

# ShoreTel IP Phone 420 Quick Reference

## PHONE OPERATION

### Place calls

Use the handset, the speakerphone, or a headset

Lift handset or press  or  + Ext.




Make a blind conference call

 + Ext. + 




Make a consultative conference call

 + Ext. + wait +  to select + 

Use the Directory

 +  to select + 

Dial from History

 +  to select + 

Note: To close Directory or History, press that key again.

### Answer calls

Answer a call

Lift handset or press  or 

Answer call waiting (incoming call)

Press blinking call appearance button

Answer an off-screen incoming call

Press  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





Place a call on or off hold



Transfer a call (blind)

 + Ext. + hang up or  to select + 

Transfer a call (with a consultation)

 + Ext. + wait +  to select + 

Divert an incoming call to Voicemail



 or 

### Adjust the display contrast

Press and hold  +  or 

### VOICEMAIL

Log in to Voicemail Main Menu

 + Password + 

Log in from another extension

 +  + Ext. + Password + 





Log in or out of workgroup

 + Password +  +  +  or 





Change Call Handling Mode

 + Password +  + 





Change extension assignment

 + Password +  +  + 

Unassign extension assignment




 + Password +  +  + 

Assign extension to external number





 + Password +  +  + 

### 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    + Ext.

Unpark a call    + Ext.

Pick up a remote extension    + Ext.




Pick up the night bell   

Use the intercom    + Ext.

Barge in    + Ext.

Silent monitor    + Ext.






Toggle hunt group status    + Hunt Group's Ext.

Whisper page    + Ext.

Silent coach   

### TROUBLESHOOTING

View phone information

 +     (INFO#)

Reboot your phone

 +     (RESET#)

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

**Handset with finger rest**

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

**Display area**

**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

**Microphone**

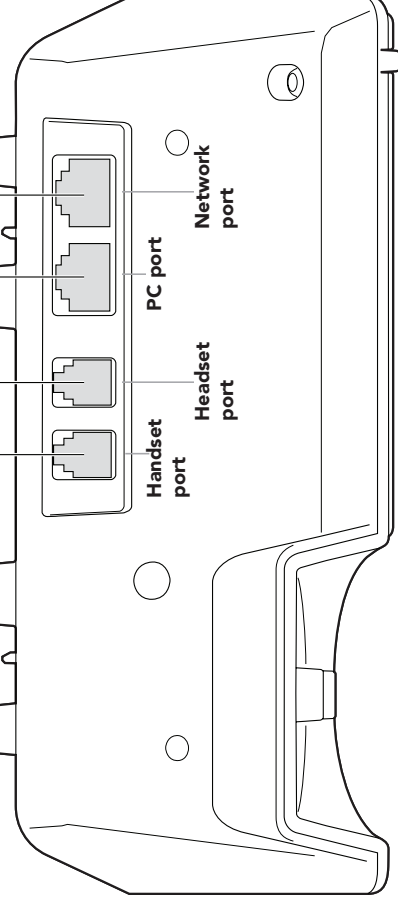
**Audio Control Keys**

Volume buttons control handset, speaker, and ring volume. Headset, Mute, and Speaker buttons illuminate when functions are active.

**Speaker**

Delivers high-quality sound

**Dial Pad**



## 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

## 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