

ShoreTel IP Phone 485g Quick Reference

PHONE OPERATION

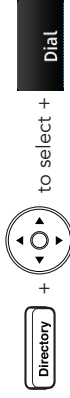
Place Calls

Use the speakerphone or a headset



or + Ext.

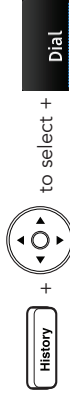
Use the Directory



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



Answer call waiting (incoming call)



Pick up a call for another extension

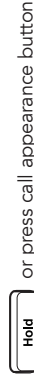


Interact with Calls

Mute a call



Place a call on hold



Take a call off hold



Transfer a call



Join calls



Park a call on another extension

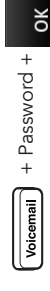


Unpark a call



VOICEMAIL

Check visual voicemail



Log in to voicemail main menu



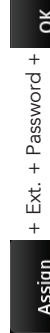
Log in from another extension



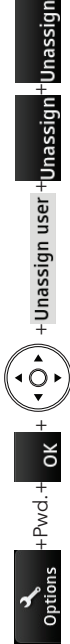
EXTENSION ASSIGNMENT

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 wallpaper



Change time zone



Log in or out of workgroup



TROUBLESHOOTING

View phone information



Reboot your phone

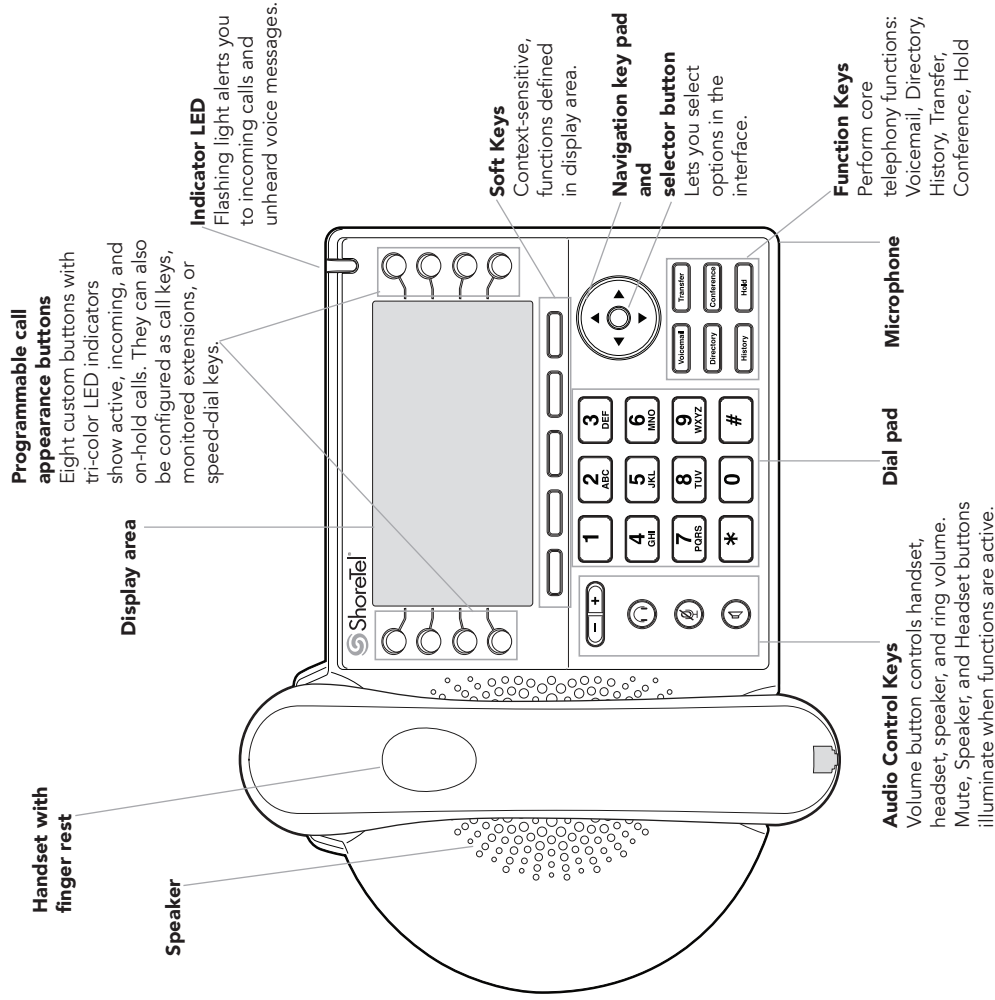


Unpark a call



Note: For details about using the phone, see the ShoreTel IP Phone 485g User Guide.

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Note: You can connect supported headsets to the IP Phone 485g via the headset jack on the back of the phone.

GUIDE TO LEDS

- Your ShoreTel 485g 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 or phone in a No Service state. For BCA, the monitored extension is in use by another party but you can join the call
 - Steady Red: Monitored extension is in use by other party (applies to BCA and Extension Monitor)

Presence Icons in Directory

In Directory and History (details view), the following icons indicate a person's current phone status:

- Available** (Green checkmark icon)
- Non-standard call-handling mode** (Yellow circle icon)
- On hold or has a call parked** (Orange circle with slash icon)
- Do not disturb** (Red circle with slash icon)
- On a Call** (Red telephone handset icon)

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
- 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

Monitored Extension

- Monitored extension
- Monitored extension and 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
- Private broadcast message
- Private broadcast message with return receipt
- Private message with return receipt