

## Trouble Shooting Your ShoreTel Phone

### All Red Buttons – No Service

**CAUTION! Save all documents before performing the following procedure.** YOUR COMPUTER IS CONNECTED TO THE NETWORK VIA YOUR PHONE. When you disconnect your phone to reset a no service issue, you are temporarily disconnecting the network. You should not need to reboot your computer when done.

If your phone displays all red buttons, or says, “No Service”, turn your phone over so you can look at the back of the phone. The very first plug is the internet power to the phone. Gently push down the tab and hold, then pull out the cable from the jack. Wait 60 seconds then plug back in. This should reboot your phone. Report to the IT Service Desk if your phone is still displaying “No Service”.

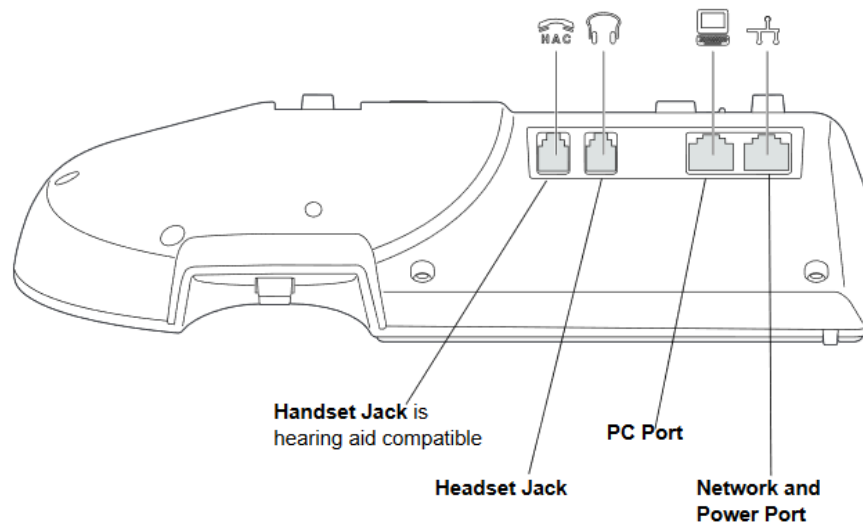


Figure 2: Ports on the Back of the IP Phone 480/480g

### Orange Buttons - Call Handling Mode

If the phone is displaying all orange buttons your call handling mode may have been changed from Available. See the **ShoreTel IP Phone 480/480g User Guide** page 37 for instructions on how to check and change your call handling mode. A printed copy was distributed to you. You can also read the PDF online at <https://www.ncstatecollege.edu/cms/technical-help/shoretel-phones>.

For all other issues contact the IT Service Desk at 419-755-4734 or place an IT Service ticket through My Services.