



























# 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 (while on a 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

- Log in to voicemail main menu  + Password + 
- Log in to voicemail from another extension Dial your Ext. + Press \* during greeting + Password + 















## EXTENSION ASSIGNMENT

- Unassign user  +  +  +  + 
- Assign a phone number to a phone Phone number +  + Password + 

## CUSTOMIZE YOUR PHONE

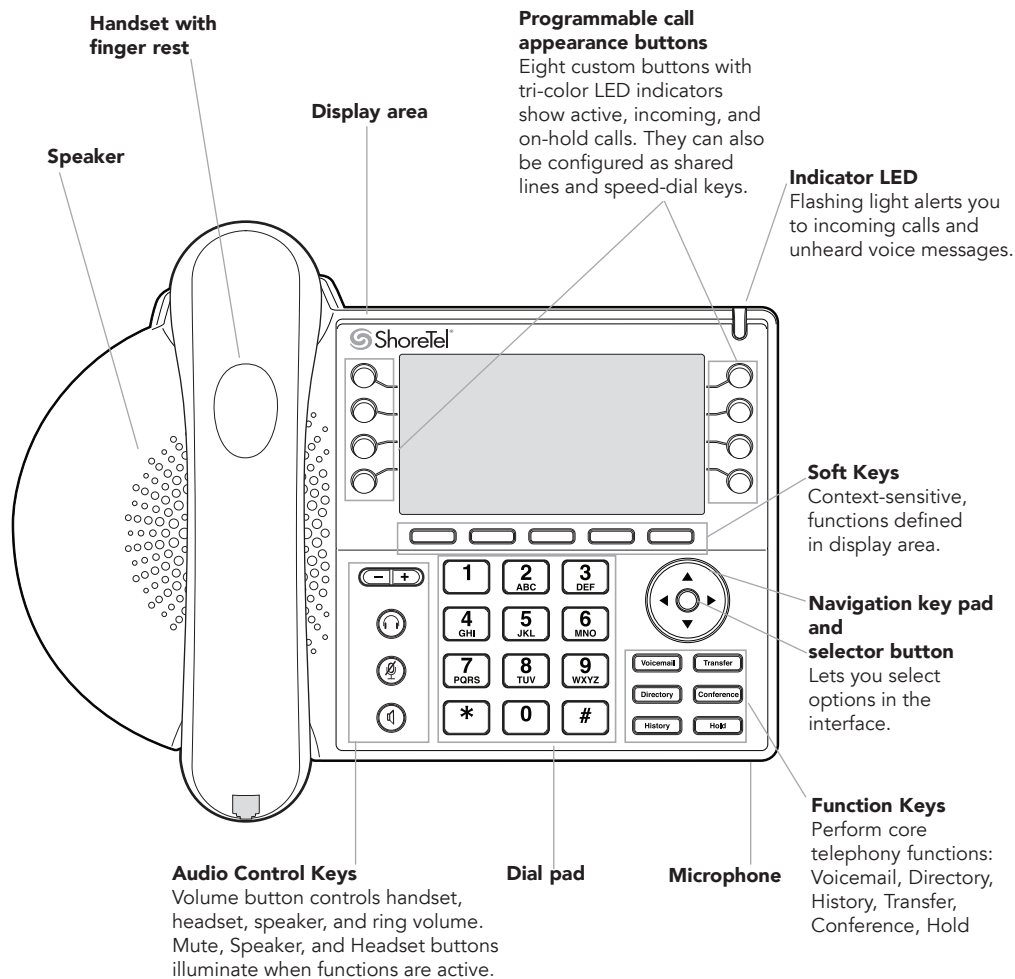
- Set do-not-disturb mode 
- Set call-forwarding options  +  +  +  +  +  +  + 
- Change automatic off-hook setting  +  +  +  +  +  + 
- Set headset type  +  +  +  +  +  + 
- Select a ringtone  +  +  +  +  +  + 
- Turn ringer on or off  +  +  +  +  + 
- Set handsfree mode  +  +  +  +  + 
- Change time zone  +  +  +  +  +  + 

## TROUBLESHOOTING

- View phone information  +      (INFO#)
- Reboot your phone  +       (RESET#)
- Call the Help Desk 

**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: The phone is in use (dialing or off hook).
- Blinking Green: Incoming call
- Blinking Orange: The call is on hold or parked.
- Steady Orange: The extensions's call mode is set to Do Not Disturb.
- Steady Red: The shared line is in use by the other party.

## GUIDE TO STATUS ICONS

### Main Display

- Unheard Voice Messages
- Missed Calls
- Standard Mode
- Do Not Disturb (DND) Mode

### Call Appearance

- Idle, On Hook
- Off Hook, Dialing
- Inactive / Do Not Disturb
- Incoming Call
- Connected Call
- Connected Conference Call
- On Hold
- Speed Dial Extension

### Shared Line

- Shared Line
- Incoming Call
- On a Call

### Call History

- Inbound Call
- Outgoing Call
- Missed Call