ShoreTel IP Phone 930D Quick Reference

Place Calls

Use the handset	+ extension.
Use the speakerphone	+ extension.
Use a headset	With a headset plugged into the headset jack, + extension.
Use the Directory	+ (to select Directory and user name).
Use Call History	+ (to select Call History and extension).
Use the Intercom	+ (to select Intercom) + extension + **Intcom** soft key.
Redial the last number called	+

Answer Calls

|	
Answer a call	or or **Answer** soft key.
Send a call to voicemail	**To VM** soft key.
Divert an incoming call	or or **Answer** soft key.
Adjust volume for current call	**+** or **-** volume buttons (side of handset).
Answer call waiting (incoming call)	(to highlight and select the call) or **Answer** soft key.

Mute and Hold

Mute a call	**Mute** button (side of handset). Toggles Mute on and off.
Place a call on hold	or (to highlight and select a call).
Take a call off hold	or **Unhold** soft key or (to highlight and select a call).

Transfer Calls

Transfer a call, no consult	+ extension, then **Transf** soft key.
Transfer a call with consult	+ extension, then **Conslt** + **Yes** soft keys.
Transfer a call with intercom consult	+ extension + **More** + **Intcom** soft keys.
Transfer a call to voice mailbox	+ extension + **More** + **To MB** soft keys.

Conference Calls

|	
Make a conference call, no consult	+ extension + **Confrn** soft key.
Make a conference call with consult	+ extension + **Conslt** + **Yes** soft keys.
Display conference participants	**Show** soft key.
Disconnect a conference participant	+ **Drop** soft key.

Park Calls

Park a call on another extension	**Park** soft key + extension + **Park** soft key.
Unpark a call	**Unpark** soft key + extension + select a call + **Unpark** soft key.

Voicemail

Check voicemail	+ or + password +
Log in from an external phone	Access number + **#** + your extension + password + **#**
Log in from another extension	Voicemail button + **#** + your extension + password + **#**

Shortcuts

Park a call	***** + **1** **1** + extension.
Unpark a call	***** + **1** **2 ABC** + extension.
Pick up a remote extension	***** + **1** **3 DEF** + extension.
Use the intercom	***** + **1** **5 JKL** + extension.
Change CHM, forwarding	+ **2 ABC** + **#** + **7 PQRS** **2 ABC**
Change extension assignment	+ **2 ABC** + **#** + **7 PQRS** **3 DEF** **1**

Log in or out of a Workgroup

Use ShoreTel Communicator or voicemail menus.

Charge the handset

Place the handset in the charging stand. A blue light on the stand indicates that the handset battery is charging.

For more details about using your phone, see the ShoreTel IP Phone 930D Handset User Guide.

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Indicator LED:
- Double red flash: Incoming call
- Red flash: Message waiting
- Green flash: Low battery
- Amber flash: Out of range

LCD display area

Soft Keys (context-sensitive functions defined on LCD display area)

Talk button

Speakerphone button

Four-way controller with center select button

End/Power button

Menu button

Dial pad

#/Voicemail button

Transfer button

Conference button

Redial button

Hold button

Volume up/down buttons

Belt clip holes

Headset jack

Mute button

Battery cover

advanced network systems

800.639.6757
sales@getadvanced.net
www.getadvanced.net

GUIDE TO STATUS ICONS

Status Bar

Icon	Description
	Signal strength indicator
	Handset is active
	Speakerphone is active
	Wired headset is active
	Transmitted audio is muted
	Battery strength indicator

Main Display

Icon	Description
	Unheard voice messages
	Missed calls
	Logged in to workgroup
	Logged in to workgroup, in wrap-up
	Logged out of workgroup

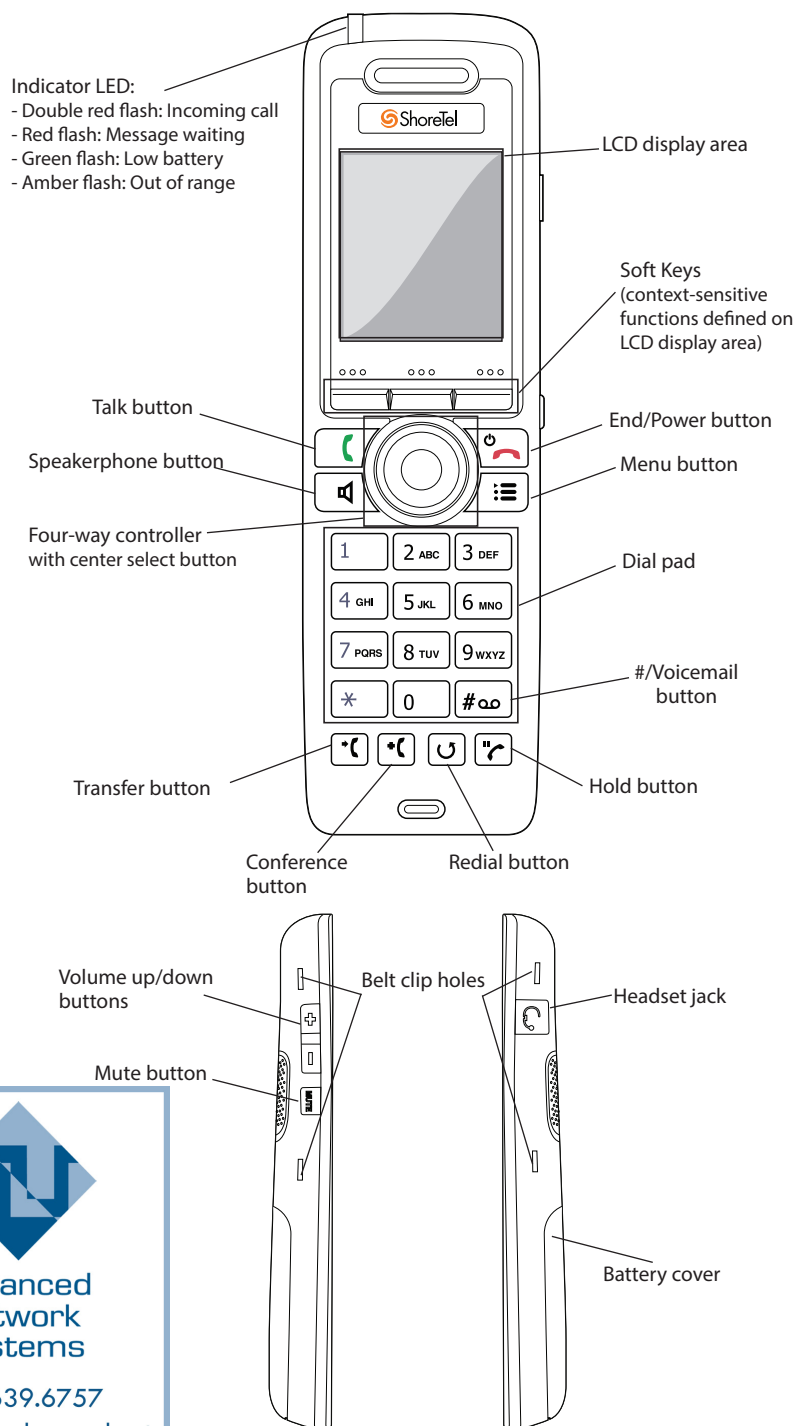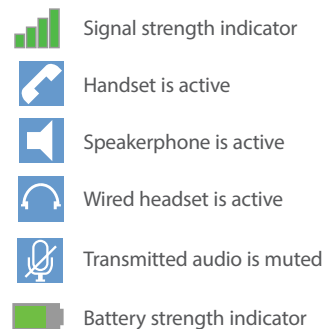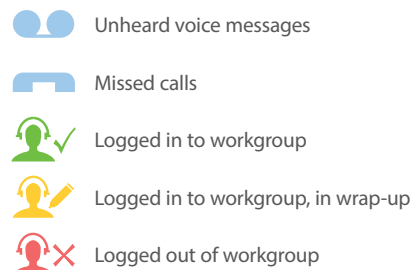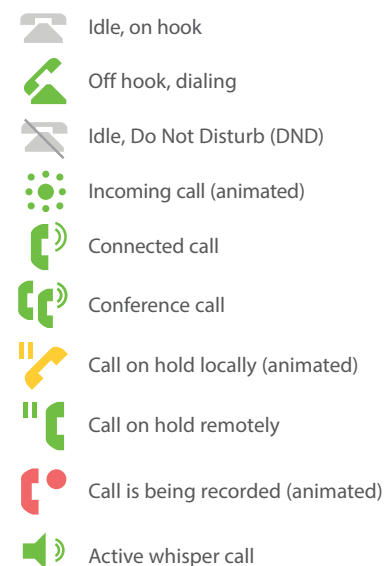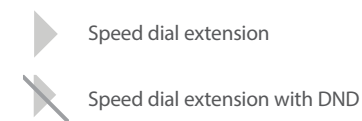### Call Appearance

Icon	Description
	Idle, on hook
	Off hook, dialing
	Idle, Do Not Disturb (DND)
	Incoming call (animated)
	Connected call
	Conference call
	Call on hold locally (animated)
	Call on hold remotely
	Call is being recorded (animated)
	Active whisper call

Speed Dial

Icon	Description
	Speed dial extension
	Speed dial extension with DND

Monitored Extension

Icon	Description
	Monitored extension idle
	Monitored extension idle, DND
	Unheard voice messages
	Unheard voice messages, DND
	On a call
	Call on hold locally
	Connected call and incoming call
	On a conference call
	Monitored extension on a connected call, another call answered locally
	Monitored extension on hold, another call answered locally (animated)
	Monitored extension on a connected call, another call on hold (animated)
	Monitored extension on hold, another call on hold (animated)

Security

Icon	Description
	Secure call
	Secure conference call