### PHONE OPERATION

#### Place Calls
- Use the speakerphone or a headset + Ext.
- Use the Directory
- Make a conference call (while on a call)
- Make a call from History
- Use the Intercom (through Directory)

#### Answer Calls
- Answer a call: Lift handset or Answer or speakerphone
- Send a call to voicemail: Voicemail or Fax to VM
- Divert an incoming call
- Adjust volume of handset, headset, or speakerphone
- 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
- Join calls
- Park a call on another extension: Park + Ext.
- Unpark a call

### VOICEMAIL
- Log in to voicemail main menu: *Password *
- Log in to voicemail from another extension: Dial your Ext. * during greeting + Password *

### EXTENSION ASSIGNMENT
- Unassign extension
- Assign a phone number to a phone: Phone number + Next + Password + OK

### CUSTOMIZE YOUR PHONE
- Set do-not-disturb mode
- Set call-forwarding options
- Change automatic off-hook setting
- Set headset type
- Select a ringtone
- Change wallpaper
- Change time zone

### TROUBLESHOOTING
- View phone information: INFO#
- Reboot your phone: RESET#
- Call the Help Desk

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**Note:** For details about using the phone, see the ShoreTel IP Phone 485g User Guide.
GUIDE TO STATUS ICONS

Main Display
- Unheard Voice Messages
- Missed Calls
- Standard Mode
- Do Not Disturb (DND) Mode

Call Appearance
- Idle, On Hook
- Off Hook, Dialing
- Inactive / Do Not Disturb
- Incoming Call
- Connected Call
- Connected Conference Call
- On Hold
- Speed Dial Extension

Shared Line
- Shared Line
- Incoming Call
- On a Call

Call History
- Inbound Call
- Outgoing Call
- Missed Call

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 shared lines and speed-dial keys.

GUIDE TO LEDS
Your ShoreTel 485g IP phone provides color cues to help you determine call appearance status:
- Steady Green: The phone is in use (dialing or off hook).
- Blinking Green: Incoming call
- Blinking Orange: The call is on hold or parked.
- Steady Orange: The extension is set to Do Not Disturb mode, or the phone is in a No Service state.
- Steady Red: The shared line is in use by the other party.

GUIDE TO DISPLAYS

Main Display
- The ShoreTel logo is a trademark of ShoreTel, Inc. in the United States and/or other countries. The ShoreTel IP Phone 485g is covered by patents as listed at http://www.shoretel.com/about/patents.html. The product is also covered by other pending patent applications. ShoreTel, Inc. All rights reserved.