ShoreTel IP Phone 480/480g Quick Reference

PHONE OPERATION

Place Calls
Use the speakerphone or a headset  or + Ext.
Use the Directory
Make a conference call
Make a call from History
Use the Intercom (through Directory)

Answer Calls
Answer a call Lift handset or or
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) Press green blinking call appearance button or
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 + 4 5 3 6 # (INFO#)
Reboot your phone + 7 8 9 # (RESET#)

Note: For details about using the phone, see the ShoreTel IP Phone 480/480g User Guide.
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Programmable call appearance buttons
Eight custom buttons with tri-color LED indicators show active, incoming, and on-hold calls. They can also be configured as call keys, monitored extensions, or speed-dial keys.

Indicator LED
Flashing light alerts you to incoming calls and unheard voice messages.

Navigation key pad and selector button
Lets you select options in the interface.

Soft Keys
Context-sensitive, functions defined in display area.

Function Keys
Perform core telephony functions: Voicemail, Directory, History, Transfer, Conference, Hold

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

GUIDE TO LEDs

Audio Control Keys
Volume button controls handset, headset, speaker, and ring volume. Mute, Speaker, and Headset buttons illuminate when functions are active.

Speaker
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

Handset with finger rest

Dial pad

Microphone

Speaker

Handset with finger rest

Display area

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)

Note: You can connect supported headsets to the IP Phone 480/480g via the headset jack on the back of the phone.

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