ShoreTel IP Phone 420 Quick Reference

PHONE OPERATION

Place calls

Use the handset, the speakerphone, or a headset	Lift handset or press or + Ext.
Make a blind conference call	Conference + Ext. + Conference
Make a consultative conference call	Conference + Ext. + wait + to select +
Use the Directory	Directory + to select +
Dial from History	History + to select +

Note: To close Directory or History, press that key again.

Answer calls

Answer a call	Lift handset or press or
Answer call waiting (incoming call)	Press blinking call appearance button
Answer an off-screen incoming call	Press while offscreen call is displayed

Interact with calls

Adjust volume of handset, headset, or speakerphone when off hook; adjust ringer volume when on hook	to select
Mute a call	
Place a call on or off hold	Hold
Transfer a call (blind)	Transfer + Ext. + hang up or Transfer
Transfer a call (with a consultation)	Transfer + Ext. + wait + to select +
Divert an incoming call to Voicemail	Voicemail or #
Adjust the display contrast	Press and hold + or

VOICEMAIL

Log in to Voicemail Main Menu	Voicemail + Password + #
Log in from another extension	Voicemail + # + Ext. + Password + #

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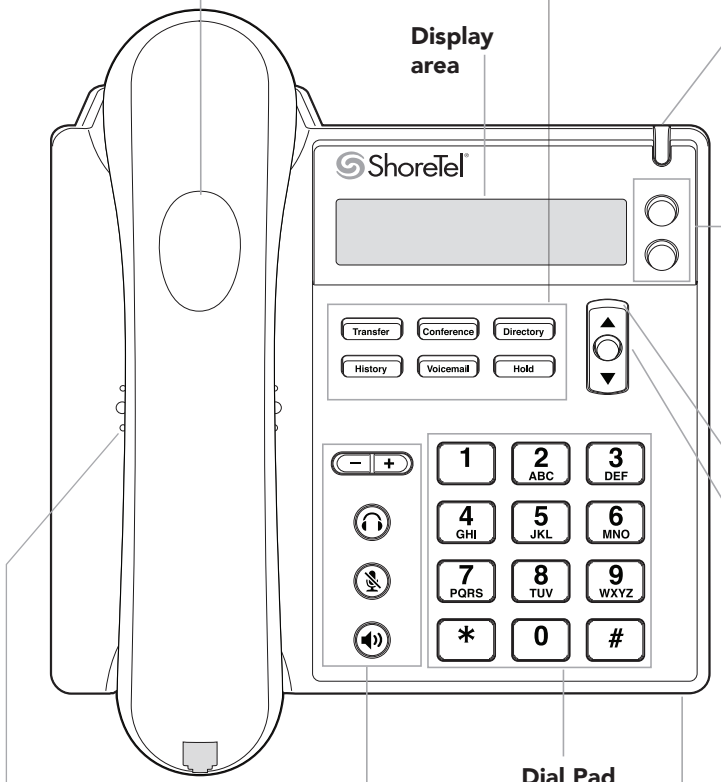


Handset with finger rest

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

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

Display area

Call appearance buttons
Indicate active, incoming, or on-hold calls

Navigation key pad and selector button
Select options in the interface

Dial Pad

Microphone

Speaker
Delivers high-quality sound

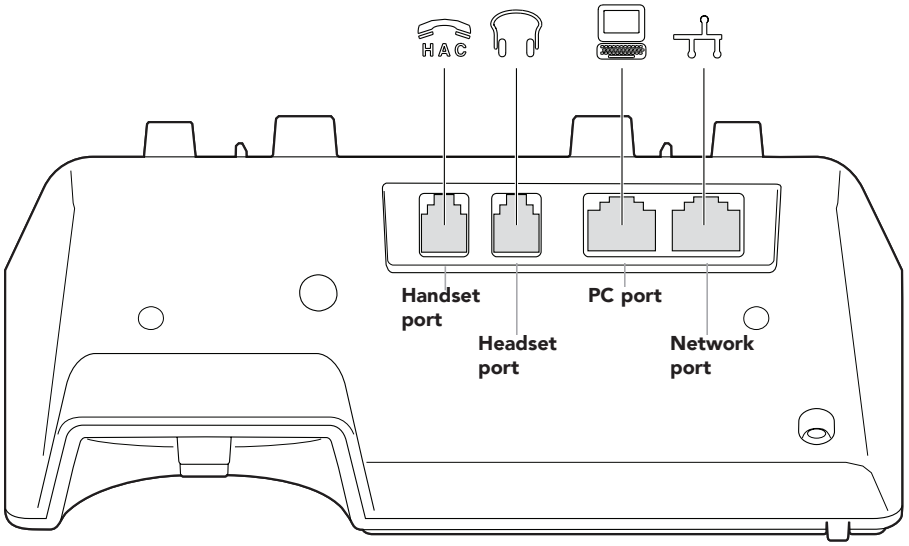
Audio Control Keys
Volume buttons control handset, speaker, and ring volume. Headset, Mute, and Speaker buttons illuminate when functions are active.

GUIDE TO LEDS

Your ShoreTel IP Phone 420 provides visual cues about its operational status:

- Steady Green: Phone is in use (dialing or off hook)
- Blinking Green (Fast): Call on hold or call parked
- Blinking Green (Slow): Incoming call

PORTS ON THE PHONE



STATUS ICONS

The following icons are displayed on the phone to indicate operational status:

- Off-screen call (on main display)
- Voicemail message indicator (on main display)
- Secure call
- Missed call (on main display and in History)
- Inbound call (in History)
- Outbound call (in History)
- Transferred call (in History)
- Workgroup Agent logged in
- Workgroup Agent logged out
- Workgroup Agent wrap up

PN 800-1763-01

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