**PHONE OPERATION**

**Place Calls**
- Use the speakerphone or a headset: Press (доб) or (так) + Ext.
- Use the Directory: Press Directory + to select + Dial
- Make a conference call: Press Conference + Ext. + Conf. or Consult
- Make a call from History: Press History + to select + Dial
- Use the Intercom (through Directory): Press Directory + to select + Open + Intercom

**Answer Calls**
- Answer a call: Lift handset or Answer or (доб) or (так)
- Send a call to voicemail: Press Voicemail or To VM or #
- Divert an incoming call: Press Transfer + Ext. + Transfer
- Adjust volume of handset, headset, or speakerphone when off hook; adjust ringer volume when on hook: Press Vol + - + to select
- Answer call waiting (incoming call): Press green blinking call appearance button or Answer
- Pick up a call for another extension: Press Pickup + Ext.

**Interact with Calls**
- Mute a call: Press (ана)
- Place a call on hold: Press Hold or press call appearance button
- Take a call off hold: Press Hold or press orange blinking call appearance button
- Transfer a call: Press Transfer + Ext. + Transfer or Consult
- Join calls: Press Join
- Park a call on another extension: Press Park + Ext.
- Unpark a call: Press Unpark + Ext.

**VOICEMAIL**
- Check visual voicemail: Press Voicemail + Password + OK
- Log in to voicemail main menu: Press Voicemail + Call VM + Password + #
- Log in from another extension: Press Voicemail + Call VM + # + Ext. + Password + #

**EXTENSION ASSIGNMENT**

Using Phone Interface
- Assign ext. to Available or Anonymous phone: Press Assign + Ext. + Password + OK
- Unassign extension: Press Options + Password + OK + Unassign user + Unassign + Unassign
- Assign your ext. to an assigned phone: Press Options + Assign + Ext. + Password + OK

Using Voicemail System
- Change ext. assignment: Press Voicemail + Call VM + # + Ext. + Password + # + 7 3 1
- Unassign extension: Press Voicemail + Call VM + # + Ext. + Password + # + 7 3 2

**CUSTOMIZE YOUR PHONE**

- Select a ringtone: Press Options + Password + OK + [Ringtone] + Edit + OK
- Change call handling mode (CHM): Press Options + Password + OK + Mode + [Mode] + Edit + OK
- Change CHM and call forwarding: Press Options + Password + OK + Call handling + Edit + Edit + OK
- Change automatic off-hook setting: Press Options + Password + OK + Auto off-hook + Edit + OK
- Change time zone: Press Options + Password + OK + Time zone + Edit + OK
- Log in or out of workgroup: Press Options + Password + OK + Agent state + Edit + OK

**TROUBLESHOOTING**

- View phone information: Press 4 5 6 3 6 # (INFO#)
- Reboot your phone: Press 7 3 7 8 9 8 9 0 7 3 2 1 (RESET#)

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

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.

Indicator LED
Flashing light alerts you to incoming calls and unheard voice messages.

Soft Keys
Context-sensitive, functions defined in display area.

Navigation key pad and selector button
Lets you select options in the interface.

Function Keys
Perform core telephony functions: Voicemail, Directory, History, Transfer, Conference, Hold

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
- Connected Call
- Connected Conference Call
- 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

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.

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