

ShoreTel IP Phone 480/480g Quick Reference

PHONE OPERATION

Place Calls

Use the speakerphone or a headset  or  + Ext.

Use the Directory

Directory +  to select + **Dial**

Make a conference call

Conference + Ext. + **Confer** or **Consult**

Make a call from History

History +  to select + **Dial**

Use the Intercom (through Directory)

Directory +  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** **3** **1** PQRS DEF

Unassign extension

Voicemail + **Call VM** + **#** + Ext. + Password + **#** + **7** **3** **2** PQRS DEF 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

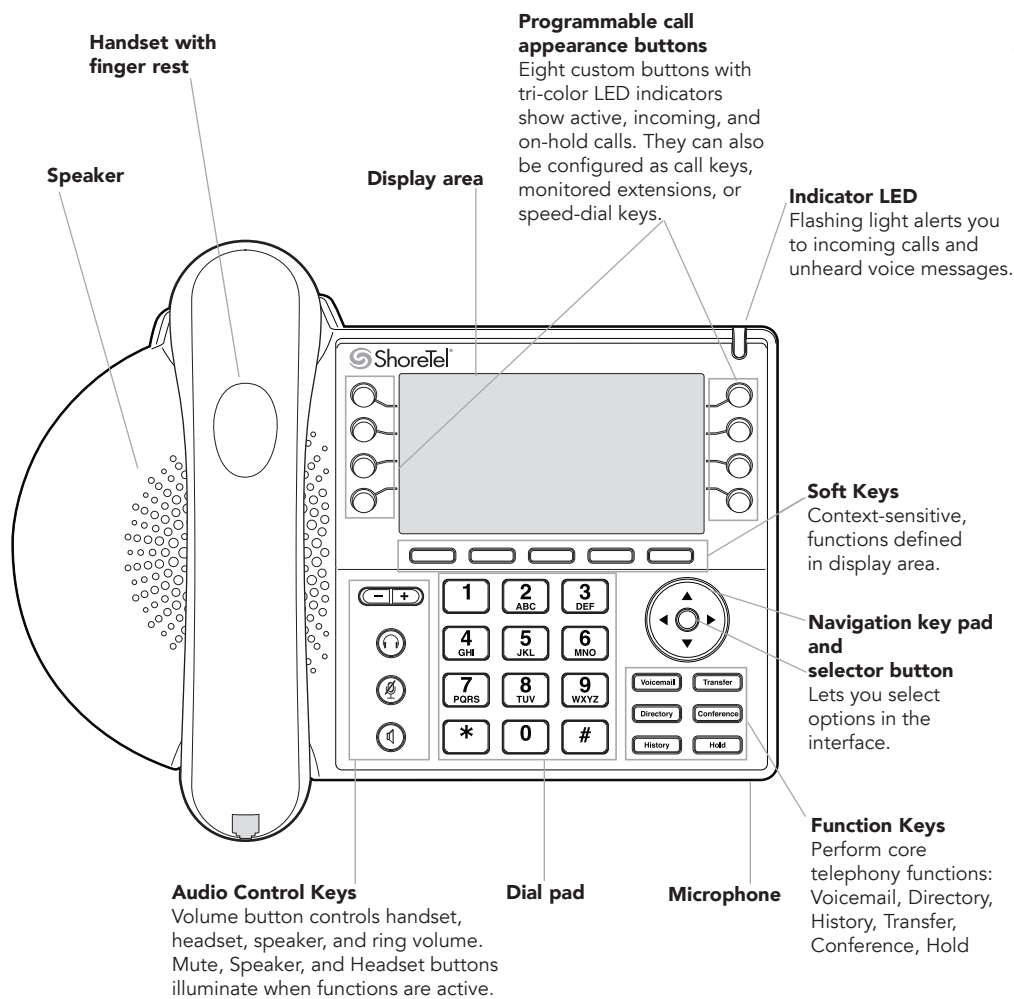
 + **4** **6** **3** **6** **#** (INFO#)

Reboot your phone

 + **7** **3** **7** **3** **8** **#** (RESET#)

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

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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)

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

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

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