**ShoreTel IP Phone 485g Quick Reference**

**PHONE OPERATION**

**Place Calls**
- Use the speakerphone or a headset: or + Ext.
- Use the Directory: 
  - to select: 
  - Dial
- Make a conference call: + Ext. + 
- Make a call from History: + to select: 
- Use the Intercom (through Directory): 
  - to select: 
  - Open + Intercom

**Answer Calls**
- Answer a call: Lift handset or 
  - or
  - or
  - or
- Send a call to voicemail: or 
- Divert an incoming call: + Ext. + 
- Adjust volume of handset, headset, or speakerphone: to select 
- Answer call waiting (incoming call): Press green blinking call appearance button or 
- 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: + Ext. + 
- Join calls: 
- Park a call on another extension: + Ext. 
- Unpark a call:

**VOICEMAIL**

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

**EXTENSION ASSIGNMENT**

**Using Phone Interface**
- Assign ext. to Available or Anonymous phone: + Ext. + Password + OK
- Unassign extension: +Pwd. + OK + Unassign user + Unassign + Unassign
- Assign your ext. to an assigned phone: + Assign + Ext. +Password + OK

**Using Voicemail System**
- Change ext. assignment: + Ext. +Password + Ext. +Password +
- Unassign extension: +Ext. +Password +

**CUSTOMIZE YOUR PHONE**

- Select a ringtone: +Password+
- Change call handling mode (CHM): + to select + OK
- Change CHM and call forwarding: +Password+
- Change wallpaper: +Password+
- Change time zone: +Password+
- Log in or out of workgroup: +Password+

**TROUBLESHOOTING**

- View phone information: + 6 3 6 3 6 # (INFO#)
- Reboot your phone: + 7 3 7 3 8 # (RESET#)

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

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 on hold 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

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

Presence Icons in Directory
In Directory and History (details view), the following icons indicate a person’s current phone status:
- Available
- Non-standard call-handling mode
- On hold or has a call parked
- Do not disturb
- On a Call

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