

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 **Consit** + **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 + **Confm** soft key.
- Make a conference call with consult  + extension + **Consit** + **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  +   + extension.
- Unpark a call  +   + extension.
- Pick up a remote extension  +   + extension.
- Use the intercom  +   + extension.
- Change CHM, forwarding  +  +  +  
- Change extension assignment  +  +  +   

Log in or out of a Workgroup

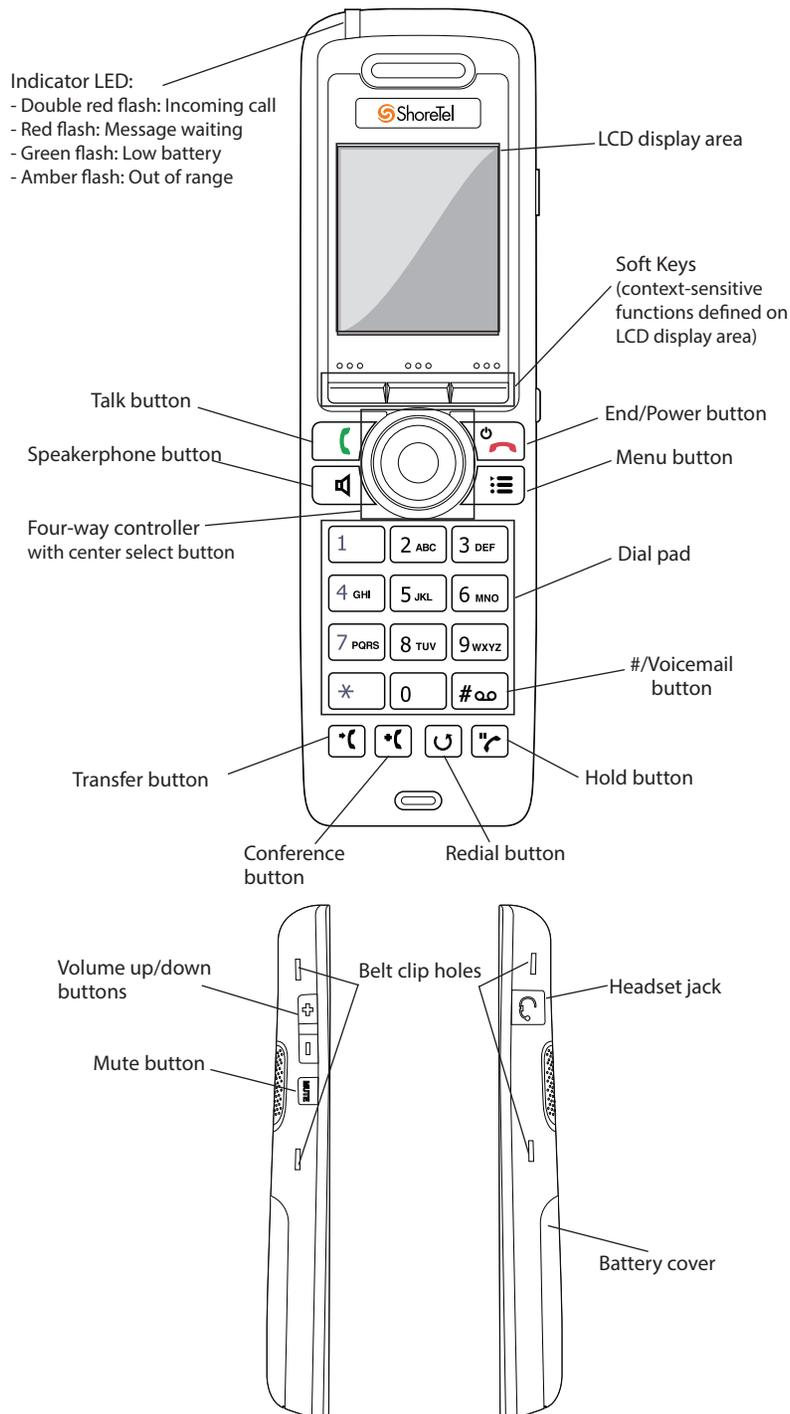
Use ShoreTel Communicator or voicemail menus.

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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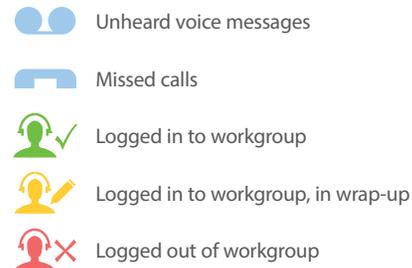


GUIDE TO STATUS ICONS

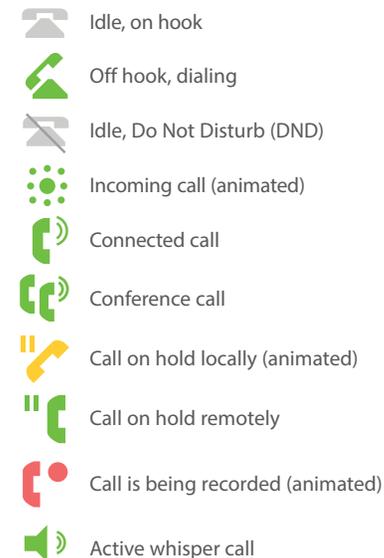
Status Bar



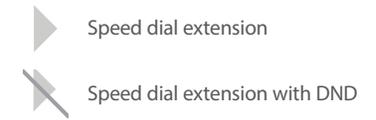
Main Display



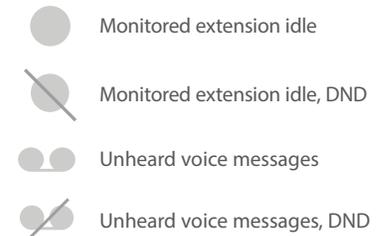
Call Appearance



Speed Dial



Monitored Extension



Security

