**PHONE OPERATION**

**Place Calls**
- Use the speakerphone or a headset (Pick up a call for another extension)
- Use the Directory
- Make a conference call
- Make a call from History
- Use the Intercom (through Directory)

**Answer Calls**
- Lift handset or answer or press call appearance button
- 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
- Merge calls into a conference call
- 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 availability state
- Change avail. state 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 TOPICS**

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

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

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

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

- **Audio Control Keys**
  - Volume button controls handset, headset, speaker, and ring volume. Mute, Speaker, and Headset buttons illuminate when functions are active.

- **Handset with finger rest**

- **Speaker**

- **Display area**

- **Dial pad**

- **Microphone**

- **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.

**GUIDE TO LEDS**

- **Main Display**
  - Unheard Voice Messages
  - Missed Calls
  - Logged in to Workgroup
  - Logged in to Workgroup, in Wrap-Up
  - Logged out of Workgroup
  - Available
  - In a Meeting or Do not Disturb
  - Out of Office
  - Vacation
  - Custom

- **Call Appearance**
  - Idle, On Hook
  - Off Hook, Dialing
  - Inactive / Do Not Disturb
  - Connected Call
  - Connected 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
  - Private message with return receipt requested

**Presence Icons**

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

**GUIDE TO STATUS ICONS**

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

- **GUIDE TO LEDs**
  - 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)

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