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`
Merge calls into a conference call	`Merge`
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 + `#`

EXTENSION ASSIGNMENT

Using Phone Interface

Assign ext. to Available or Anonymous phone	`Assign` + Ext. + Password + `OK`
Unassign extension	`Options` +Password+ `OK` + ◄○► + `− +` + `Unassign` + `Unassign`
Assign your ext. to an assigned phone	`Options` + `Assign` + Ext.+Password + `OK`

Using Voicemail System

Change ext. assignment	`Voicemail` + `Call VM` + `#` +Ext.+Password+ `#` + `7 PQRS` `3 DEF` `1`
Unassign extension	`Voicemail` + `Call VM` + `#` +Ext.+Password+ `#` + `7 PQRS` `3 DEF` `2 ABC`

CUSTOMIZE YOUR PHONE

Select a ringtone	`Options` +Password+ `OK` + ◄○► + `Ringtone` + `Edit` + ◄○► + `OK`
Change availability state	`State` + ◄○► to select + `OK`
Change avail. state and call forwarding	`Options` +Password+ `OK` + ◄○► + `Availability` + `Edit` + `Edit` + `OK`
Change automatic off-hook setting	`Options` +Password+ `OK` + ◄○► + `Auto off-hook` + `Edit` + ◄○► + `OK`
Change time zone	`Options` +Password+ `OK` + ◄○► + `Time zone` + `Edit` + ◄○► + `OK`
Log in or out of workgroup	`Options` +Password+ `OK` + ◄○► + `Agent state` + `Edit` + ◄○► + `OK`

TROUBLESHOOTING

View phone information	🔇 + `4 GHI` `6 MNO` `3 DEF` `6 MNO` `#` (INFO#)
Reboot your phone	🔇 + `7 PQRS` `3 DEF` `7 PQRS` `3 DEF` `8 TUV` `#` (RESET#)

Note: For details about using the phone, see the *ShoreTel IP Phone 480/480g User Guide*.

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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 availability state set to Do Not Disturb
- 🔴 Steady Red: Monitored extension is in use by other party (applies to BCA and Extension Monitor)

GUIDE TO STATUS ICONS

Main Display

Icon	Description
	Unheard Voice Messages
	Missed Calls
	Logged in to Workgroup
	Logged in to Workgroup, in Wrap-Up
	Logged out of Workgroup
	Available
	In a Meeting or Do not Disturb
	Out of Office
	Vacation
	Custom

Call Appearance

Icon	Description
	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

Presence Icons

In Directory and History (details view), the following icons indicate a person's current phone status:

Icon	Description
	Available
	Custom availability state
	On hold or has a call parked
	Do not disturb
	On a Call

Monitored Extension

Icon	Description
	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

Icon	Description
!	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

VOICE MAIL OPERATIONS

Use these instructions to check your voice mail and manage your messages.

New Voice Mail Indicators

Your voice mailbox contains unplayed messages if either of the following are true:

- You hear a stutter tone on the handset.
- The phone's message-waiting light flashes.

Checking Voice Mail

To check voice mail from your extension

1 Press the **Voicemail** button or lift the handset and press **#**.
2 At the prompt, use the dial pad to enter your password. (If you have not been assigned a password, use the default password, **1234**.)
3 Press **#**.

NOTE If you are logging in for the first time, the system prompts you for a new password and asks you to record your name.

To check voice mail from another extension

1 Press **#** twice.
2 Enter your extension.
3 Enter your password.
4 Press **#**.

To check voice mail from an external phone

1 Dial your voice mail access number.
2 Enter your extension.
3 Enter your password.
4 Press **#**.

Listening to Messages

At the Main Menu prompt, press **1**. The voice mail system first plays any urgent messages, and then it plays newly arrived messages.

The system provides the delivery date and time for each message. (You can disable this feature from the Mailbox Options menu.)

Managing Messages

After listening to a message, you can replay it, send a reply to the person who left the message, forward it to someone else, replay the date and time information, save it, or delete it.

To replay all of your saved messages

- Press **3** at the Main Menu prompt.

As a safeguard against accidental erasures, the system retains deleted messages for a few hours.

To listen to your deleted messages

1 Press **7** at the Main Menu prompt.
2 Press **7**.

The voice mail system plays all the deleted messages still available to the system. During playback, you can manage deleted messages as if they were newly arrived messages.

To restore a deleted message

- Press **2**.

To send a recorded message from voice mail

After recording a message, voice mail asks you to supply an address.

1 Address the message to individual recipients by entering their extension numbers.
2 Specify groups of recipients by entering a distribution list number.

To identify a recipient by name, specify a personal distribution list, or broadcast to all extensions, press **0** and follow the prompts.

To mark a message as urgent

- After addressing the message and confirming the addressee(s), press **1**.

To forward the message you're reviewing

1 Press **4** and follow the recorded prompts.

To reply to the message you're reviewing

1 Press **5** and follow the recorded prompts.
2 Press **1** to reply with a voice mail, press **2** to reply with a call back, or press **3** to reply to all with a voice message.

Changing Mailbox Options

Personalize your voice mail by changing your name, password, or personal greeting.

To change personal settings from the Main Menu, press **7** and follow the recorded prompts.

Enabling Office Anywhere

If you have the proper permission, you can assign your extension to any phone on the system.

1 Log in to voice mail from the target phone– an extension other than your own.
2 At the Main Menu prompt, press **7**.
3 Press **3** to re-assign the extension.
   - Press **1** to assign the extension.
   - Press **2** to un-assign the extension. (The phone reverts to its original extension.)

Setting Availability State and Forwarding

Use the ShoreTel Connect client to configure the availability states with different call-forwarding destinations and personal greetings.

You can set one of six distinct availability states for your extension. When you record a personal greeting, it is linked to the active availability state.

To enable a particular availability state:

- Press **7** at the Main Menu prompt.
- Press **2**, and then follow the prompts.

Changing Notification Options

To select a notification profile for the Escalation Notification feature:

- Press **7** at the Main Menu prompt.
- Press **9** for additional mailbox options.
- Press **2**, and then follow the prompts.

NOTE You must have notification profiles previously configured before a notification profile can be activated.

Enabling FindMe

To enable or disable FindMe Forwarding so that callers can forward their calls to your destination:

- Press **7** at the Main Menu prompt.
- Press **9** for additional mailbox options.
- Press **5**, and then follow the prompts.

NOTE You must have permission to use FindMe Forwarding.

LEAVING A MESSAGE

(Voice mail options when in mailbox)

Troubleshooting

If the number of messages in your mailbox exceeds the limit, the system notifies callers that your mailbox is full and unable to accept new messages. (Recently deleted messages remain in the mailbox and are included in the total count.)

If your mailbox is full, first purge any backlog of deleted messages.

To purge deleted messages

1 At the Main Menu prompt, press **7**.
2 Press **8** to remove deleted messages.
3 Press **1** to confirm deletion or * to cancel.

Leave Message

When dialing into a ShoreTel system, if the person you are trying to reach does not answer, your call will be sent to a mailbox and you will hear a standard greeting. You can select from the following options:

Bypass greeting
0 Transfer to assistant
1 Forward to recipient's FindMe destination
9 Transfer to Auto-Attendant

Message Recording

If you choose to leave a recorded message, the following options are available after recording your message:

Message options
* Re-record
0 Send message, transfer to assistant
1 Send message, forward to recipient's FindMe destination
9 Send message, transfer to Auto-Attendant

NOTE Hanging up sends the message.

Message Options

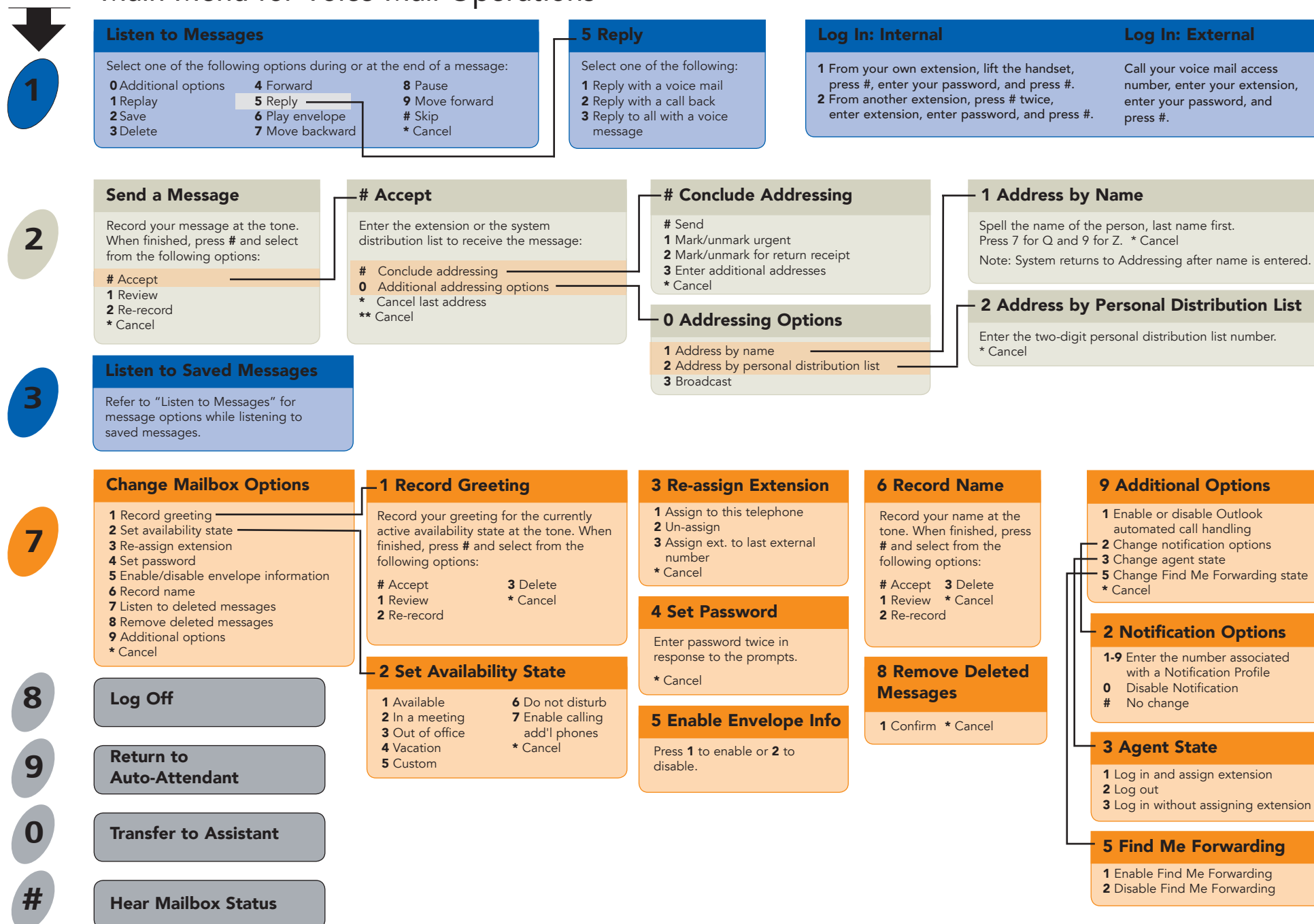When leaving a message, select from the following options:

Send message
* Cancel
1 Review
2 Re-record
3 Mark/unmark urgent
0 Send message, transfer to assistant
9 Send message, transfer to Auto-Attendant

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PRESS

Main Menu for Voice Mail Operations

1

Listen to Messages

Select one of the following options during or at the end of a message:

0 Additional options	**4** Forward	**8** Pause
1 Replay	**5** Reply	**9** Move forward
2 Save	**6** Play envelope	**#** Skip
3 Delete	**7** Move backward	***** Cancel

5 Reply

Select one of the following:

1 Reply with a voice mail
2 Reply with a call back
3 Reply to all with a voice message

Log In: Internal

1 From your own extension, lift the handset, press #, enter your password, and press #.
2 From another extension, press # twice, enter extension, enter password, and press #.

Log In: External

Call your voice mail access number, enter your extension, enter your password, and press #.

2

Send a Message

Record your message at the tone. When finished, press # and select from the following options:

Accept
1 Review
2 Re-record
* Cancel

 # Accept

Enter the extension or the system distribution list to receive the message:

Conclude addressing
0 Additional addressing options
* Cancel last address
** Cancel

 # Conclude Addressing

Send
1 Mark/unmark urgent
2 Mark/unmark for return receipt
3 Enter additional addresses
* Cancel

0 Addressing Options

1 Address by name
2 Address by personal distribution list
3 Broadcast

1 Address by Name

Spell the name of the person, last name first. Press 7 for Q and 9 for Z. * Cancel

Note: System returns to Addressing after name is entered.

2 Address by Personal Distribution List

Enter the two-digit personal distribution list number.
* Cancel

3

Listen to Saved Messages

Refer to "Listen to Messages" for message options while listening to saved messages.

7

Change Mailbox Options

1 Record greeting
2 Set availability state
3 Re-assign extension
4 Set password
5 Enable/disable envelope information
6 Record name
7 Listen to deleted messages
8 Remove deleted messages
9 Additional options
* Cancel

1 Record Greeting

Record your greeting for the currently active availability state at the tone. When finished, press # and select from the following options:

Accept   **3** Delete
1 Review   ***** Cancel
2 Re-record

2 Set Availability State

1 Available   **6** Do not disturb
2 In a meeting   **7** Enable calling
3 Out of office   add'l phones
4 Vacation   ***** Cancel
5 Custom

3 Re-assign Extension

1 Assign to this telephone
2 Un-assign
3 Assign ext. to last external number
* Cancel

4 Set Password

Enter password twice in response to the prompts.

* Cancel

5 Enable Envelope Info

Press **1** to enable or **2** to disable.

6 Record Name

Record your name at the tone. When finished, press # and select from the following options:

Accept   **3** Delete
1 Review   ***** Cancel
2 Re-record

8 Remove Deleted Messages

1 Confirm   ***** Cancel

9 Additional Options

1 Enable or disable Outlook automated call handling
2 Change notification options
3 Change agent state
5 Change Find Me Forwarding state
* Cancel

2 Notification Options

1-9 Enter the number associated with a Notification Profile
0 Disable Notification
No change

3 Agent State

1 Log in and assign extension
2 Log out
3 Log in without assigning extension

5 Find Me Forwarding

1 Enable Find Me Forwarding
2 Disable Find Me Forwarding

8

Log Off

9

Return to Auto-Attendant

0

Transfer to Assistant

#

Hear Mailbox Status

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ShoreTel Connect Client
Quick Reference Guide

Signing in to the ShoreTel Connect Client

Sign in using your Windows or ShoreTel credentials.

1. Double-click the ShoreTel Connect client icon and enter:
   - **Email or Username**
   - **Password**
   - Select the **Use Windows Credentials** checkbox if you want to use your Windows credentials.
   - Select the **Remember this and log me in automatically next time** checkbox.
2. Click +**Show Advanced...**, and then do the following:
   - In the **Domain** name, enter the domain name.
   - In the **Server field**, enter the fully qualified domain name (FQDN).

3. Click **Log In**.

To sign out, click the <**username**> tab and click **Log Out**.

Accessing Voicemail Messages

1. Launch the ShoreTel Connect client.
2. Click the **Recent** tab.
3. Click the drop-down list on the top-left corner of the second pane, and select **Voicemails**.

To listen to your voicemail message:
1. Launch the ShoreTel Connect client.
2. Click 🔵 on the left.
3. Choose the phone or speaker icon, and then click the play icon.
   You can reply to, forward, or delete the received voicemail.

Making a Call

From the Search bar:
1. Launch the ShoreTel Connect client.
2. Type a contact's name, number, or email address in
3. [Name or Number 🔍] (next to dial pad icon).
3. Double-click the contact, or click the contact and then click 🔵 in the third pane.

From the dial pad:
1. Launch the ShoreTel Connect client.
2. Click ☎
3. Dial the extension or the mobile number, and press enter.

From the directory:
1. Launch the ShoreTel Connect client.
2. Click the **People** tab.
3. Scroll down to find the contact.
4. Double-click the contact, or click the contact and then click 🔵 in the third pane.
   To view information for a contact, click the contact on the second pane, and click +**Info** on the third pane.

Sending an Instant Message

1. Launch the ShoreTel Connect client.
2. Find the contact.
3. Click the contact on the second pane.
4. In the IM input field, type the message and press **Enter**.

Creating a Conference

1. Launch the ShoreTel Connect client.
2. Click the **Events** tab.
3. Click +**New Event** at the bottom of the second pane.
4. Enter the details of the conference.

The event invitation page is displayed in the third pane. If the Connect client is integrated with Microsoft Exchange, a meeting invite is launched in Office Outlook. The event invite must be emailed to the participants. The event is added to your Office Outlook calendar. If you want to add the event to your personal calendar, then you can download the iCalendar file as described in the *ShoreTel Connect Client User Guide.*

Joining a Conference from the Events Tab

1. Launch the ShoreTel Connect client.
2. Click the **Events** tab.
3. Click the **Upcoming** tab to view all upcoming conferences.
4. Select the conference to join.
5. Click **Join Meeting**.
6. Do one of the following:
   - To take the call through the softphone (your computer and headset), click **Call via Computer Audio**.
   - To configure a call back, click the **Call Me** option, enter the number, and click **Call Me**.
   - Click 🔵 on the second pane. If you have assigned a desk phone or a cell phone to the ShoreTel Connect client, the assigned phone will ring.
7. Click 🔴 to end the audio conference.