
















## ShoreTel Quick Reference Guide


**IP480**

**IP485**

<b>To Place an Internal Call:</b>	Dial <b>4-digit</b> extension number
<b>To Place an External Call:</b>	<b>Dial 9 +</b> Telephone number <i>(Note: do not need to dial 9+ if dialing from Connect Client)</i>
<b>To Retrieve Voicemail from outside of Office:</b>	<b>Dial your own Direct Number and press **</b> when you hear your own greeting
<b>6 Fixed Feature Buttons</b> -located on the right of Dial Pad	<b>5 Soft Feature Keys</b> -- Located at bottom of Display area
Adjust Ring and Listen Volume: Press   for Ring Volume and when using your Handset, Speakerphone or Headset	
<p><b><u>TO PLACE A CALL</u></b></p> <ol style="list-style-type: none"> <li>Lift handset or press <b>HANDSFREE</b> </li> <li>Dial <b>9 +</b> the number for external calls </li> <li>When finished, press <b>HANDSFREE</b> OR, hang up handset </li> </ol> <p><b><u>TO PLACE AN INTERNAL CALL</u></b></p> <ol style="list-style-type: none"> <li>Lift handset or press <b>HANDSFREE</b> </li> <li>Dial <b>4-digit</b> extension </li> <li>When finished, press <b>HANDSFREE</b> OR, hang up handset </li> </ol>	<p><b><u>TO ANSWER A CALL</u></b></p> <ol style="list-style-type: none"> <li>Lift handset or Press <b>HANDSFREE</b> </li> <li>When finished, press <b>HangUp</b> (Soft Key)</li> </ol> <p><b><u>TO ANSWER AN ADDITIONAL CALL</u></b></p> <ol style="list-style-type: none"> <li>Hear Call Waiting tone on call</li> <li>Press <b>Hold</b> to put current call on hold</li> <li>Press flashing <b>Call Appearance Key</b> to answer second call</li> <li>Or, Press flashing <b>Call Appearance Key</b> to answer second call (<i>FIRST</i> call is automatically put on hold)</li> </ol> <p>Note: To join two lines together, press <b>Merge</b> soft key</p>
<p><b><u>SEND AN INCOMING CALL TO VOICEMAIL</u></b> <i>Send a call directly to your Voicemail</i></p> <ol style="list-style-type: none"> <li>Call is ringing, press <b>To VM</b> key (Soft Key)</li> <li>Caller is sent directly to your Voicemail box</li> </ol>	<p><b><u>DIVERTING AN INCOMING CALL</u></b> <i>Send a call to another location, without answering</i></p> <ol style="list-style-type: none"> <li>Call is ringing</li> <li>Press <b>Transfer</b>, enter extension number</li> <li>Press <b>Transfer</b> (soft key) to complete transfer</li> </ol>
<p><b><u>HANDSFREE</u></b> <i>Allows you to speak without using the handset</i></p> <ol style="list-style-type: none"> <li>Press <b>HANDSFREE</b>,  (Button solid GREEN)</li> <li>Press <b>Mute</b> Button  (Button turns RED)</li> <li>To Un-Mute, press the <b>Mute</b>  Button again</li> </ol>	<p><b><u>TRANSFER</u></b> <i>Consult Transfer:</i></p> <ol style="list-style-type: none"> <li>You have a caller on the line</li> <li>Press <b>Transfer</b> (caller is automatically put on hold)</li> <li>Dial extension number (announce call privately)</li> <li>Press <b>Yes</b> (Soft Key) ...or...Hang Up</li> </ol> <p><i>Blind Transfer:</i></p> <ol style="list-style-type: none"> <li>You have a caller on the line</li> <li>Press <b>Transfer</b> (caller is automatically put on hold)</li> <li>Dial extension number</li> <li>Press <b>Transfer</b> (Soft Key) ...or...Hang Up</li> </ol> <p>Note: if unable to connect press <b>Cancel</b> (Soft Key) to rejoin party on hold</p>
<p><b><u>CALLER ON HOLD</u></b></p> <ol style="list-style-type: none"> <li>Press <b>Hold</b>, (extension line will start Flashing on hold)</li> <li>Press Flashing line to connect back with caller</li> </ol> <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><b><u>AUTOMATIC HOLD</u></b></p> <ol style="list-style-type: none"> <li>While on a call, hear Call Waiting Beep</li> <li>Press Ringing Line (Flashing Green) <i>First call is automatically placed on Hold</i></li> <li>To return to call... Press Line that is Flashing on Hold</li> </ol>

<p><b><u>CALL HISTORY VIEWER</u></b>  <i>Scroll and Dial the last numbers automatically</i></p> <ol style="list-style-type: none"> <li>1. Press <b>History</b>, see the last number called</li> <li>2. Use Navigation Key  to scroll and select number</li> <li>3. Press <b>Dial</b> (Soft Key) to dial        ..or..</li> <li>4. To Filter for specific calls; press the <b>More</b> (Soft Key)</li> <li>5. Press the <b>Filter</b> (Soft Key)</li> <li>6. Select <b>To</b> (outbound calls), <b>From</b> (inbound) or <b>Missed</b> calls</li> </ol>	<p><b><u>CONFERENCE</u></b> (Up to 3 parties)</p> <ol style="list-style-type: none"> <li>1. Call first party</li> <li>2. Press <b>Conference</b>, (call is automatically placed on hold)</li> <li>3. Dial the number of the next party...wait to be answered</li> <li>4. Press <b>Yes</b> (Soft Key) , <b>all three parties are connected</b></li> </ol> <p><i>*Note: Press <b>Show</b> (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 <b>Drop</b>.</i></p>
<p><b><u>CALL PARK</u></b>  <i>Allows a call to be picked up anywhere</i></p> <ol style="list-style-type: none"> <li>1. You have caller on line</li> <li>2. Press <b>PARK</b> (Soft Key)</li> <li>3. Dial Extension Number        (Call will now be removed from your phone and placed on hold on the extension you just entered)</li> <li>4. To Retrieve, Press <b>Unpark</b> (Soft Key), dial extension number, Press <b>Unpark</b> (Soft Key) again</li> </ol>	<p><b><u>DIRECTED CALL PICKUP</u></b>  <i>Answers a specific ringing extension from any phone</i></p> <ol style="list-style-type: none"> <li>1. Hear ringing extension number</li> <li>2. Press <b>Pickup</b> (Soft Key)</li> <li>3. Dial ringing extension number</li> </ol>
<p><b><u>DIRECTORY</u></b>  <i>A List of all extensions in the system</i></p> <ol style="list-style-type: none"> <li>1. Press <b>Directory</b></li> <li>2. Use Navigation Key  to scroll up or down....or.... on the Dial Pad, spell the name to locate your destination.</li> <li>3. Once Entry is found, make sure it is highlighted on Display</li> <li>4. Press <b>Dial</b> (Soft Key)</li> </ol> <p><i>Note: To Sort the Directory by First Name or Last Name, Press the Soft Key under the Display area.</i></p>	<p><b><u>VOICEMAIL TRANSFER</u></b>  <i>To Transfer calls to a Mailbox</i></p> <ol style="list-style-type: none"> <li>1. Press <b>Transfer</b> (caller is automatically placed on hold)</li> <li>2. Enter extension</li> <li>3. Press <b>More</b> (Soft Key)</li> <li>4. Press <b>To VM</b> (Soft Key)</li> </ol> <p><i>Note: You must be quick to press the <b>More</b> and <b>To VM</b> 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><b><u>AVAILABILITY STATE (DO NOT DISTURB)</u></b></p> <ol style="list-style-type: none"> <li>1. Press <b>Mode</b> (Soft Key)</li> <li>2. Use Navigation Key  to scroll and Select a State        Six States are available to choose from:        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</li> <li>3. Press <b>OK</b> (Soft Key)</li> <li>4. To Cancel; Press <b>Mode</b> (Soft Key) and select Available</li> </ol>	<p><b><u>CUSTOMIZE CALL AVAILABILITY STATES (CALL FORWARDING)</u></b>  <i>You can set up to 6 distinct Available states for your extension</i></p> <ol style="list-style-type: none"> <li>1. Press <b>Options</b> Key; enter voicemail password</li> <li>2. Press <b>OK</b></li> <li>3. Highlight <b>Availability</b>; press <b>Edit</b> (soft key)</li> <li>4. Scroll to desired <b>Availability Option</b>; press <b>Edit</b> (soft key)</li> <li>5. Highlight <b>Always Destination</b> Entry</li> <li>6. Press <b>Backspace</b> soft key to remove existing number and replace with desired new destination number;</li> <li>7. Press <b>BACK</b> (Soft Key) and <b>OK</b>.</li> <li>8. Press <b>Exit</b> when done to exit</li> </ol>
<p><b><u>PAGE (if applicable)</u></b>  <i>A voice announcement to sets, overhead or sets and overhead</i></p> <ol style="list-style-type: none"> <li>1. Lift handset</li> <li>2. Dial the page access code or press <b>Page</b> button  <i>Note: system administrator will supply the code</i></li> <li>3. When you hear tone you are connected</li> <li>4. Make your announcement and hang-up the handset  <i>Note: 1 way conversation</i></li> </ol>	<p><b><u>INTERCOM (If applicable)</u></b>  <i>A voice announcement to another set.</i></p> <ol style="list-style-type: none"> <li>1. Lift Handset or Press <b>Handsfree</b></li> <li>2. Dial <b>*15</b> or the <b>Intercom</b> button</li> <li>3. Dial extension number</li> <li>4. Speak over speaker of other set</li> <li>5. Called party will hear tone and can answer without lifting handset  <i>Note: 2 way conversation</i></li> </ol>

### 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:

##### Program Speed Dial on a spare button:

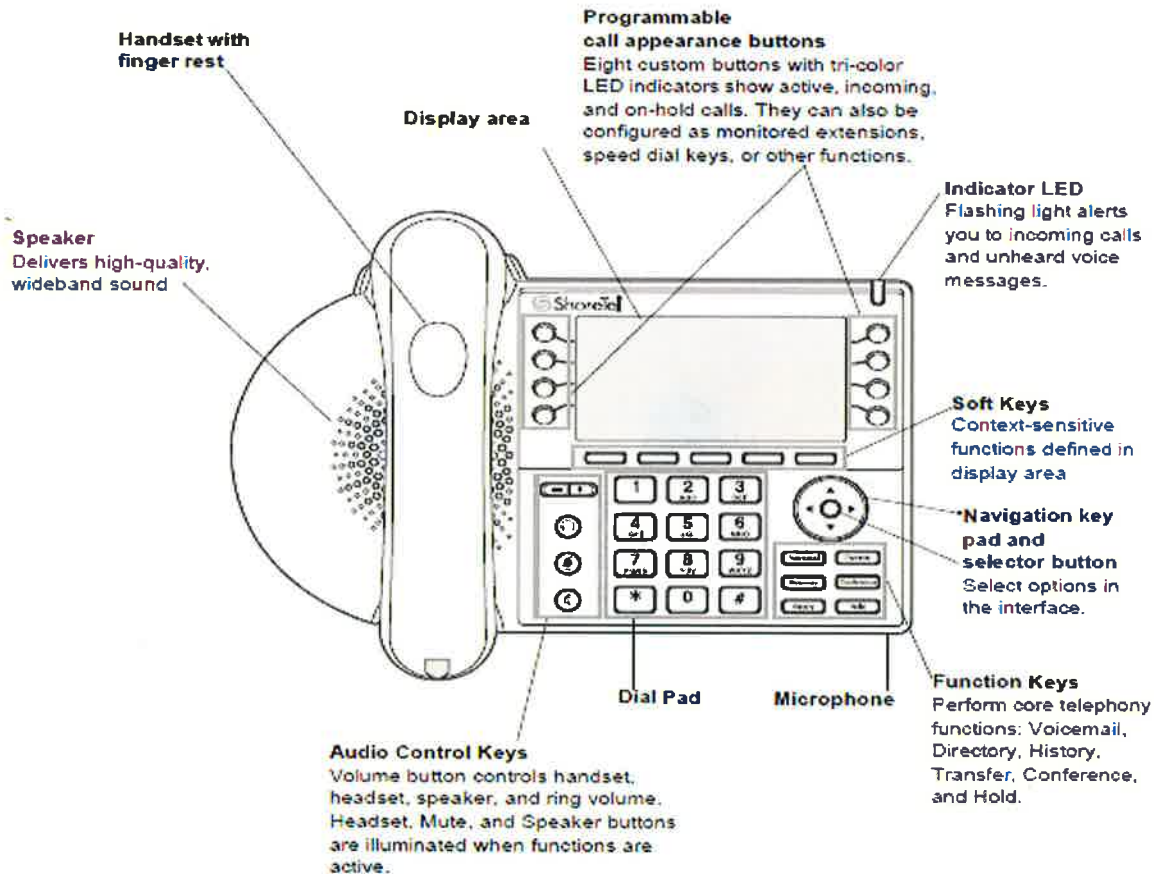
- 1) Press **Option** ( soft key)
- 2) Enter your Voicemail password, Press **OK**
- 3) On your display, scroll down to **Program Buttons** and Press your **Edit** (Soft Key)
- 4) On your display, it will ask you the Button you wish to program. Press the actual button you wish to create
- 5) Highlight **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 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.



## ShoreTel Voicemail for IP 480 or 485 phones

<p><b>Personal voice mail box number</b>.....</p> <p><b>Default password</b>.....</p> <p><b>Remote voicemail access</b>.....</p> <p><b><u>VOICEMAIL ACCESS:</u></b></p> <p><i>Two indicators of new unheard messages are:</i></p> <ol style="list-style-type: none"> <li>1. RED light flashing in the upper right corner of phone</li> <li>2. An icon  at the top of your Display identifying the number of new unheard voicemail messages</li> </ol> <p><b>With the IP485 phone, you can access your voicemail messages using one of the following methods:</b></p> <p><b><u>Option 1-TRADITIONAL Phone Dial-in LOGIN</u></b></p> <ol style="list-style-type: none"> <li>1. Press <b>VoiceMail</b> button</li> <li>2. Press <b>Call VM</b> (Soft Key)</li> <li>3. Enter password followed by # when voicemail answers</li> </ol> <p><b><u>Option 2-VISUAL VOICE MAIL LOGIN</u></b></p> <ol style="list-style-type: none"> <li>1. See red light and  in display for number of Messages</li> <li>2. Press <b>Voice Mail</b> button</li> <li>3. Enter your voicemail password</li> <li>4. Use Navigation Key  to locate your message</li> <li>5. Press Soft keys to <b>Play, Delete, More</b> for additional features such as <b>Reply</b> and <b>Forward</b></li> </ol> <p><b><u>INITIALIZE VOICE MAIL</u></b>  <i>First Time Login, minimum steps required to setup voicemail:</i></p> <ol style="list-style-type: none"> <li>1. Press <b>Voice Mail</b> button at your desk (or press #)</li> <li>2. Press the <b>Call VM</b> Soft Key</li> <li>3. Enter default password of <b>1234#</b></li> <li>4. Follow tutorial instructions to change password record first/last name and personal greeting</li> </ol> <p><b><u>RECORD GREETINGS</u></b></p> <ol style="list-style-type: none"> <li>1. Press <b>Voice Mail</b> button, then <b>Call VM</b> (Soft Key)</li> <li>2. Enter password, Then press #</li> <li>3. Press 7 to change mailbox options</li> <li>4. Press 1 and follow prompts to record greeting for current State (Available State by default)       <ul style="list-style-type: none"> <li>Press 1 to review greeting</li> <li>Press 2 to re-record greeting</li> <li>Press # to accept (Save)</li> </ul> </li> </ol> <p><i>*Note: repeat process to customize greetings for In-a-Meeting and Out-of-Office state*</i></p>	<p>Same as 4-digit Telephone Extension Number</p> <p><b>1234#</b>  <i>On First login, you will be prompted to change immediately        Password must be a minimum of 4 digits</i></p> <p><b>Dial your own Direct Number (if available)</b>        Press *# when you hear your own greeting</p> <p>Dial _____ Press #, follow prompts</p> <p><b>Traditional Voicemail Access</b> via phone dial-in, which you access by dialing into the system, provides voicemail that you navigate through a series of audio prompts.</p> <p><b>Visual voicemail Access-</b> available using your Phone Display, allows you see details about your messages and listen to messages in any order you choose. To interact with your voice messages, you use soft keys on the phone, rather than relying on audio prompts as you would in traditional voicemail.</p> <p><b><u>ACCESS VOICEMAIL SYSTEM – REMOTELY</u></b></p> <ol style="list-style-type: none"> <li>1. Dial your Direct Number</li> <li>2. Press *# when you hear your own greeting play</li> <li>3. Then enter your extension number</li> <li>4. Enter your password, followed by #</li> </ol> <p><b><u>CHANGE PASSWORD</u></b></p> <ol style="list-style-type: none"> <li>1. Press <b>Voice Mail</b> button, then <b>Call VM</b> (Soft Key)</li> <li>2. Enter password, followed by #</li> <li>3. Press 7 to change mailbox options</li> <li>4. Press 4 and enter new <i>password (minimum 6 digits)</i></li> <li>5. Enter new password again</li> </ol> <p><i>*Note: Press 76 to change recorded name of Mailbox</i></p> <p><b><u>SAMPLE GREETINGS</u></b></p> <p>Hello, you have reached the voicemail of (your name). I am sorry I missed your call. Please leave your name, a brief message and telephone number and I will return your call.</p> <p>Hello, you have reached the voicemail of (your name). I am either on my phone or away from my desk.. Please leave your name, a brief message and telephone number and I will return your call as soon as possible.</p>
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<p><b><u>SEND AN INCOMING CALL TO VOICE MAIL</u></b> <i>Send a call directly to your mailbox</i></p> <ol style="list-style-type: none"> <li>1. Call is ringing, press <b>To VM</b> key (Soft Key)</li> <li>2. Caller is sent directly to your voicemail box</li> </ol>	<p><b><u>VOICE MAIL TRANSFER</u></b> <i>To transfer calls to an associate's mailbox</i></p> <ol style="list-style-type: none"> <li>1. With caller on line; press <b>Transfer</b></li> <li>2. Enter desired extension</li> <li>3. Quickly press <b>More</b> (Soft Key)</li> <li>4. Quickly press <b>To VM</b> (Soft Key), caller is connected to VM greeting</li> </ol> <p><i>Note: You must be quick to press the <b>More</b> and <b>To VM</b> 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><b><u>COMPOSE &amp; SEND MESSAGE</u></b> <i>Send voice mail message without ringing telephone</i></p> <ol style="list-style-type: none"> <li>1. Press <b>Voice Mail</b> button, then <b>Call VM</b> (Soft Key)</li> <li>2. Enter password, followed by #</li> <li>3. Press 2, record message and # to accept (save) (or press 1 to Review, press 2 to re-record)</li> <li>4. Press #, when finished recording</li> <li>5. Enter desired extension number (or numbers) and Press # to send</li> </ol>	<p><b><u>PURGE DELETED MESSAGES</u></b> <i>To remove deleted messages from system</i></p> <ol style="list-style-type: none"> <li>1. Press <b>Voice Mail</b> button, then <b>Call VM</b> (Soft Key)</li> <li>2. Enter password, followed by #</li> <li>3. Enter 7-8-1 to clear out message</li> </ol> <p>Note: enter 7-8-* to cancel purge</p>
<p><b><u>WHILE LISTENING TO MESSAGES</u></b></p> <p>1 = REPLAY MESSAGE  2 = SAVE MESSAGE (<i>Moves message to Saved folder</i>)  3 =DELETE MESSAGE (<i>Messages will be purged next day</i>)  4 = FORWARD MESSAGE (<i>Forward messages to another</i>)  5 = REPLY TO MESSAGE (<i>Send a reply message</i>)  6 = PLAY ENVELOPE (<i>Date and Time Stamp</i>)  7 = BACK UP MESSAGE (<i>Go back 3 seconds</i>)  8 = STOP MESSAGE (<i>Pause message, Press 8 to play again</i>)  9 = SKIP AHEAD IN MESSAGE (<i>Go forward 3 seconds</i>)  # = SKIP TO NEXT MESSAGE</p>	<p><b><u>MAIN VOICEMAIL MENU</u></b></p> <p>1 = LISTEN TO MESSAGES  2 = SEND VOICEMAIL MESSAGE  3 = LISTEN TO SAVED MESSAGES  7 = PERSONAL OPTIONS  0 = TRANSFER TO PERSONAL ASSISTANT  # = HEAR MAILBOX STATUS</p>
<p><b><u>SET AVAILABILITY STATE</u></b> <i>Change your Availability State on phone through Voicemail</i></p> <ol style="list-style-type: none"> <li>1. Press <b>Voice Mail</b> button, then <b>Call VM</b> (Soft Key)</li> <li>2. Enter Password, Then press #</li> <li>3. Press 7 to change Mailbox Options</li> <li>4. Press 2 to change Availability State</li> <li>5. Choose option 1 – 6 for appropriate Mode</li> </ol>	<p><b><u>ACCESS MAILBOX FROM ANOTHER DESK</u></b> <i>*Use this method to check Group Mailboxes*</i></p> <ol style="list-style-type: none"> <li>1. Press <b>Voice Mail</b> button, Press <b>Call VM</b> (Soft Key)</li> <li>2. Press # key</li> <li>3. Enter your extension number</li> <li>4. Enter your password and # key</li> </ol> <p><i>*Note: Use these procedures to access Group or General Mailboxes OR to access Auto Attendant Greetings*</i></p>