ShoreTel IP Phone 420 Quick Reference

**PHONE OPERATION**

Place calls
- Use the handset, the speakerphone, or a headset: Lift handset or press \( \textcolor{orange}{\text{Voice}} \) or \( \textcolor{green}{\text{Voice}} \) + Ext.
- Make a blind conference call: \( \text{Conference} + \text{Ext. + Conference} \)
- Make a consultative conference call: \( \text{Conference} + \text{Ext. + wait + to select + } \)
- Use the Directory: \( \text{Directory} + \text{to select + } \)
- Dial from History: \( \text{History} + \text{to select + } \)

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

Answer calls
- Answer a call: Lift handset or press \( \textcolor{orange}{\text{Voice}} \) or \( \textcolor{green}{\text{Voice}} \)
- Answer call waiting (incoming call): Press blinking call appearance button
- Answer an off-screen incoming call: Press \( \textcolor{green}{\text{Voice}} \) while offscreen call is displayed

Interact with calls
- Adjust volume of handset, headset, or speakerphone when off hook; adjust ringer volume when on hook: \( \text{-} + \) to select
- Mute a call: \( \textcolor{yellow}{\text{Voice}} \)
- Place a call on or off hold: \( \text{Hold} + \text{Ext. + hang up or } \text{Transfer} \)
- Transfer a call (blind): \( \text{Transfer} + \text{Ext. + wait + to select +} \)
- Transfer a call (with a consultation): \( \text{Transfer} + \text{Ext. + wait + to select +} \)
- Divert an incoming call to Voicemail: \( \text{VoiceMail} + \text{or } \text{#} \)
- Adjust the display contrast: Press and hold \( \text{next} + \text{-} + \text{or } \text{-} + \text{previous} \)

**VOICEMAIL**
- Log in to Voicemail Main Menu: \( \text{VoiceMail} + \text{Password + #} \)
- Log in from another extension: \( \text{VoiceMail + # + Ext. + Password + #} \)
- Log in or out of workgroup: \( \text{VoiceMail + Password + # + 7 + 9 + 3 + 1 or 2} \)

Change Call Handling Mode:
- \( \text{VoiceMail + Password + # + 7 + 2} \)
- Change extension assignment:
- \( \text{VoiceMail + Password + # + 7 + 3 + 1} \)
- Unassign extension assignment:
- \( \text{VoiceMail + Password + # + 7 + 3 + 2} \)
- Assign extension to external number:
- \( \text{VoiceMail + Password + # + 7 + 3 + 3} \)

**OFFICE ANYWHERE CODES**
- Transfer a call: \( * * + \text{destination + # #} \)
- Conference a call: \( * * + \text{destination + * *} \)
- Hold a call: \( * * \)
- Hang up: \( # # \)
- Access other star codes: \( * * + (\text{star code from below}) \)

**QUICK REFERENCE OF COMMON STAR CODES**
- Park a call: \( * 1 1 + \text{Ext.} \)
- Unpark a call: \( * 1 2 + \text{Ext.} \)
- Pick up a remote extension: \( * 1 3 + \text{Ext.} \)
- Pick up the night bell: \( * 1 4 \)
- Use the intercom: \( * 1 5 + \text{Ext.} \)
- Barge in: \( * 1 6 + \text{Ext.} \)
- Silent monitor: \( * 1 7 + \text{Ext.} \)
- Toggle hunt group status: \( * 1 8 + \text{Hunt Group’s Ext.} \)
- Whisper page: \( * 2 1 + \text{Ext.} \)
- Silent coach: \( * 2 2 \)

**TROUBLESHOOTING**
- View phone information: \( * 1 4 \text{ + 4 6 3 6 6 6 3 8 # (INFO#)} \)
- Reboot your phone: \( * 1 8 + \text{7 3 3 3 8 # (RESET#)} \)

**Notes:** For details about using the phone, see the *ShoreTel IP Phone 420 User Guide.*
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Function Keys
- Perform core telephony functions (Transfer, Conference, Directory, History, Voicemail, Hold)

Indicator LED
- Flashes light to alert user to incoming calls and unheard voice messages.

Call appearance buttons
- Indicate active, incoming, or on-hold calls

Navigation key pad and selector button
- Select options in the interface

Display area

Speaker
- Delivers high-quality sound

Audio Control Keys
- Volume buttons control handset, speaker, and ring volume. Headset, Mute, and Speaker buttons illuminate when functions are active.

Dial Pad

Microphone

Handset with finger rest

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**:** Secure call
- **missed**: Missed call (on main display and in History)
- **inbound call**: Inbound call (in History)
- **outbound call**: Outbound call (in History)
- **transfered call**: 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

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