PHONE OPERATION

Place Calls
Use the speakerphone or a headset
Place a call
Use the Directory
Use the Directory to select a number
Make a conference call
Make a call from History
Make a call from History
Use the Intercom (through Directory)
Use the Intercom (through Directory) to select
Answer Calls
Answer a call
Answer a call
Send a call to voicemail
Send a call to voicemail
Divert an incoming call
Divert an incoming call
Adjust volume of handset, headset, or speakerphone when off hook;
Adjust volume of handset, headset, or speakerphone when off hook;
Answer call waiting (incoming call)
Answer call waiting (incoming call)
Pick up a call for another extension
Pick up a call for another extension
Interact with Calls
Mute a call
Mute a call
Place a call on hold
Place a call on hold
Take a call off hold
Take a call off hold
Transfer a call
Transfer a call
Join calls
Join calls
Park a call on another extension
Park a call on another extension
Unpark a call
Unpark a call

VOICEMAIL

Check visual voicemail
Check visual voicemail main menu
Log in to voicemail main menu
Log in in from another extension
Log in from another extension

EXTENSION ASSIGNMENT

Using Phone Interface
Assign an extension to an available or anonymous phone
Unassign an extension
Assign an extension to an available or anonymous phone
Using Voicemail System
Change extension assignment
Change extension assignment
Log in to voicemail
Log in to voicemail
Log in from another extension
Log in from another extension

CUSTOMIZE YOUR PHONE

Select a ringtone
Select a ringtone
Change call handling mode (CHM)
Change call handling mode (CHM)
Change CHM and call forwarding
Change CHM and call forwarding
Change automatic off-hook setting
Change automatic off-hook setting
Change time zone
Change time zone
Log in or out of workgroup
Log in or out of workgroup

TROUBLESHOOTING

View phone information
View phone information
Reboot your phone
Reboot your phone

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

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

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 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

GUIDE TO LEDS

Dial pad
- Handset with finger rest
- Speaker
- Display area
- Audio Control Keys
- Volume button controls handset, headset, speaker, and ring volume.
- Mute, Speaker, and Headset buttons illuminate when functions are active.
- Soft Keys
- Context-sensitive, functions defined in display area.
- Function Keys
- Perform core telephony functions: Voicemail, Directory, History, Transfer, Conference, Hold
- 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

Speaker
- Indicator LED
- Flashing light alerts you to incoming calls and unheard voice messages.
- Navigation key pad and selector button
- Lets you select options in the interface.

Handset with finger rest
- 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.

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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)

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