



# 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  + 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

Check visual voicemail  + Password + 







Log in to voicemail main menu  +  + Password + 


Log in from another extension  +  +  + Ext. + Password + 

## EXTENSION ASSIGNMENT

### Using Phone Interface

Assign ext. to Available or Anonymous phone  + Ext. + Password + 

Unassign extension  + Password +  +  +  +  + 








Assign your ext. to an assigned phone  +  + Ext. + Password + 

### Using Voicemail System








Change ext. assignment  +  +  + Ext. + Password +  +  +  + 








Unassign extension  +  +  + Ext. + Password +  +  +  + 







## CUSTOMIZE YOUR PHONE








Select a ringtone  + Password +  +  +  +  +  + 

Change call handling mode (CHM)  +  to select + 

Change CHM and call forwarding  + Password +  +  +  +  +  + 








Change automatic off-hook setting  + Password +  +  +  +  +  + 

Change time zone  + Password +  +  +  +  +  + 

Log in or out of workgroup  + Password +  +  +  +  +  + 

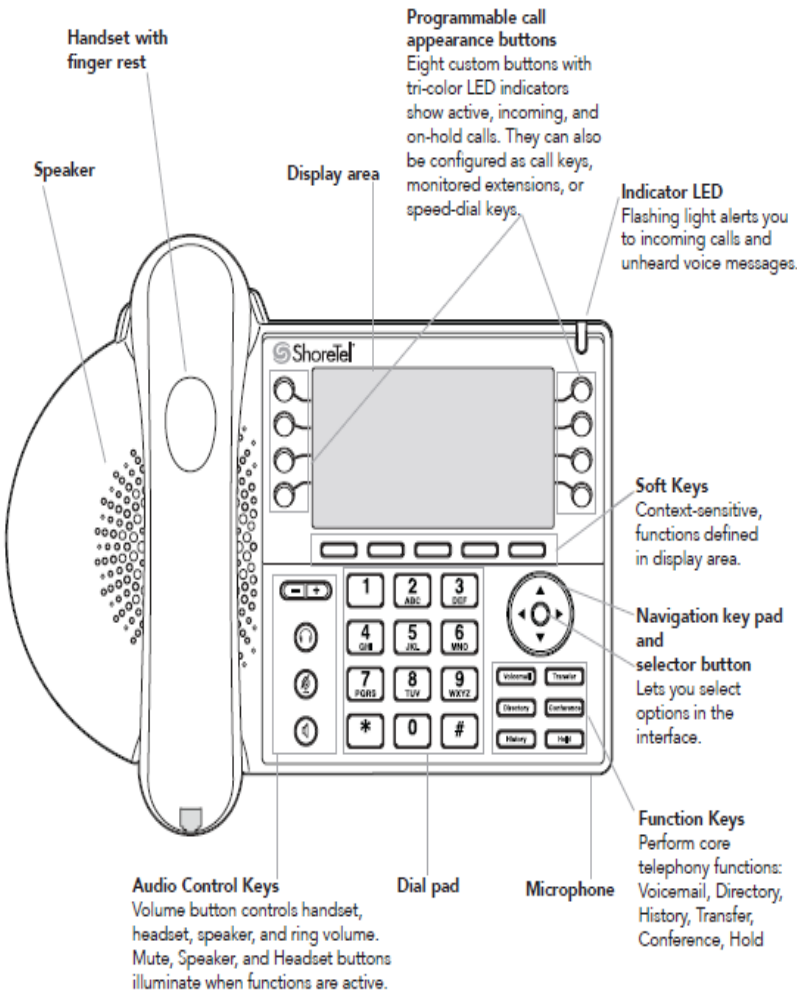
## TROUBLESHOOTING

View phone information  +  +  +  +  +  (INFO#)

Reboot your phone  +  +  +  +  +  +  (RESET#)

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: 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

## How to Setup Voicemail on **Shortel 480** (has big screen with 4 buttons on each side)

1. Click voicemail button
2. Type in voicemail password (default password is **1234**)
3. Click Ok (the 5<sup>th</sup> button from the left)
4. Click More (4<sup>th</sup> button from the left) and click More again
5. Click Call VM (3<sup>rd</sup> button from the left)
6. Enter current password (1234) followed by #
7. Press 7
8. Press 1
9. Record your voicemail greeting, and press # when finished.

## How to setup Name:

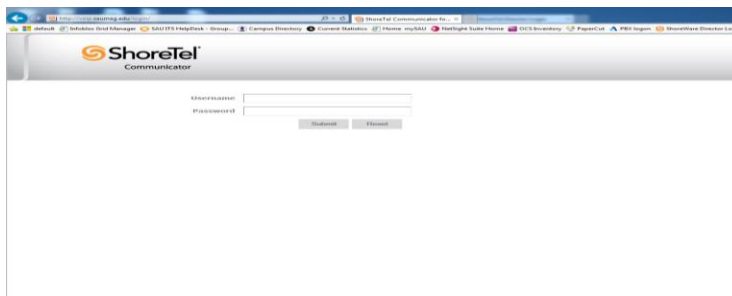
1. Press the Voicemail button
2. Enter current password (1234) followed by #
3. Press 7
4. Press 6
5. Record name, then press #.

## How to change Call Handling mode:

1. Press the Mode button (4<sup>th</sup> button over)
2. Select Mode
3. Press OK

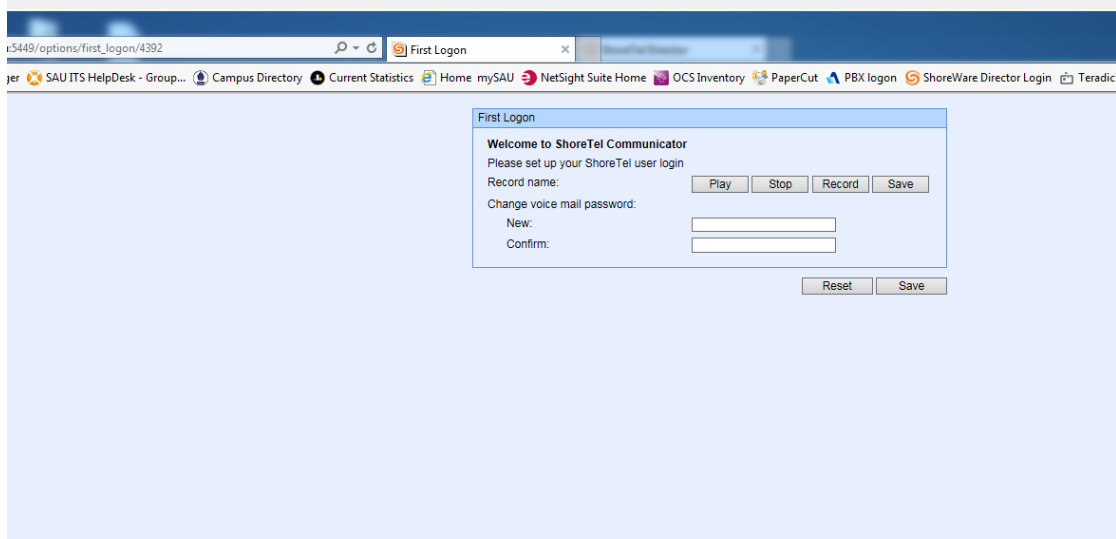
## How to setup Voicemail using Website

1. You will need to go to [voip.saumag.edu/login](http://voip.saumag.edu/login)

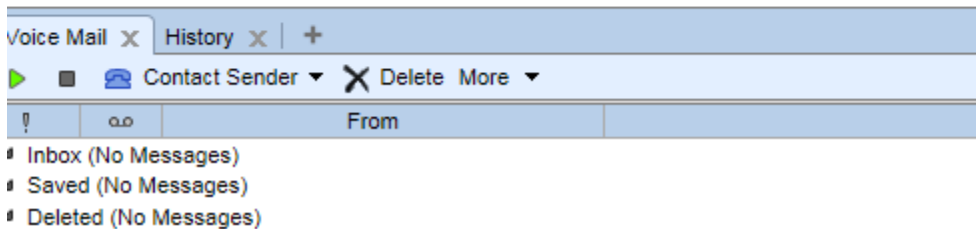
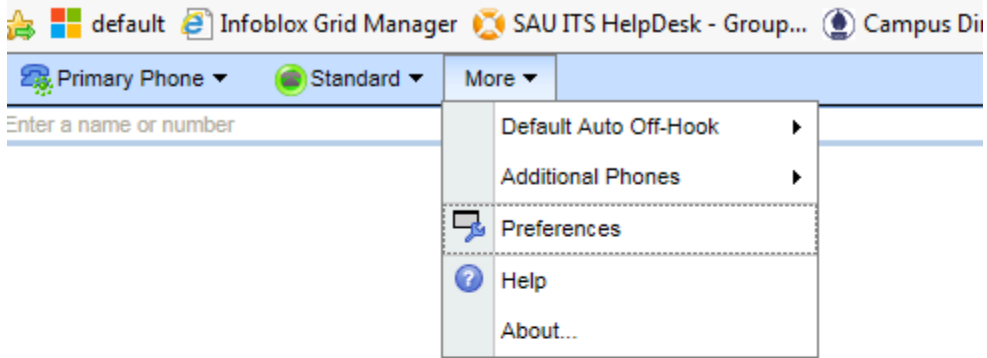


2. Your Username is what you are using to login to your computer/email
3. The password is: **changeme**.

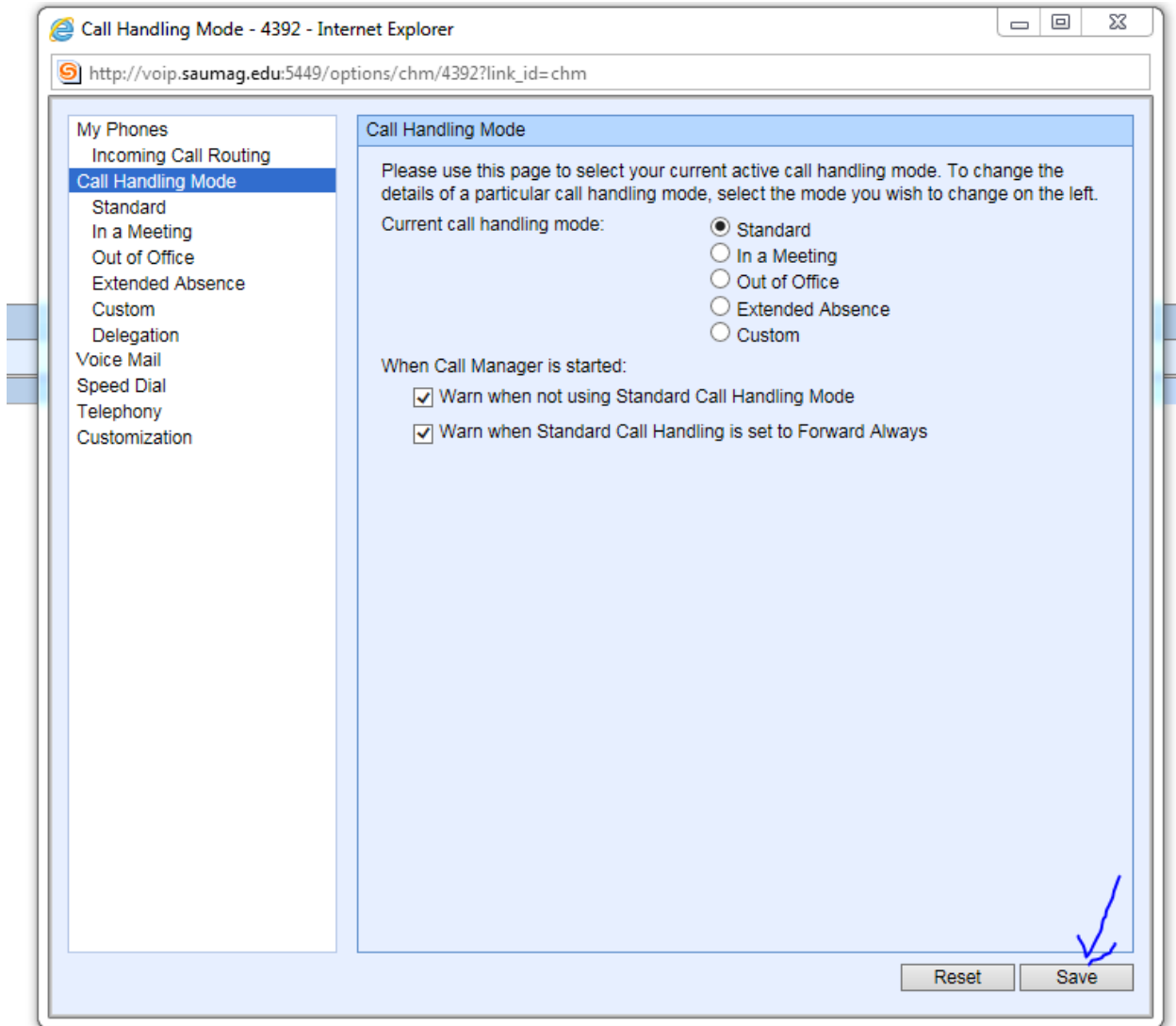
4. Next screen has you change your voicemail password and allows you to record a name



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: