ShoreTel IP Phone 480/480g Quick Reference

PHONE OPERATION

Place Calls

Use the speakerphone or a headset	🔊 or 🎧 + Ext.
Use the Directory	`Directory` + ◄⊙► (navigation) to select + `Dial`
Make a conference call	`Conference` + Ext. + `Confer` or `Consult`
Make a call from History	`History` + ◄⊙► (navigation) to select + `Dial`
Use the Intercom (through Directory)	`Directory` + ◄⊙► (navigation) to select + `Open` + `Intercom`

Answer Calls

Answer a call	Lift handset or `Answer` or 🔊 or 🎧
Send a call to voicemail	`Voicemail` or `To VM` or `#`
Divert an incoming call	`Transfer` + Ext. + `Transfer`
Adjust volume of handset, headset, or speakerphone when off hook; adjust ringer volume when on hook	`– +` to select
Answer call waiting (incoming call)	Press green blinking call appearance button or `Answer`
Pick up a call for another extension	`Pickup` + Ext.

Interact with Calls

Mute a call	🔇
Place a call on hold	`Hold` or press call appearance button
Take a call off hold	`Hold` or press orange blinking call appearance button
Transfer a call	`Transfer` + Ext. + `Transfer` or `Consult`
Join calls	`Join`
Park a call on another extension	`Park` + Ext.
Unpark a call	`Unpark` + Ext.

VOICEMAIL

Check visual voicemail	`Voicemail` + Password + `OK`
Log in to voicemail main menu	`Voicemail` + `Call VM` + Password + `#`
Log in from another extension	`Voicemail` + `Call VM` + `#` + Ext.+ Password + `#`

EXTENSION ASSIGNMENT

Using Phone Interface

Assign ext. to Available or Anonymous phone	`Assign` + Ext. + Password + `OK`
Unassign extension	`Options` +Password+ `OK` + ◄⊙► +`Unassign user`+`Unassign`+`Unassign`
Assign your ext. to an assigned phone	`Options` + `Assign` + Ext. + Password + `OK`

Using Voicemail System

Change ext. assignment	`Voicemail` + `Call VM` + `#` + Ext. + Password + `#` + `7 PQRS` `3 DEF` `1`
Unassign extension	`Voicemail` + `Call VM` + `#` + Ext. + Password + `#` + `7 PQRS` `3 DEF` `2 ABC`

CUSTOMIZE YOUR PHONE

Select a ringtone	`Options` +Password+ `OK` + ◄⊙► +`Ringtone`+ `Edit` + ◄⊙► + `OK`
Change call handling mode (CHM)	`Mode` + ◄⊙► to select + `OK`
Change CHM and call forwarding	`Options` +Password+ `OK` + ◄⊙► +`Call handling`+ `Edit` + `Edit` + `OK`
Change automatic off-hook setting	`Options` +Password+ `OK` + ◄⊙► +`Auto off-hook`+ `Edit` + ◄⊙► + `OK`
Change time zone	`Options` +Password+ `OK` + ◄⊙► +`Time zone`+ `Edit` + ◄⊙► + `OK`
Log in or out of workgroup	`Options` +Password+ `OK` + ◄⊙► +`Agent state`+ `Edit` + ◄⊙► + `OK`

TROUBLESHOOTING

View phone information	🔇 + `4 GHI` `6 MNO` `3 DEF` `6 MNO` `#` (INFO#)
Reboot your phone	🔇 + `7 PQRS` `3 DEF` `7 PQRS` `3 DEF` `8 TUV` `#` (RESET#)

Note: For details about using the phone, see the *ShoreTel IP Phone 480/480g User Guide.*

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Handset with finger rest

Speaker

Display area

Programmable call appearance buttons
Eight custom buttons with tri-color LED indicators show active, incoming, and on-hold calls. They can also be configured as call keys, monitored extensions, or speed-dial keys.

Indicator LED
Flashing light alerts you to incoming calls and unheard voice messages.

Soft Keys
Context-sensitive, functions defined in display area.

Navigation key pad and selector button
Lets you select options in the interface.

Function Keys
Perform core telephony functions: Voicemail, Directory, History, Transfer, Conference, Hold

Audio Control Keys
Volume button controls handset, headset, speaker, and ring volume. Mute, Speaker, and Headset buttons illuminate when functions are active.

Dial pad

Microphone

Note: You can connect supported headsets to the IP Phone 480/480g via the headset jack on the back of the phone.

GUIDE TO LEDS

Your ShoreTel 480/480g IP phone provides color cues to help you determine call appearance status:

- Steady Green: Phone is in use (dialing or off hook)
- Blinking Green: Incoming call
- Blinking Orange: On hold or call parked
- Steady Orange: Extension's call handling mode set to Do Not Disturb
- Steady Red: Monitored extension is in use by other party (applies to BCA and Extension Monitor)

GUIDE TO STATUS ICONS

Main Display

	Unheard Voice Messages
	Missed Calls
	Logged in to Workgroup
	Logged in to Workgroup, in Wrap-Up
	Logged out of Workgroup
	Standard call-handling mode
	In a Meeting call-handling mode
	Out of Office call-handling mode
	Extended Absence call-handling mode
	Custom call-handling mode

Call Appearance

	Idle, On Hook
	Off Hook, Dialing
	Inactive / Do Not Disturb
	Incoming Call
	Connected Call
	Connected Conference Call
	On Hold Locally
	On Hold Remotely
	Speed Dial Extension
	Speed Dial Extension with DND
	Call is being recorded
	Whisper mute is active

Presence Icons
In Directory and History (details view), the following icons indicate a person's current phone status:

	Available
	Non-standard call-handling mode
	On hold or has a call parked
	Do not disturb
	On a Call

Monitored Extension

	Monitored extension
	Monitored extension, DND
	Unheard Messages
	Unheard Messages and DND
	Connected call and incoming call
	On a Call
	On a Conference Call
	Monitored extension in a connected call and call answered locally
	Monitored extension on hold and call answered locally
	Monitored extension in a connected call with a call on hold

Visual Voicemail

	Urgent
	Message
	Message with return receipt
	Private message
	Broadcast message
	Broadcast message with return receipt requested
	Private broadcast message
	Private broadcast message with return receipt requested
	Private message with return receipt requested