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 Answer soft key.
- Send a call to voicemail or Answer soft key.
- Divert an incoming call 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 (to highlight and select a call).
- Take a call off hold (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 Const + 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 + Const + 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
  - Access number + # + your extension + password + #.
- Log in from an external phone
  - Voicemail button + # + your extension + password + #.

**Shortcuts**
- Park a call *
- Unpark a call *
- Pick up a remote extension *
- Use the intercom *
- Change CHM, forwarding
  - 2 ABC + #.0 + 7 PQRS 2 ABC
- Change extension assignment
  - 2 ABC + #.0 + 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.
GUIDE TO STATUS ICONS

Status Bar
- Signal strength indicator
- Handset is active
- Speakerphone is active
- Wired headset is active
- Transmitted audio is muted
- Battery strength indicator

Speed Dial
- Speed dial extension
- Speed dial extension with DND

Monitored Extension
- 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)

Main Display
- Unheard voice messages
- Missed calls
- Logged in to workgroup
- Logged in to workgroup, in wrap-up
- Logged out of workgroup

Call Appearance
- 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

Security
- Secure call
- Secure conference call