PHONE OPERATION

Place Calls
Use the speakerphone or a headset
Use the Directory
Make a conference call
Make a call from History
Use the Intercom (through Directory)

Answer Calls
Answer a call
Send a call to voicemail
Divert an incoming call
Adjust volume of handset, headset, or speakerphone when off hook; adjust ringer volume when on hook
Answer call waiting (incoming call)
Pick up a call for another extension

Interact with Calls
Mute a call
Place a call on hold
Take a call off hold
Transfer a call
Join calls
Park a call on another extension
Unpark a call

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

EXTENSION ASSIGNMENT
Using Phone Interface
Assign ext. to Available or Anonymous phone
Unassign extension
Assign your ext. to an assigned phone
Using Voicemail System
Change ext. assignment
Unassign extension

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

TROUBLESHOOTING
View phone information
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

**Call Appearance**
- Idle, On Hook
- Off Hook, Dialing
- Inactive / Do Not Disturb
- Incoming Call
- Connected Call
- On Hold Locally
- On Hold Remotely
- Speed Dial Extension
- Speed Dial Extension with DND
- Call is being recorded
- Whisper mute is active

**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 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**
- 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

**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)

**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

**Note:** You can connect supported headsets to the IP Phone 480/480g via the headset jack on the back of the phone.

PN 800-1764-01

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