active call in order to speak with an internal user. This occurs without the remote caller hearing the interruption and without you hearing the remote caller.

To issue a Whisper Page to another user who is on a call, dial +19, plus the extension of that user. Note that the recipient must be on an IP110, IP210, IP212k, IP230/230g, IP530, IP560/560g, of IP565 handset. If a Whisper Page call is sent to any other phone (e.g., IP100, SoftPhone, or analog phone) the call will be treated as an intercom call.

**Note**

If you use the Whisper Page feature often, you should have your system administrator configure a custom key to provide one-button Whisper Page operation. See *Programming Your Custom Buttons* on page 25 for more information.

**Picking Up the Night Bell**

A night bell, when activated by your system administrator, allows calls to route to an extension that will ring on an overhead speaker. This feature can be convenient for off-hours when a caller needs to speak with anyone at a site.
If you have access to the night bell function (set by your system administrator), dial 14 to answer the call at your site.

If you hear an error tone when you try to pick up the night bell, the night bell may not be configured at your site or you may not have the necessary permissions. Contact your system administrator if this occurs.

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**Note**

If you use the Night Bell feature often, you should have your system administrator configure a custom key to provide one-button Night Bell operation. See Programming Your Custom Buttons on page 25 for more information.

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**Toggling the Hunt Group Status**

With the appropriate permissions, you can toggle the hunt group status from busy to not busy (or vice versa) by dialing 114, plus the extension of the hunt group. This feature is especially useful when hunt group members are in a meeting or leave work early. If you are a member of more than one hunt group, you must enter the extension associated with the desired hunt group after dialing the access code above.

**Overhead Paging**

If you have permission (set by your system administrator) to access the overhead paging system, dial the number given to you by your system administrator and wait for the confirmation tone, and then begin speaking. Hang up when you are finished.

If you hear an re-order tone or intercept tone when you try to page, paging may not be configured at your site or you may not have the necessary permissions. Contact your system administrator if this occurs.

**Using Group Paging**

Similar to the paging feature, you can also send an audible message to a select group of users that have been configured for group paging. By dialing the paging group extension associated with those users, you can record a message that will be broadcast over the individual speakers of those users’ ShoreTel IP phones.

To use this feature, dial the Group Paging Extension given to you by your system administrator and wait for the confirmation tone. After you hear the tone, begin speaking. Note that you are creating a recording that will be broadcast to the other members of the Paging Group. Hang up when you have finished recording.

**Parking and Unparking Calls**

With the appropriate permissions (set by your system administrator), you can park a connected call on another extension by doing the following:
Press the Park soft key.

Dial the extension, press its custom key, or use the Directory to find the party.

Press the Park soft key again. To unpark the call, press Unpark, repeat step 2, and press Unpark again.

Note

If you use the Park or Unpark feature often, you should have your system administrator configure a custom key to provide one-button park operation. See Programming Your Custom Buttons on page 25 for more information.

SHORETEL CONNECT CLIENT SOFTWARE

In addition to using the telephone interface of your IP phone to access the ShoreTel features, you can accomplish many of the same tasks with ShoreTel's Connect client software. ShoreTel's Connect client software provides a visual, information-rich interface for managing and controlling communications – both telephone calls and voice mail.

The user-friendly interface lets you access all of the features and functions of your ShoreTel IP phone system, including unified messaging, point-and-click call management, customizable call-handling, and visual voice mail from your Windows-based PC.

The software works in concert with your IP phone to let you perform the following tasks:

- dial by name or number
- change the Availability state
- open a SoftPhone session
- keep a 1000-line call history of inbound, outbound, and missed calls
- interact with voice messages from your PC

ShoreTel Connect client frees you from fruitless tasks like playing phone tag, looking up numbers, struggling to set up conference calls, or interacting with voice mail messages. Integrated presence eliminates phone tag by letting you know if a line is busy or if an employee has redirected calls to another destination – all before dialing. And a visual display of up to 16 callers lets you switch from one caller to another, transfer callers to another destination, or initiate a conference with a simple mouse click.

ShoreTel Connect client software comes in five flavors, each offering access to slightly different capabilities and feature sets:

- Personal
- Advanced
- Workgroup Agent
WEB ACCESS

ShoreTel Connect client Web Access is a browser-based interface by which users can manage personal options and settings from any web browser from anywhere in the world. Call availability details and notification settings can be managed securely and easily from anywhere.

For more information about web access and what features are available to you, see your system administrator.

TROUBLESHOOTING

Problem: The voice mail system is notifying your callers that your mailbox has exceeded its limit and is unable to accept new messages.

Solution: The voice mail system includes recently deleted messages still residing in the mailbox in the total count; the system will prompt you that your mailbox is full the next time you log into voice mail. If your mailbox is full, first purge any backlog of deleted messages:

- At the Main Menu prompt, press 7.
- Press 6 to remove deleted messages.
- Press 1 to confirm deletion.

Problem: Your display reads “No Service”

Solution: Your phone is temporarily inoperable. Contact your system administrator.

Problem: No one can hear you when you talk on the speakerphone.

Solution: Check for objects (e.g. coffee cups, books, etc.) blocking the microphone. Also, you should check your volume settings.

Problem: Your display is blank.
Solution: You have no power. Ensure the network cable is connected to the LAN port on the phone and the appropriate network data port in your office space. Additionally, verify that you have a local AC power adapter plugged in for your phone or that power is supplied by a PoE switch on your corporate network. Contact your system administrator if this does not correct the issue.

Problem: You have no dial tone when you go off hook, but otherwise your phone is working normally.

Solution: You have activated "Handsfree Mode," which is a feature used by someone with an analog phone using a headset. See Enabling or Disabling Handsfree Mode on page 27 for information on how to turn this feature off.

Problem: Your phone’s display does not show the date and time.

Solution: Your phone cannot locate the time server. Contact the system administrator.

**Viewing Phone Information**

To view information about your phone, such as IP address, subnet mask, version, and MAC address, follow these steps:

- With the phone on hook, press the Mute button 🎤. The LED should *not* light and you shouldn't hear any tones; if this isn't the case, lift and replace the handset.

- Dial I-N-F-O on the keypad and then press 🎤. The following information is displayed and can be scrolled through by pressing 🎤:
  - IP Address (DHCP)
  - Subnet Mask
  - Gateway
  - Link Speed (reflects speed of both ports)
  - FTP Server
  - Media Gateway Controller (MGC) Server
  - SNTP Server (IP address)
  - 802.1Q VLAN ID setting

*Note* This should only be done at the direction of your system administrator.
Rebooting Your Phone

To reboot your phone, follow these steps:

- With the phone on hook, press the Mute button 🗤.

  The LED should not light and you shouldn't hear any tones; if this isn't the case, lift and replace the handset.

Note

This should only be done at the direction of your system administrator.

- DNS Address (displayed only on 230g)
- VPN Gateway (displayed only on 230g)
- VPN Port (displayed only on 230g)
- VPN (displayed only on 230g)
- VPN User name Prompt (displayed only on 230g)
- VPN password prompt (displayed only on 230g)
- VPN FTP address (displayed only on 230g)
- Tunnel IP address (displayed only on 230g)
- Tunnel Gateway (displayed only on 230g)
- Application File Name
- Boot File Name
- MAC Config File Name
- Config File Date
- Application Version build date
- Boot Version build date
- Country
- Language setting
- Model Number
- MAC Address
- Serial Number
- Hardware Version
ShoreTel IP Phone 230/230g
Adjust Display Contrast

- Dial R-E-S-E-T on the keypad and then press 9. Your phone reboots.

**Adjust Display Contrast**

To adjust the contrast of your display, press and hold 8 while repeatedly pressing ▲ and ▼ on the Scroll button (located to the left of the telephone display) to add more or less contrast.

**QUICK REFERENCE OF COMMON STAR CODES**

<table>
<thead>
<tr>
<th>Feature</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Park a call</td>
<td>*1 1 + ext.</td>
</tr>
<tr>
<td>UnPark a call</td>
<td>*1 2 + ext.</td>
</tr>
<tr>
<td>Picking Up a Remote Extension</td>
<td>*1 3 + ext.</td>
</tr>
<tr>
<td>Picking Up the Night Bell</td>
<td>*1 4</td>
</tr>
<tr>
<td>Using the Intercom</td>
<td>*1 5 + ext.</td>
</tr>
<tr>
<td>Barge In</td>
<td>*1 6 + ext.</td>
</tr>
<tr>
<td>Silent Monitor</td>
<td>*1 7 + ext.</td>
</tr>
<tr>
<td>Toggling the Hunt Group Status</td>
<td>*1 8 + HG ext.</td>
</tr>
<tr>
<td>Whisper Page</td>
<td>*1 9 + ext.</td>
</tr>
<tr>
<td>Changing Availability State and Forwarding</td>
<td>Voice Mail + password + 9 + 7 2</td>
</tr>
<tr>
<td>Changing Extension Assignment</td>
<td>Voice Mail + password + 9 + 7 3 1</td>
</tr>
<tr>
<td>Unassign Extension Assignment</td>
<td>Voice Mail + password + 9 + 7 3 2</td>
</tr>
<tr>
<td>Assign Extension to External Number</td>
<td>Voice Mail + password + 9 + 7 3 3</td>
</tr>
</tbody>
</table>

**Office Anywhere Features**

<table>
<thead>
<tr>
<th>Feature</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transfer a call</td>
<td>* * + destination + 9 9</td>
</tr>
<tr>
<td>Conference a call</td>
<td>* * + destination + 9 9</td>
</tr>
<tr>
<td>Hold a call</td>
<td>* *</td>
</tr>
</tbody>
</table>
Hang up

Access other star codes

### (from table above) + ext.