**PHONE OPERATION**

**Place calls**
Use the handset, the speakerphone, or a headset

- Lift handset or press \( \text{Hands Free} \) or \( \text{Speaker} \) + Ext.

Make a blind conference call

- Conference + Ext. + Conference

Make a consultative conference call

- Conference + Ext. + wait + to select +

Use the Directory

- Directory + to select +

Dial from History

- History + to select +

**Answer calls**

- Answer a call

- Lift handset or press \( \text{Hands Free} \) or \( \text{Speaker} \)

- Answer call waiting (incoming call)

- Press blinking call appearance button

- Answer an off-screen incoming call

- Press \( \text{Hands Free} \) while offscreen call is displayed

**Interact with calls**

- Adjust volume of handset, headset, or speakerphone when off hook; adjust ringer volume when on hook

- \(- + \) to select

- Mute a call

- \( \text{Mute} \)

- Place a call on or off hold

- \( \text{Hold} \)

- Transfer a call (blind)

- \( \text{Transf} \) + Ext. + hang up or \( \text{Transf} \)

- Transfer a call (with a consultation)

- \( \text{Transf} \) + Ext. + wait + to select +

- Unassign an incoming call to Voicemail

- \( \text{Voicemail} + \) + Ext. or \( \text{Voicemail} + \) +

- Adjust the display contrast

- Press and hold \( \text{Contrast} \) + \(- + \) or \( \text{Contrast} \)

**VOICEMAIL**

- Log in to Voicemail Main Menu

- \( \text{Voicemail} + \) Password +

- Log in from another extension

- \( \text{Voicemail} + \) Ext. + Password +

- Log in or out of workgroup

- \( \text{Voicemail} + \) Password + 7 3 3 or 2

**Change Call Handling Mode**

- \( \text{Voicemail} + \) Password + 7 3 3

**Change extension assignment**

- \( \text{Voicemail} + \) Password + 7 3 3

**Unassign extension assignment**

- \( \text{Voicemail} + \) Password + 7 3 2

**Assign extension to external number**

- \( \text{Voicemail} + \) Password + 7 3 3

**OFFICE ANYWHERE CODES**

- Transfer a call

- \( * * + \) destination +

- Conference a call

- \( * * + \) destination +

- Hold a call

- \( * * \)

- Hang up

- \( # # \)

- Access other star codes

- \( * * + \) (star code from below)

**QUICK REFERENCE OF COMMON STAR CODES**

- Park a call

- \( * 1 1 + \) Ext.

- Unpark a call

- \( * 1 2 + \) Ext.

- Pick up a remote extension

- \( * 1 3 + \) Ext.

- \( * 1 4 \)

- Pick up the night bell

- \( * 1 5 + \) Ext.

- Use the intercom

- \( * 1 6 + \) Ext.

- Barge in

- \( * 1 7 + \) Ext.

- Silent monitor

- \( * 1 8 + \) Ext.

- Toggle hunt group status

- \( * 1 9 + \) Ext.

- \( * 2 0 \)

- Whisper page

- \( * 2 1 \)

- Silent coach

- \( * 2 2 \)

**TROUBLESHOOTING**

- View phone information

- \( \text{INFO#} \)

- Reboot your phone

- \( \text{RESET#} \)

**Note:** For details about using the phone, see the ShoreTel IP Phone 420 User Guide.

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ShoreTel IP Phone 420 Quick Reference

Function Keys
- Perform core telephony functions
- (Transfer, Conference, Directory, History, Voicemail, Hold)

Indicator LED
- Flashing light alerts the user to incoming calls and unheard voice messages.

Call appearance buttons
- Indicate active, incoming, or on-hold calls

Navigation key pad and selector button
- Select options in the interface

GUIDE TO LEDS
Your ShoreTel IP Phone 420 provides visual cues about its operational status:
- Steady Green: Phone is in use (dialing or off hook)
- Blinking Green (Fast): Call on hold or call parked
- Blinking Green (Slow): Incoming call

PORTS ON THE PHONE

STATUS ICONS
- The following icons are displayed on the phone to indicate operational status:
  - ✅ Off-screen call (on main display)
  - 📬 Voicemail message indicator (on main display)
  - 🗝 Secure call
  - ✅ Missed call (on main display and in History)
  - 📞 Inbound call (in History)
  - 🔄 Outbound call (in History)
  - 🔧 Transferred call (in History)
  - ⌛ Workgroup Agent logged in
  - ⌛ Workgroup Agent logged out
  - ⌛ Workgroup Agent wrap up

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