

ShoreTel IP Phone 480/480g 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  or 

Divert an incoming call  + Ext. + 

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 

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  + Password +  +  +  +  + 

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 automatic off-hook setting  + Password +  +  +  +  +  + 

Change time zone  + Password +  +  +  +  +  + 

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

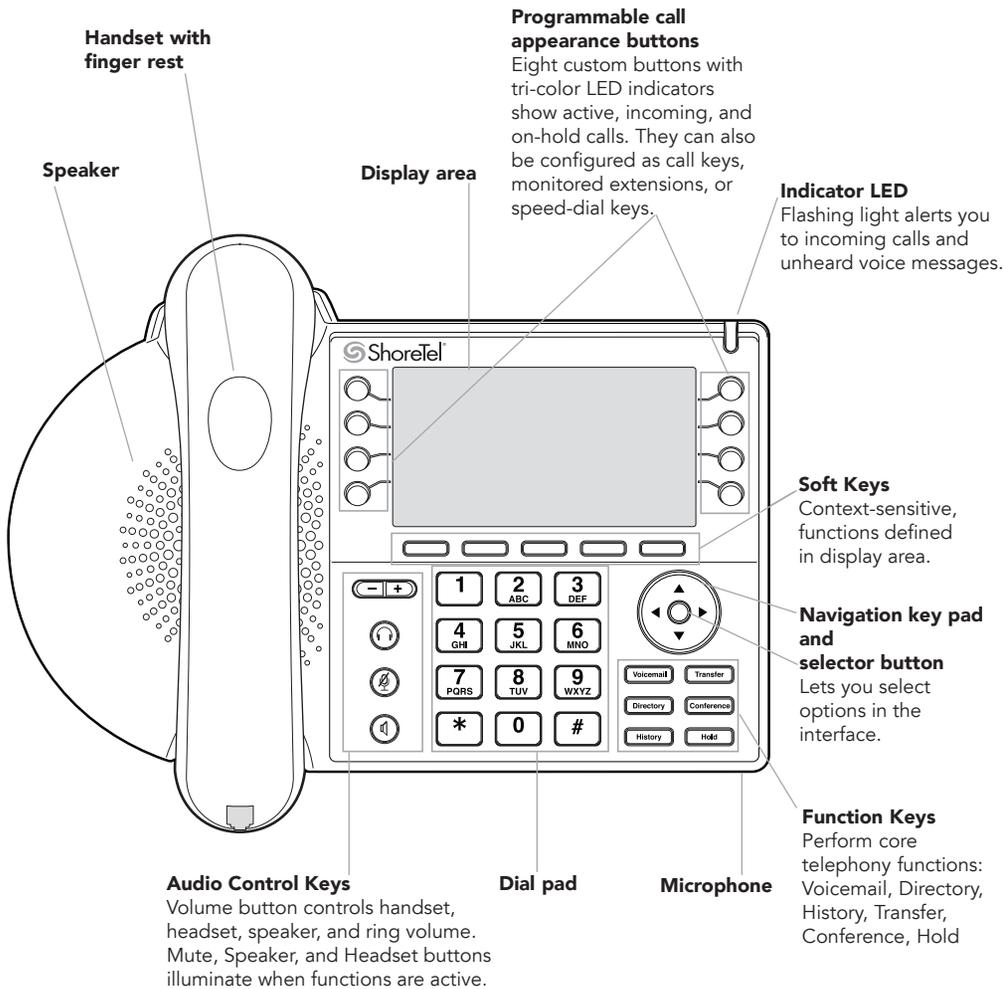
TROUBLESHOOTING

View phone information  +      (INFO#)

Reboot your phone  +       (RESET#)

Note: For details about using the phone, see the *ShoreTel IP Phone 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