ShoreTel IP Phone 485g Quick Reference

**PHONE OPERATION**

**Place Calls**
Use the speakerphone or a headset
Use the Directory
Make a conference 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
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
Unpark a call

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

**EXTENSION ASSIGNMENT**
Using Phone Interface
Assign ext. to Available or Anonymous phone
Unassign extension
Assign your ext. to an assigned phone

**Using Voicemail System**
Change ext. assignment
Unassign extension

**CUSTOMIZE YOUR PHONE**
Select a ringtone
Change call handling mode (CHM)
Change CHM and call forwarding
Change wallpaper
Change time zone
Log in or out of workgroup

**TROUBLESHOOTING**
View phone information
Reboot your phone

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

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 on hold and call answered locally
- Monitored extension in a connected call and call answered locally

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

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

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

Handset with finger rest
Display area
Programmable call appearance buttons
Eight custom buttons with tri-color LED indicators show active, incoming, and on-hold calls. They can also be configured as call keys, monitored extensions, or speed-dial keys.
Indicator LED
Flashing light alerts you to incoming calls and unheard voice messages.
Soft Keys
Context-sensitive, functions defined in display area.
Navigation key pad and selector button
Lets you select options in the interface.
Function Keys
Perform core telephony functions: Voicemail, Directory, History, Transfer, Conference, Hold

Note: You can connect supported headsets to the IP Phone 485g via the headset jack on the back of the phone.

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