ShoreTel IP Phone 480/480g Quick Reference

PHONE OPERATION

Place Calls

Use the speakerphone or a headset



Use the Directory

Make a conference call

Make a call from History

Use the Intercom (through Directory)



Confer

Consult

Answer Calls

Answer a call

Lift handset or Answer or (4)) or

Send a call to voicemail



Divert an incoming call

+ Ext. + Transfer

Adjust volume of handset, headset, or speakerphone when off hook; adjust ringer volume when on hook



Answer call waiting (incoming call) Pick up a call for another extension Press green blinking call appearance button or **Answer**



Interact with Calls

Mute a call

Place a call on hold

or press call appearance button

Take a call off hold

or press orange blinking call appearance button

Transfer a call



Join calls

Join

Park a call on another extension

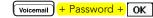
Park + Ext.

Unpark a call

Unpark | + Ext.

VOICEMAIL

Check visual voicemail



Log in to voicemail main menu

Call VM + Password + # Voicemail

Log in from another extension



EXTENSION ASSIGNMENT

Using Phone Interface

Assign ext. to Available Assign | + Ext. + Password + OK or Anonymous phone

Unassign extension Options + Password+ OK + + Unassign user + Unassign

Assign your ext. to an assigned phone

Options Assign + Ext. + Password + OK

Using Voicemail System

Change ext. assignment Call VM + # + Ext. + Password + # + 7 3 1 Voicemail

Unassign extension

Call VM + # + Ext. + Password + # + 7 3 2

CUSTOMIZE YOUR PHONE

Select a ringtone

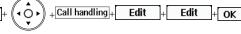


Change call handling mode (CHM)



Change CHM and call forwarding





Change automatic off-hook setting





Change time zone



Log in or out of workgroup





TROUBLESHOOTING

View phone information

+ 4 6 8 6 6 MNO # (INFO#)

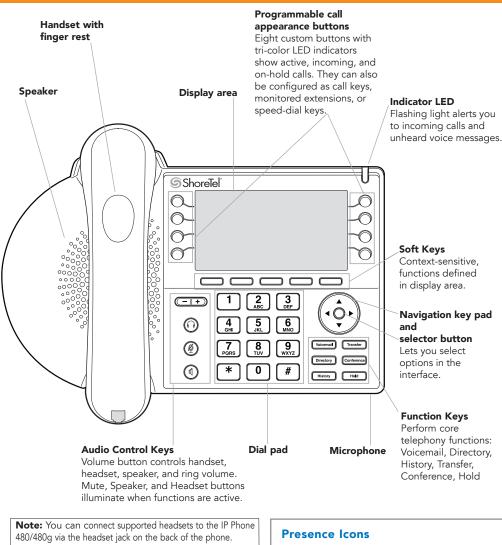
Reboot your phone



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



ShoreTel IP Phone 480/480g Quick Reference



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

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



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

Monitored Extension



Monitored extension



Monitored extension, DND



Unheard Messages



Unheard Messages and DND



Connected call and incoming 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 with return receipt





Broadcast message



Broadcast message with return receipt requested



Private broadcast message



Private broadcast message with return receipt requested



Private message with return

Do Not Disturb

GUIDE TO LEDS

Blinking Green: Incoming call

help you determine call appearance status:

ightharpoonup Blinking Orange: On hold or call parked

party (applies to BCA and Extension Monitor)

Your ShoreTel 480/480g IP phone provides color cues to

Steady Green: Phone is in use (dialing or off hook)

Steady Orange: Extension's call handling mode set to

• Steady Red: Monitored extension is in use by other