

Why don't I have a Dial Tone?

- The "hands free" option **is not** necessary for headsets. **Setting a phone to hands free mode turns off the dial tone.** The person using the phone then thinks their phone isn't working since there isn't a dial tone!!! Please check the **hands free mode setting under options** on the 485g phone to make sure it's off.

Why is my phone lit up Orange?

- If you set your phone mode option either in ShoreTel Communicator or directly on the phone to out of office, in a meeting or extended absence your phone will automatically light up. If your phone is set to one of these modes the phone will not ring and the call will go directly to Voicemail.

Why does my phone say Available?

- If your phone displays Available your phone has lost its configuration.

How long will voicemail messages be available in my voicemail box?

- Voicemail is available for 14 days. The voicemail server will auto delete voicemail after the 14th day.

How do I obtain a headset?

- Headsets can be purchased at our Technology Services [online purchasing site](#).

How do I install a headset?

- Please input a work order for your building tech to install your headset.

I don't like my phone! Can I switch?

- For an in building trade please input a ticket with the helpdesk.
- You can trade a cordless phone for a corded phone at no cost to the building.
- For corded 485G phone to a ShoreTel cordless DECT phone there is a cost associated with it. Please see our [online purchasing site](#) for cost.