













ShoreTel Quick Reference Guide


IP480

IP485

To Place an Internal Call:	Dial 3-digit extension number
To Place an External Call:	Dial 9 + Telephone number
To Retrieve Voicemail from outside of Office:	Dial your own Direct Number and press *# when you hear your own greeting
6 Fixed Feature Buttons -located on the right of Dial Pad	5 Soft Feature Keys – Located at bottom of Display area
Adjust Ring and Listen Volume: Press  for Ring Volume and when using your Handset, Speakerphone or Headset	
<p><u>TO PLACE A CALL</u></p> <ol style="list-style-type: none"> Lift handset or press HANDSFREE  Dial 9 + the number for external calls When finished, press HANDSFREE  OR, hang up handset <p><u>TO PLACE AN INTERNAL CALL</u></p> <ol style="list-style-type: none"> Lift handset or press HANDSFREE  Dial 3-digit extension When finished, press HANDSFREE  OR, hang up handset 	<p><u>TO ANSWER A CALL</u></p> <ol style="list-style-type: none"> Lift handset or Press HANDSFREE  When finished, press Hang Up (Soft Key) <p><u>TO ANSWER AN ADDITIONAL CALL</u></p> <ol style="list-style-type: none"> Hear Call Waiting tone on call Press Hold to put current call on hold Press flashing Call Appearance Key to answer second call Or, Press flashing Call Appearance Key to answer second call (<i>FIRST</i> call is automatically put on hold) <p>Note: To join two lines together, press Merge soft key</p>
<p><u>SEND AN INCOMING CALL TO VOICEMAIL</u></p> <p><i>Send a call directly to your Voicemail</i></p> <ol style="list-style-type: none"> Call is ringing, press To VM key (Soft Key) Caller is sent directly to your Voicemail box 	<p><u>DIVERTING AN INCOMING CALL</u></p> <p><i>Send a call to another location, without answering</i></p> <ol style="list-style-type: none"> Call is ringing Press Transfer, enter extension number Press Transfer (soft key) to complete transfer
<p><u>HANDSFREE</u></p> <p><i>Allows you to speak without using the handset</i></p> <ol style="list-style-type: none"> Press HANDSFREE,  (Button solid GREEN) Press Mute Button  (Button turns RED) To Un-Mute, press the Mute  Button again 	<p><u>TRANSFER</u></p> <p><i>Consult Transfer:</i></p> <ol style="list-style-type: none"> You have a caller on the line Press Transfer (caller is automatically put on hold) Dial extension number (announce call privately) Press Yes (Soft Key)or...Hang Up <p><i>Blind Transfer:</i></p> <ol style="list-style-type: none"> You have a caller on the line Press Transfer (caller is automatically put on hold) Dial extension number Press Transfer (Soft Key) ...or...Hang Up <p>Note: if unable to connect press Cancel (Soft Key) to rejoin party on hold</p>
<p><u>CALLER ON HOLD</u></p> <ol style="list-style-type: none"> Press Hold, (extension line will start Flashing on hold) Press Flashing line to connect back with caller <p>Note: If you leave the call on hold too long, the system will ring you a reminder tone in 10 seconds and then at one-minute intervals.</p>	<p><u>AUTOMATIC HOLD</u></p> <ol style="list-style-type: none"> While on a call, hear Call Waiting Beep Press Ringing Line (Flashing Green) <i>First</i> call is automatically placed on Hold To return to call... Press Line that is Flashing on Hold

<p><u>CALL HISTORY VIEWER</u> <i>Scroll and Dial the last numbers automatically</i></p> <ol style="list-style-type: none"> 1. Press History, see the last number called 2. Use Navigation Key  to scroll and select number 3. Press Dial (Soft Key) to dial ..or.. 4. To Filter for specific calls; press the More (Soft Key) 5. Press the Filter (Soft Key) 6. Select To (outbound calls), From (inbound) or Missed calls 	<p><u>CONFERENCE</u> <i>(Up to 3 Parties)</i></p> <ol style="list-style-type: none"> 1. Call first party 2. Press Conference, (call is automatically placed on hold) 3. Dial the number of the next party...wait to be answered 4. Press Yes (Soft Key) , all three parties are connected <p><i>*Note: Press Show (Soft Key) and then the scroll bar to view all calls on the Conference call. To Disconnect a party, select the party you wish to disconnect and press Drop.</i></p>
<p><u>CALL PARK</u> <i>Allows a call to be picked up anywhere</i></p> <ol style="list-style-type: none"> 1. You have caller on line 2. Press PARK (Soft Key) 3. Dial Extension Number (Call will now be removed from your phone and placed on hold on the extension you just entered) 4. To Retrieve, Press Unpark (Soft Key), dial extension number, Press Unpark (Soft Key) again 5. 	<p><u>CALL PICKUP (if applicable)</u> <i>Answers a ringing extension with in your assigned group</i></p> <ol style="list-style-type: none"> 1. Hear ringing extension number 2. Press Pickup (Soft Key)
<p><u>DIRECTORY</u> <i>A List of all extensions in the system</i></p> <ol style="list-style-type: none"> 1. Press Directory 2. Use Navigation Key  to scroll up or down....or.... on the Dial Pad, spell the name to locate your destination. 3. Once Entry is found, make sure it is highlighted on Display 4. Press Dial (Soft Key) <p><i>Note: To Sort the Directory by First Name or Last Name, Press the Soft Key under the Display area.</i></p>	<p><u>VOICEMAIL TRANSFER</u> <i>To Transfer calls to a Mailbox</i></p> <ol style="list-style-type: none"> 1. Press Transfer (caller is automatically placed on hold) 2. Enter extension 3. Press More (Soft Key) 4. Press To VM (Soft Key) <p>OR</p> <ol style="list-style-type: none"> 1. Press XferVM Button 2. Enter extension 3. Hang up <p><i>Note: You must be quick to press the More and To VM soft keys or the feature will time out and the call will start to ring on the actual phone instead of being placed into the mailbox.</i></p>
<p><u>AVAILABILITY STATE</u> <i>(DO NOT DISTURB)</i></p> <ol style="list-style-type: none"> 1. Press State (Soft Key) 2. Use Navigation Key  to scroll and Select a State Six States are available to choose from: <ul style="list-style-type: none"> 1=Available <i>(allows calls to ring at phone)</i> 2=In a Meeting 3=Out of Office 4=Vacation 5=Custom 6=Do Not Disturb 3. Press OK (Soft Key) 4. To Cancel; Press State (Soft Key) and select Available 	<p><u>CUSTOMIZE CALL AVAILABILITY STATES</u> <u>(CALL FORWARDING) (if Applicable)</u> <i>You can set up to 6 distinct Available states for your extension</i></p> <ol style="list-style-type: none"> 1. Press Options Key; enter voicemail password 2. Press OK 3. Highlight Availability; press Edit (soft key) 4. Scroll to desired Availability Option; press Edit (soft key) 5. Highlight Always Destination Entry 6. Press Backspace soft key to remove existing number and replace with desired new destination number; 7. Press BACK (Soft Key) and OK. 8. Press Exit when done to exit
<p><u>PAGE (if applicable)</u> <i>A voice announcement to sets, overhead or sets and overhead</i></p> <ol style="list-style-type: none"> 1. Lift handset 2. Press Page button 3. When you hear tone you are connected 4. Make your announcement and hang-up the handset <p><i>Note: 1 way conversation</i></p>	<p><u>Change Phone Assignment (if applicable)</u></p> <p>To Assign Press Voicemail key Press Call VM Press # Extension Password # Dial 731 to unassign dial 732</p>

OPTIONS (Soft Key):

Password is required (same as Voicemail password)
With you Navigation Button, highlight one of the following features and use the Soft Keys to select **OK, Edit, Cancel, or Done**.

Availability:

To Customize a Status, Select 1 of 6 Available States to make your change. **(1-Standard, 2-In a Meeting, 3-Out of Office, 4-Vacation, 5-Custom or 6-Do Not Disturb)**


Auto Off-Hook:

Device automatically activated when placing or receiving calls when handset is not used (Speakerphone or Headset)

Headset Type:

Choose what type of Headset you may be using (Wired vs. Wireless)

Ringtone: (Change Ring Tones)

- 1) Press **Option** (soft key)
- 2) Enter your Voicemail password, Press **OK**
- 3) Use Navigation Key  to scroll down to **Ringtones**
- 4) Press your **Edit** (Soft Key)
- 5) Scroll to preview and select the preferred ringtone
- 6) Press **internal** or **external** to play the ringtone
- 7) Highlight Ringtone you wish to save and Press **OK**

OPTIONS (Soft Key):

Audible Ringer:

On/Off

Program Buttons: (if applicable)

Program Speed Dial on a spare button:

- 1) Press **Option** (soft key)
- 2) Enter your Voicemail password, Press **OK**
- 3) On your display, scroll down to **Program Buttons** and Press your **Edit** (Soft Key)
- 4) On your display, it will ask you the Button you wish to program. Press the actual button you wish to create
- 5) Highlight **Dial Number** on your display and Press **Select** (Soft key).
- 6) Enter your speed dial number and Press **Next** (Soft Key)
- 7) Enter a Label name for your number from Dial Pad (this will be the label on your phone display next to the speed dial button you choose)
- 8) Press **Done** (Soft Key)
- 9) Press **Exit** (Soft Key)

Handsfree Mode:

IP phone users should instead use Auto Off-Hook feature (recommended to keep setting at the default)

Time Zone:

By default, your phone uses the time zone specified by the system installed. No need to adjust.

