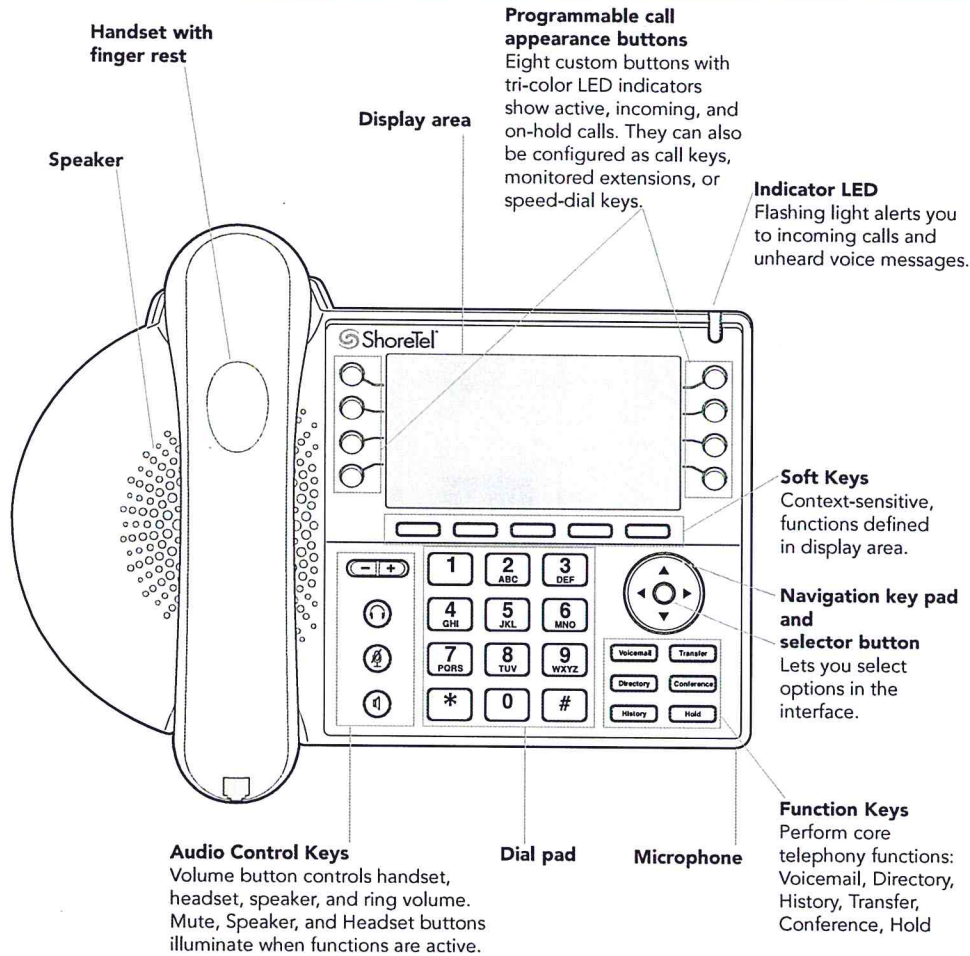


# ShoreTel IP Phone 485g Quick Reference



## 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

**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
- Non-standard call-handling mode
- On hold or has a call parked
- Do not disturb
- On a Call











# ShoreTel IP Phone 485g Quick Reference

## PHONE OPERATION










### Place Calls

- Use the speakerphone or a headset  or  + Ext.
- Use the Directory  +  to select + 
- Make a conference call  + Ext. +  or 
- Make a call from History  +  to select + 
- Use the Intercom (through Directory)  +  to select +  + 










### Answer Calls

- Answer a call Lift handset 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  + Ext.

### Interact with Calls











- Mute a call 
- Place a call on hold  or press call appearance button
- Take a call off hold  or press orange blinking call appearance button
- Transfer a call  + Ext. +  or 
- Join calls 
- Park a call on another extension  + Ext.
- Unpark a call  + Ext.

## VOICEMAIL

- Check visual voicemail  + Password + 
- Log in to voicemail main menu  +  + Password + 
- Log in from another extension  +  +  + Ext. + Password + 

## EXTENSION ASSIGNMENT


































### Using Phone Interface

- Assign ext. to Available or Anonymous phone  + Ext. + Password + 
- Unassign extension  + Pwd. +  +  + Unassign user +  + 
- Assign your ext. to an assigned phone  +  + Ext. + Password + 


### Using Voicemail System

- Change ext. assignment  +  +  + Ext. + Password +  +  +  + 
- Unassign extension  +  +  + Ext. + Password +  +  +  + 

## CUSTOMIZE YOUR PHONE

- Select a ringtone  + Password +  +  + Ringtone +  +  + 
- Change call handling mode (CHM)  +  to select + 
- Change CHM and call forwarding  + Password +  + Call handling +  +  +  + 
- Change wallpaper  + Password +  +  + Wallpaper +  +  + 
- Change time zone  + Password +  +  + Time zone +  +  + 
- Log in or out of workgroup  + Password +  +  + Agent state +  +  + 

## TROUBLESHOOTING

- View phone information  +  +  +  +  +  (INFO#)
- Reboot your phone  +  +  +  +  +  +  (RESET#)

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