

ShoreTel IP Phone 420 Quick Reference

PHONE OPERATION

Place calls




Use the handset, the speakerphone, or a headset

Lift handset or press  or  + Ext.

Make a blind conference call

 + Ext. + 

Make a consultative conference call

 + Ext. + wait +  to select + 

Use the Directory

 +  to select + 

Dial from History

 +  to select + 

Note: To close Directory or History, press that key again.

Answer calls


Answer a call

Lift handset or press  or 

Answer call waiting (incoming call)

Press blinking call appearance button

Answer an off-screen incoming call

Press  while offscreen call is displayed

Interact with calls

Adjust volume of handset, headset, or speakerphone when off hook; adjust ringer volume when on hook

 to select



Mute a call






Place a call on or off hold



Transfer a call (blind)

 + Ext. + hang up or 

Transfer a call (with a consultation)

 + Ext. + wait +  to select + 

Divert an incoming call to Voicemail



 or 

Adjust the display contrast




Press and hold  +  or 

VOICEMAIL

Log in to Voicemail Main Menu

 + Password + 

Log in from another extension

 +  + Ext. + Password + 

Log in or out of workgroup

 + Password +  +  +  +  +  or 

Change Call Handling Mode

 + Password +  +  

Change extension assignment

 + Password +  +   

Unassign extension assignment

 + Password +  +   

Assign extension to external number

 + Password +  +   

OFFICE ANYWHERE CODES

Transfer a call

  + destination +  

Conference a call

  + destination +  

Hold a call

Hang up

Access other star codes

  + (star code from below)

QUICK REFERENCE OF COMMON STAR CODES

Park a call

   + Ext.

Unpark a call

   + Ext.

Pick up a remote extension

   + Ext.

Pick up the night bell

Use the intercom

   + Ext.

Barge in

   + Ext.

Silent monitor

   + Ext.

Toggle hunt group status

   + Hunt Group's Ext.

Whisper page

   + Ext.

Silent coach

TROUBLESHOOTING

View phone information

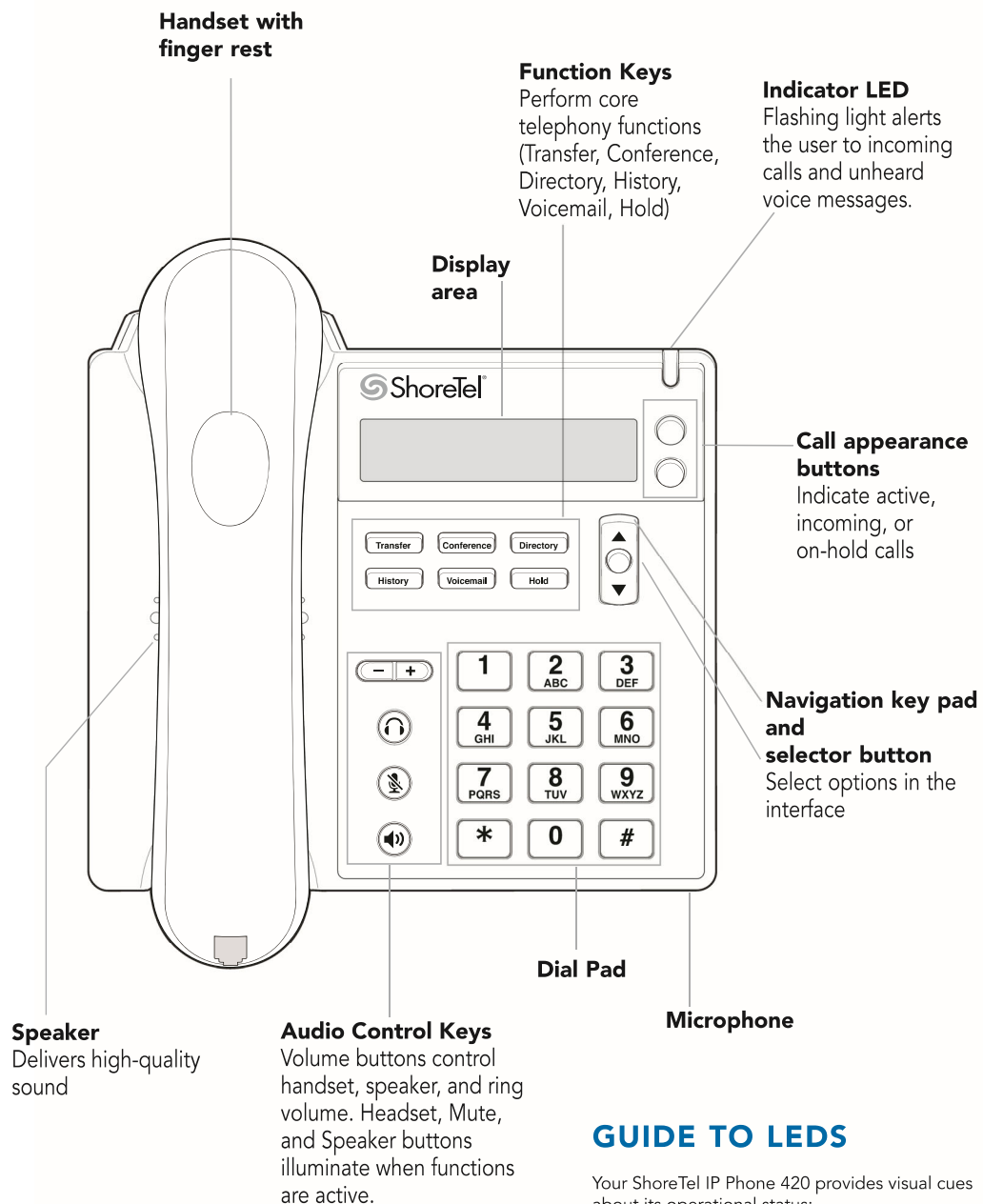
 +      (INFO#)

Reboot your phone

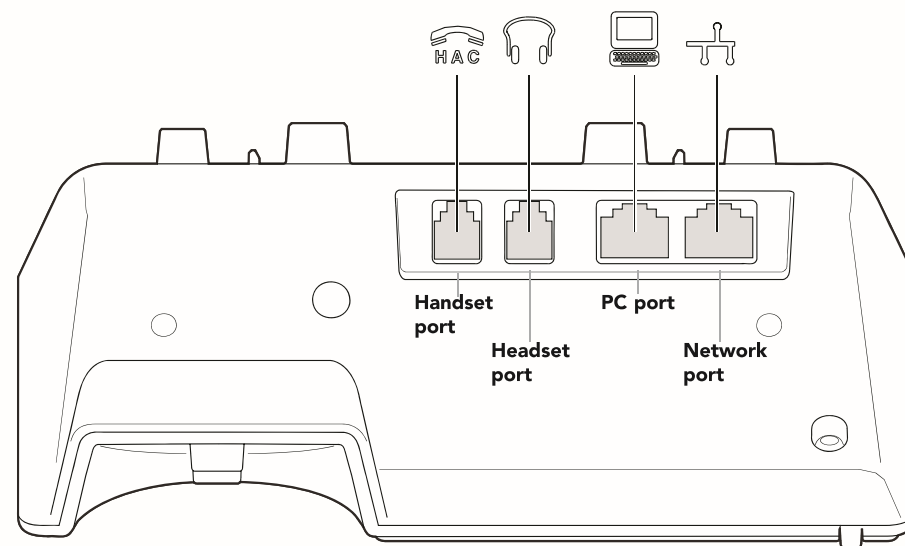
 +       (RESET#)

Note: For details about using the phone, see the *ShoreTel IP Phone 420 User Guide*.

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PORTS ON THE PHONE



STATUS ICONS

The following icons are displayed on the phone to indicate operational status:

- 📞 Off-screen call (on main display)
- 📧 Voicemail message indicator (on main display)
- 🔒 Secure call
- 📞 Missed call (on main display and in History)
- 📞 Inbound call (in History)
- 📞 Outbound call (in History)
- 📞 Transferred call (in History)
- ✓ Workgroup Agent logged in
- ✗ Workgroup Agent logged out
- 🔄 Workgroup Agent wrap up

GUIDE TO LEDS

Your ShoreTel IP Phone 420 provides visual cues about its operational status:

- Steady Green: Phone is in use (dialing or off hook)
- Blinking Green (Fast): Call on hold or call parked
- Blinking Green (Slow): Incoming call