PHONE OPERATION

Place Calls
Use the speakerphone or a headset
Use the Directory
Make a conference call (while on a 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 when off hook; adjust ringer volume when on hook
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
Une公园 a call

VOICEMAIL
Check visual voicemail
Log in to voicemail main menu
Log in to voicemail from another extension

PHONE NUMBER ASSIGNMENT
Unassign user
Assign a phone number to a phone

CUSTOMIZE YOUR PHONE
Set do-not-disturb mode
Set call-forwarding options
Change automatic off-hook setting
Set headset type
Select a ringtone
Turn ringer on or off
Set handsfree mode
Change time zone

TROUBLESHOOTING
View phone information
Reboot your phone
Call the Help Desk

Note: For details about using the phone, see the ShoreTel IP Phone 480/480g User Guide.
Your ShoreTel 480/480g IP phone provides color cues to help you determine call appearance status:

- **Steady Green**: The phone is in use (dialing or off hook).
- **Blinking Green**: Incoming call
- **Blinking Orange**: The call is on hold or parked.
- **Steady Orange**: The extensions’s call mode is set to Do Not Disturb.
- **Steady Red**: The shared line is in use by the other party.

**GUIDE TO LEDS**

**Main Display**
- Unheard Voice Messages
- Missed Calls
- Standard Mode
- Do Not Disturb (DND) Mode

**Call Appearance**
- Idle, On Hook
- Off Hook, Dialing
- Inactive / Do Not Disturb
- Incoming Call
- Connected Call
- Connected Conference Call
- On Hold
- Speed Dial Extension

**Shared Line**
- Shared Line
- Incoming Call
- On a Call

**Call History**
- Inbound Call
- Outgoing Call
- Missed Call