

ShoreTel IP Phone 485g Quick Reference

PHONE OPERATION

Place Calls

Use the speakerphone or a headset  or  + Ext.

Use the Directory  +  to select + 

Make a conference call  + Ext. +  or 

Make a call from History  +  to select + 

Use the Intercom (through Directory)  +  to select +  + 

Answer Calls

Answer a call Lift handset or  or  or 

Send a call to voicemail  or 

Divert an incoming call  + Ext. + 

Adjust volume of handset, headset, or speakerphone  to select

Answer call waiting (incoming call) Press green blinking call appearance button or 

Pick up a call for another extension  + Ext.

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  + Ext. +  or 

Join calls 

Park a call on another extension  + Ext.

Unpark a call  + Ext.

VOICEMAIL

Check visual voicemail  + Password + 

Log in to voicemail main menu  +  + Password + 

Log in from another extension  +  +  + Ext. + Password + 

EXTENSION ASSIGNMENT

Using Phone Interface

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

Unassign extension  + Pwd. +  +  +  +  + 

Assign your ext. to an assigned phone  +  + Ext. + Password + 

Using Voicemail System

Change ext. assignment  +  +  + Ext. + Password +  +   

Unassign extension  +  +  + Ext. + Password +  +   

CUSTOMIZE YOUR PHONE

Select a ringtone  + Password +  +  +  +  +  + 

Change call handling mode (CHM)  +  to select + 

Change CHM and call forwarding  + Password +  +  +  +  +  + 

Change wallpaper  + Password +  +  +  +  +  + 

Change time zone  + Password +  +  +  +  +  + 

Log in or out of workgroup  + Password +  +  +  +  +  + 

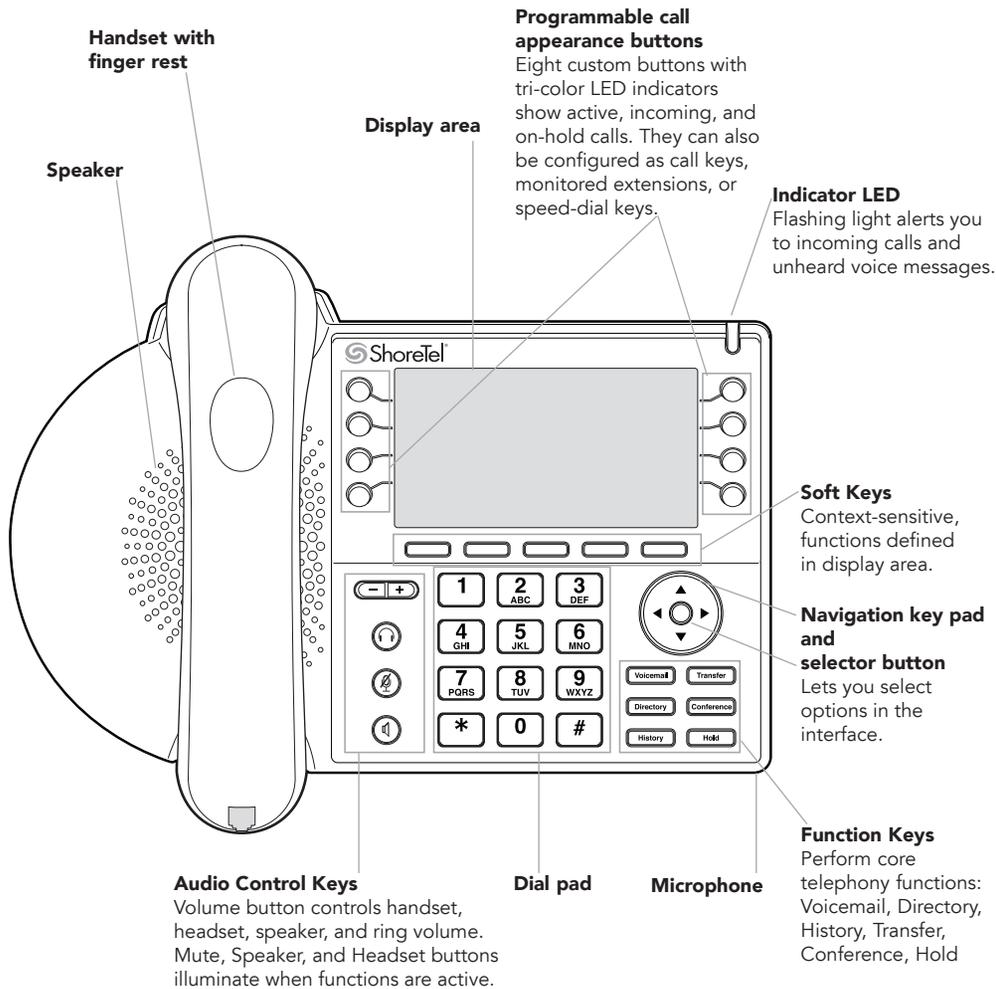
TROUBLESHOOTING

View phone information  +      (INFO#)

Reboot your phone  +       (RESET#)

Note: For details about using the phone, see the *ShoreTel IP Phone 485g User Guide*.

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Note: You can connect supported headsets to the IP Phone 485g via the headset jack on the back of the phone.

GUIDE TO LEDS

Your ShoreTel 485g 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 or phone in a No Service state. For BCA, the monitored extension is in use by another party but you can join the call
- Steady Red: Monitored extension is in use by other party (applies to BCA and Extension Monitor)

Presence Icons in Directory

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 and 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
- Private broadcast message
- Private broadcast message with return receipt
- Private message with return receipt