

# ShoreTel IP Phone 480/480g Quick Reference

## PHONE OPERATION

### Place Calls

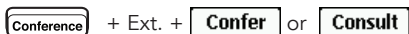
Use the speakerphone or a headset



Use the Directory



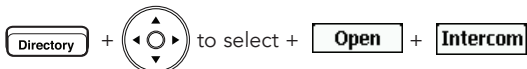
Make a conference call



Make a call from History

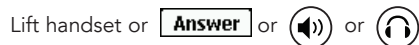


Use the Intercom (through Directory)



### Answer Calls

Answer a call



Send a call to voicemail



Divert an incoming call



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

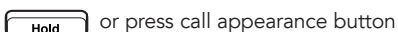


### Interact with Calls

Mute a call



Place a call on hold



Take a call off hold



Transfer a call



Join calls



Park a call on another extension

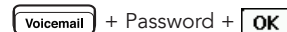


Unpark a call

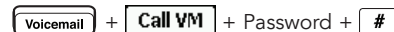


## VOICEMAIL

Check visual voicemail



Log in to voicemail main menu



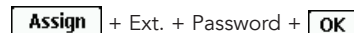
Log in from another extension



## EXTENSION ASSIGNMENT

### Using Phone Interface

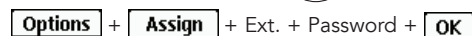
Assign ext. to Available or Anonymous phone



Unassign extension

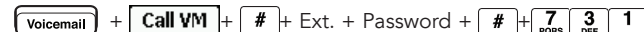


Assign your ext. to an assigned phone

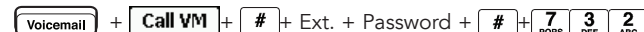


### Using Voicemail System

Change ext. assignment



Unassign extension



## CUSTOMIZE YOUR PHONE

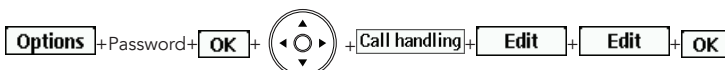
Select a ringtone



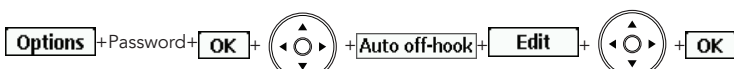
Change call handling mode (CHM)



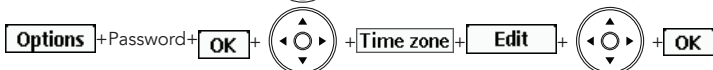
Change CHM and call forwarding



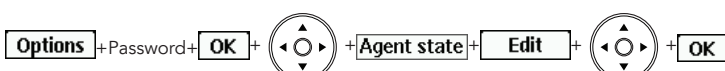
Change automatic off-hook setting



Change time zone

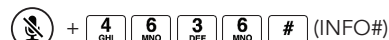


Log in or out of workgroup



## TROUBLESHOOTING

View phone information

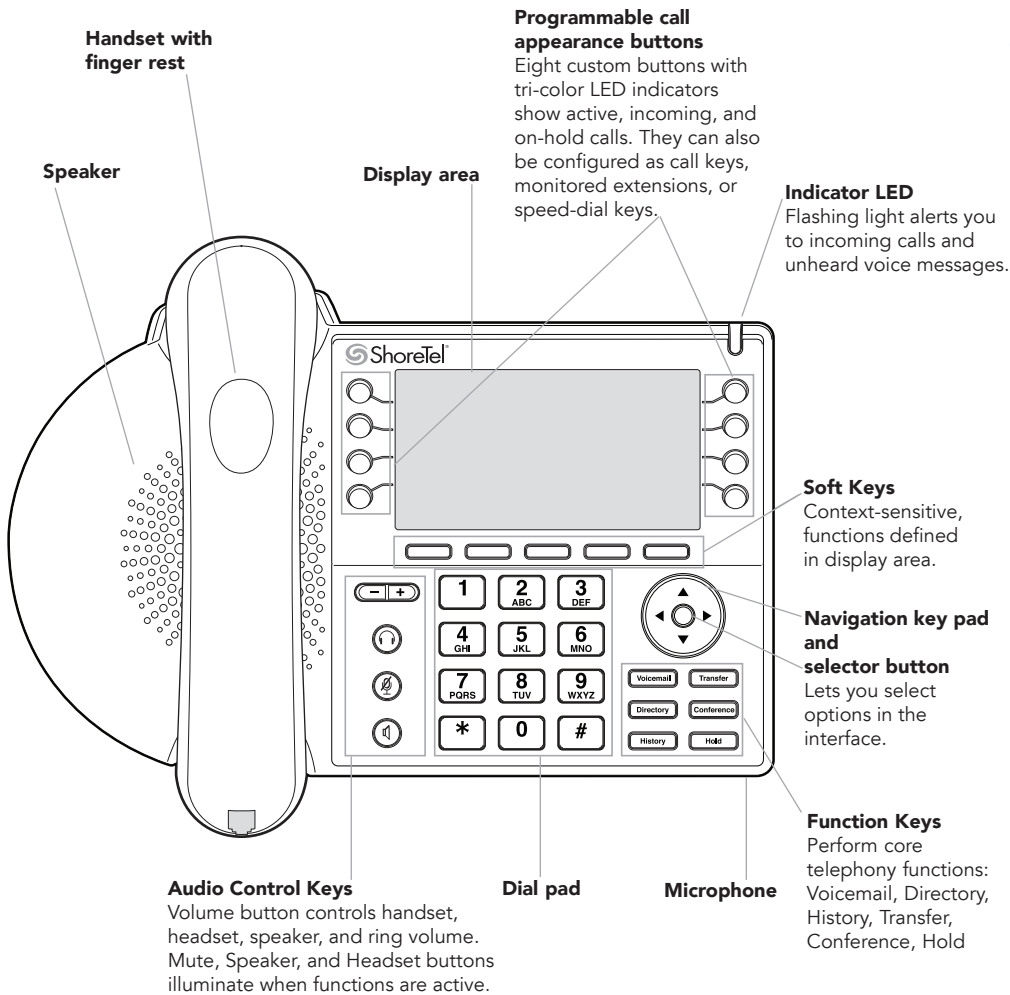


Reboot your phone



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

# ShoreTel IP Phone 480/480g Quick Reference



**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