ShoreTel IP Phone 480/480g Quick Reference

PHONE OPERATION

Place Calls

Use the speakerphone or a headset	or + Ext.
Use the Directory	Directory + to select + Dial
Make a conference call	Conference + Ext. + Confer or Consult
Make a call from History	History + to select + Dial
Use the Intercom (through Directory)	Directory + to select + Open + Intercom

Answer Calls

Answer a call	Lift handset or Answer or or
Send a call to voicemail	Voicemail or To VM or #
Divert an incoming call	Transfer + Ext. + Transfer
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 Answer
Pick up a call for another extension	Pickup + Ext.

Interact with Calls

Mute a call	
Place a call on hold	Hold or press call appearance button
Take a call off hold	Hold or press orange blinking call appearance button
Transfer a call	Transfer + Ext. + Transfer or Consult
Join calls	Join
Park a call on another extension	Park + Ext.
Unpark a call	Unpark + Ext.

VOICEMAIL

Check visual voicemail	Voicemail + Password + OK
Log in to voicemail main menu	Voicemail + Call VM + Password + #
Log in from another extension	Voicemail + Call VM + # + Ext.+ Password + #

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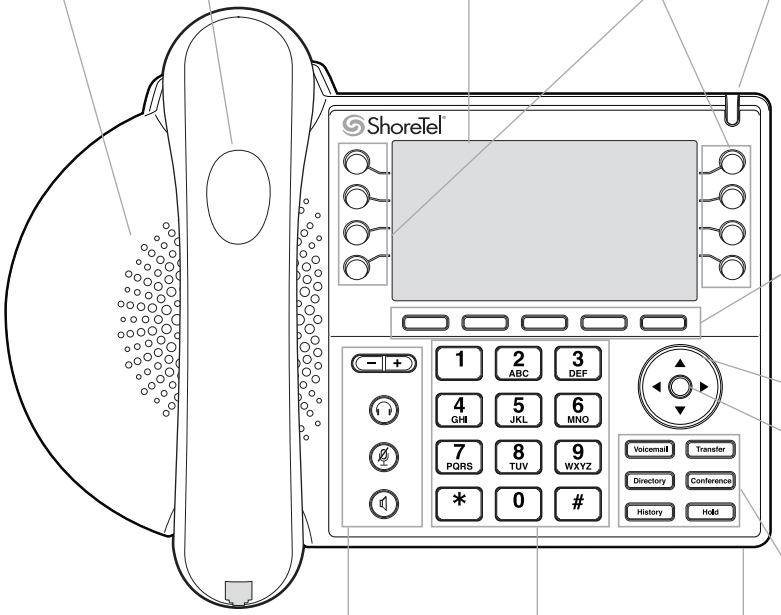

Handset with finger rest

Speaker

Display area

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.

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

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

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

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

Dial pad

Microphone

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

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