### IP PHONE 480/480G QUICK REFERENCE

#### PHONE OPERATION

**Place Calls**
- Use the speakerphone or a headset: \(\text{(Speaker)}\) or \(\text{(Headset)}\) + Ext.
- Use the Directory: Directory + \(\text{Select}\) + Dial
- Make a conference call: Conference + Ext. + Conf or Consult
- Make a call from History: History + \(\text{Select}\) + Dial
- Use the Intercom (through Directory): Directory + \(\text{Select}\) + Open + Intercom

**Answer Calls**
- Answer a call: \(\text{Lift handset or Answer}\) or \(\text{Answer}\) or \(\text{Speaker}\) or \(\text{Headset}\)
- Send a call to voicemail: Voicemail or To VM or #
- Divert an incoming call: Transfer + Ext. + Transfer
- Adjust volume of handset, headset, or speakerphone when off hook; adjust ringer volume when on hook: \(\text{Ringer volume}\)
- 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: \(\text{Hold}\) or press call appearance button
- Take a call off hold: \(\text{Hold}\) or press orange blinking call appearance button
- Transfer a call: Transfer + Ext. + Transfer or Consult
- Merge calls into a conference call: Merge
- Park a call on another extension: Park + Ext.
- Unpark a call: Unpark + Ext.

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

### EXTENSION ASSIGNMENT

**Using Phone Interface**
- Assign ext. to Available or Anonymous phone: Assign + Ext. + Password + OK
- Unassign extension: Options + Password + OK + - + - + Unassign
- Assign your ext. to an assigned phone: Options + Assign + Ext. + Password + OK
- Using Voicemail System
  - Change ext. assignment: Voicemail + Call VM + # + Ext. + Password + # + # + 3 + 1
  - Unassign extension: Voicemail + Call VM + # + Ext. + Password + # + 7 + 3 + 2

### CUSTOMIZE YOUR PHONE

- Select a ringtone: Options + Password + OK + \(\text{Ringtone}\) + Edit + \(\text{Ringtone}\) + OK
- Change availability state: State + \(\text{Select}\) + OK
- Change avail. state and call forwarding: Options + Password + OK + Availability + Edit + Edit + OK
- Change automatic off-hook setting: Options + Password + OK + Auto off-hook + Edit + Edit + OK
- Change time zone: Options + Password + OK + Time zone + Edit + Edit + OK
- Log in or out of workgroup: Options + Password + OK + Agent state + Edit + Edit + OK

### TROUBLESHOOTING

- View phone information: \(\text{INFO}\) + (INFO#)
- Reboot your phone: \(\text{RESET}\) + (RESET#)

**Note:** For details about using the phone, see the IP Phone 480/480g User Guide.
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## GUIDE TO STATUS ICONS

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<thead>
<tr>
<th>Main Display</th>
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## Call Appearance

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

## Presence Icons

- Available
- Custom availability state
- On hold or has a call parked
- Do not disturb
- On a Call

## GUIDE TO LEDS

Your 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 availability state set to Do Not Disturb
- **Steady Red**: Monitored extension is in use by other party (applies to BCA and Extension Monitor)

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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