

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

+ Ext. +

Make a consultative conference call

+ Ext. + wait + to select +

Use the Directory

+ to select +

Dial from 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

Transfer a call (blind)

+ Ext. + hang up or

Transfer a call (with a consultation)

+ Ext. + wait + to select +

Divert an incoming call to Voicemail

or

Adjust the display contrast

Press and hold + or

VOICEMAIL

Log in to Voicemail Main Menu

+ Password +

Log in from another extension

+ + Ext. + Password +

Log in or out of workgroup

+ Password + + + + + or

Change Call Handling Mode

+ Password + + +

Change extension assignment

+ Password + + + +

Unassign extension assignment

+ Password + + + +

Assign extension to external number

+ Password + + + +

OFFICE ANYWHERE CODES

Transfer a call

+ destination +

Conference a call

+ destination +

Hold a call

Hang up

Access other star codes

+ (star code from below)

QUICK REFERENCE OF COMMON STAR CODES

Park a call

+ Ext.

Unpark a call

+ Ext.

Pick up a remote extension

+ Ext.

Pick up the night bell

Use the intercom

+ Ext.

Barge in

+ Ext.

Silent monitor

+ Ext.

Toggle hunt group status

+ Hunt Group's Ext.

Whisper page

+ Ext.

Silent coach

TROUBLESHOOTING

View phone information

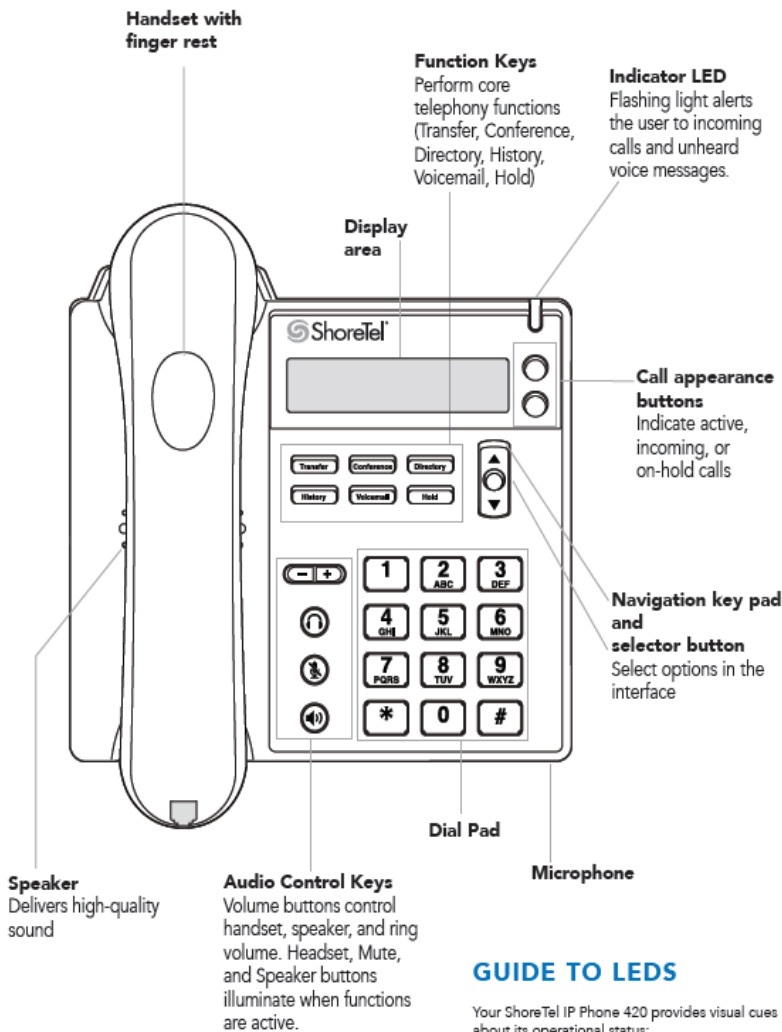
+ + + + + (INFO#)

Reboot your phone

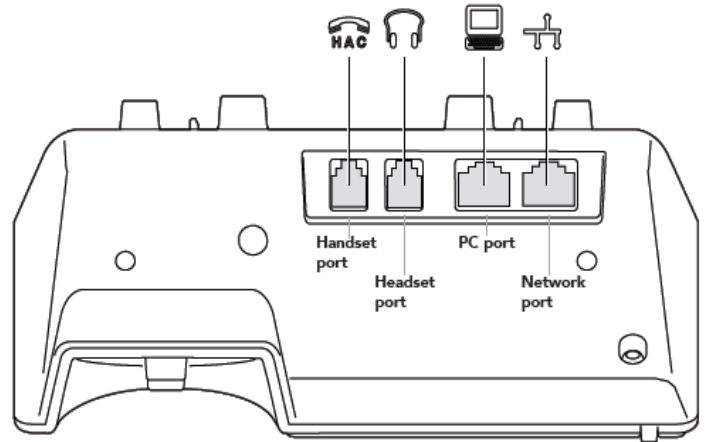
+ + + + + + (RESET#)

Note: For details about using the phone, see the ShoreTel IP Phone 420 User Guide.

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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

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

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How to setup Voicemail greeting on (new) ShoreTel 420 phone:

1. Press the Voicemail button
2. Enter current password (1234) followed by #
3. Press 7
4. Press 1
5. Record your voicemail greeting, and press # when finished.

How to setup Name:

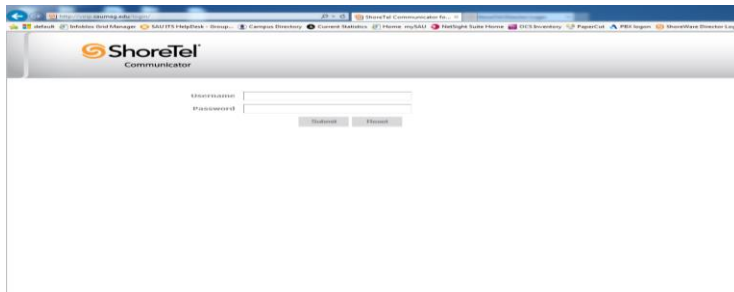
1. Press the Voicemail button
2. Enter current password (1234) followed by #
3. Press 7
4. Press 6
5. Record name, then press #.

How to change Call Handling mode:

1. Press the Voicemail button
2. Enter current password (1234) followed by #
3. Press 7
4. Press 2
5. Press number for desired mode.

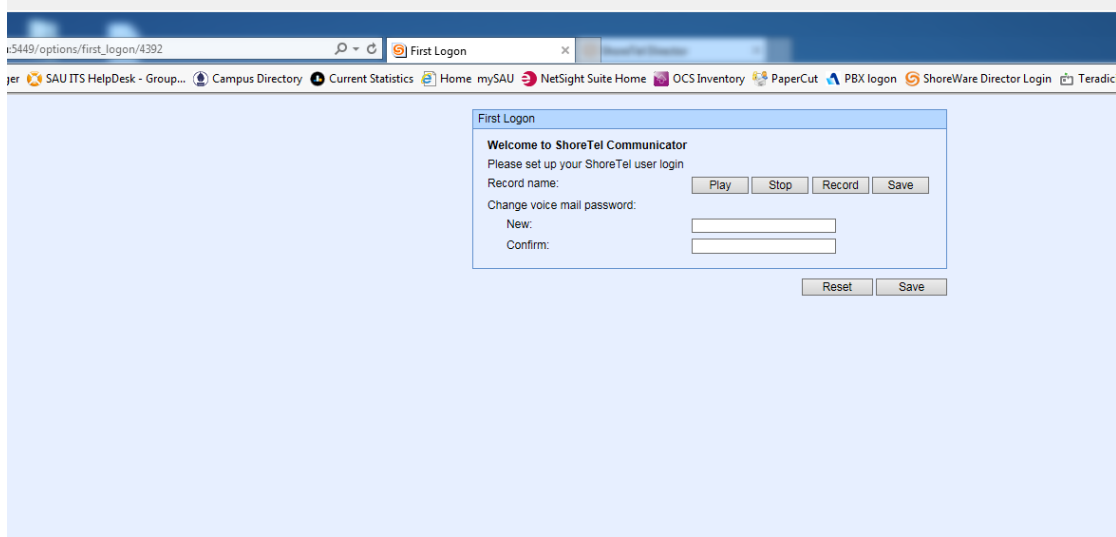
How to setup Voicemail using Website

1. You will need to go to voip.saumag.edu/login

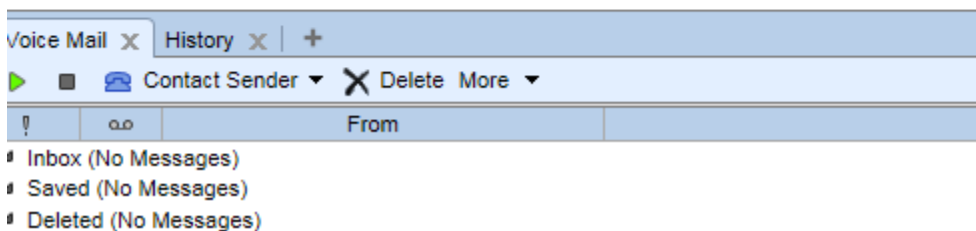
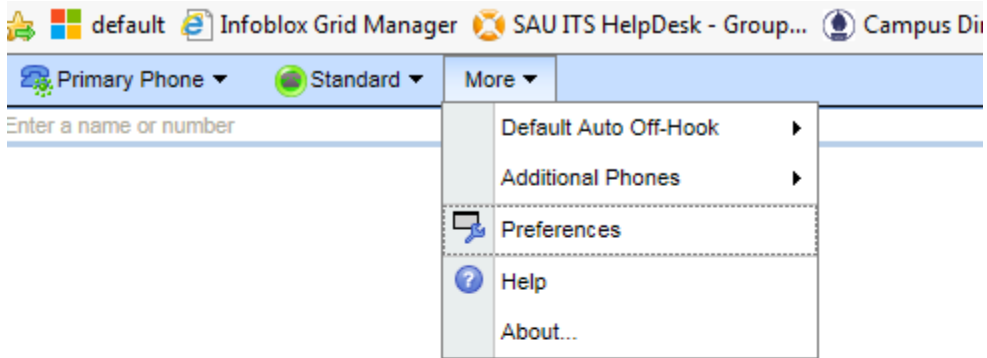


2. Your Username is what you are using to login to your computer/email
3. The password is: **changeme**.

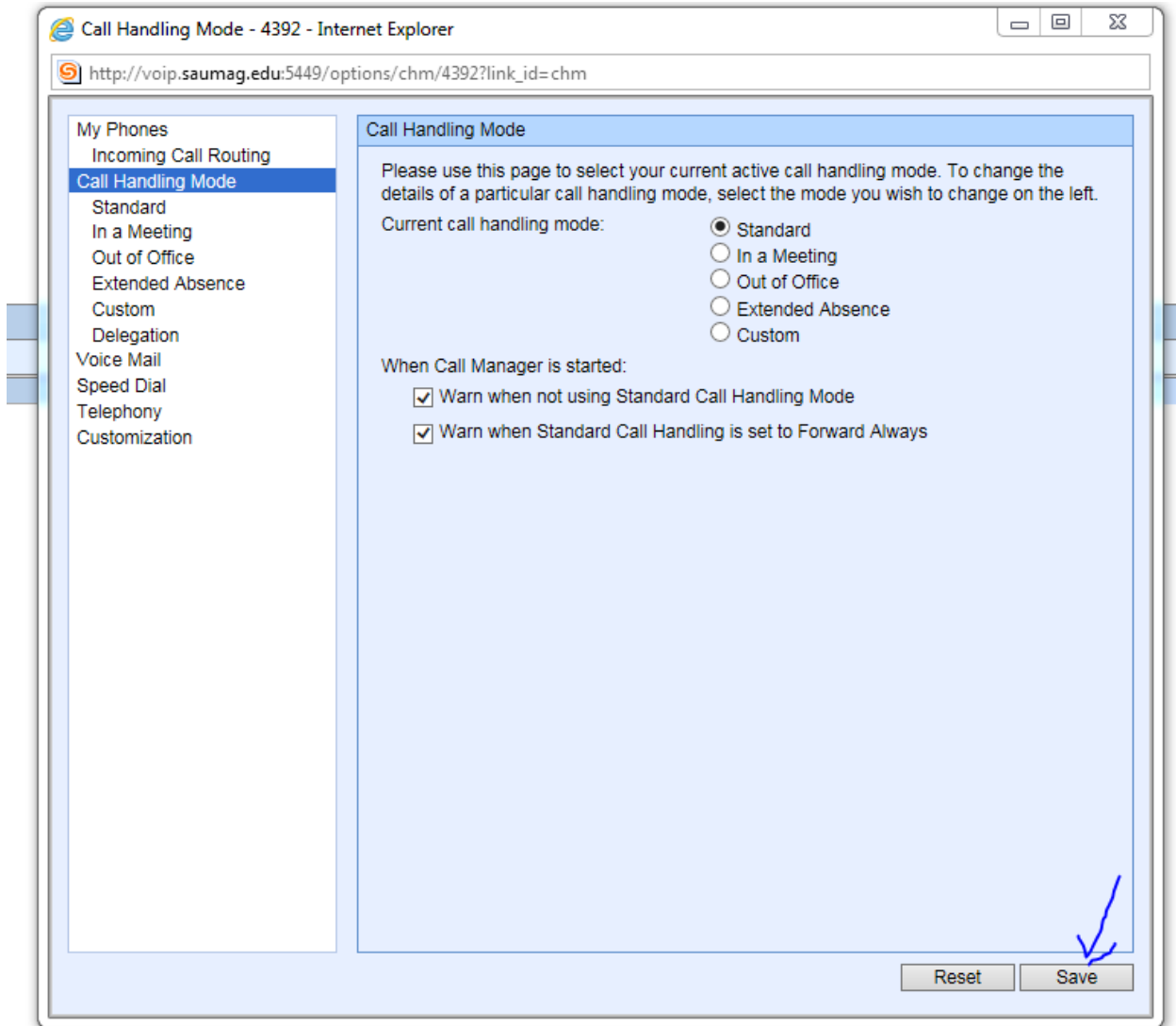
4. Next screen has you change your voicemail password and allows you to record a name



5. After saving new password for voicemail you will be given a new screen where you need to click the more option and then preferences



6. To change modes click on Call Handling Mode and select which mode you want to use and click save at the bottom



- To record your greeting choose one of the 5 options: Standard, In a Meeting, Out of Office, Extended Absence, and Custom. Click the record button to record greeting and then click save.

Call Handling Mode Settings - 4392, Standard - Internet Explorer

http://voip.saumag.edu:5449/options/chm_settings/4392/1?link_id=standard

My Phones
Incoming Call Routing
Call Handling Mode
Standard
In a Meeting
Out of Office
Extended Absence
Custom
Delegation
Voice Mail
Speed Dial
Telephony
Customization

Standard

Record Greeting:

Forward Calls: Always
 When no answer or busy
 Never

Forwarding destination:

Always:

Busy:

No Answer:

Do not record voice messages, only play greeting

Forward after (1-20) rings:

When caller press "0", transfer to:

Scheduled mode change:

Voice mail escalation profile:

Call Handling Note: