


























ShoreTel IP Phone 485g Quick Reference

PHONE OPERATION










Place Calls

- Use the speakerphone or a headset  or  + Ext.
- Use the Directory  +  to select +  Dial
- Make a conference call  + Ext. +  Conference or  Consult
- Make a call from History  +  to select +  Dial
- Use the Intercom (through Directory)  +  to select +  Open +  Intercom










Answer Calls

- Answer a call Lift handset or  Answer or  or 
- Send a call to voicemail  or  To VM
- Divert an incoming call  + Ext. +  Transfer
- Adjust volume of handset, headset, or speakerphone  to select
- Answer call waiting (incoming call) Press green blinking call appearance button or  Answer
- Pick up a call for another extension  Pickup + Ext.

Interact with Calls


























- Mute a call 
- Place a call on hold  or press call appearance button
- Take a call off hold  or press orange blinking call appearance button
- Transfer a call  + Ext. +  Transfer or  Consult
- Join calls  Join
- Park a call on another extension  Park + Ext.
- Unpark a call  Unpark + Ext.

VOICEMAIL




































- Check visual voicemail  + Password +  OK
- Log in to voicemail main menu  +  Call VM + Password +  #
- Log in from another extension  +  Call VM +  # + Ext. + Password +  #

EXTENSION ASSIGNMENT

Using Phone Interface

- Assign ext. to Available or Anonymous phone  Assign + Ext. + Password +  OK
- Unassign extension  Options + Pwd. +  OK +  +  Unassign user +  Unassign +  Unassign
- Assign your ext. to an assigned phone  Options +  Assign + Ext. + Password +  OK
- Change ext. assignment  Voicemail +  Call VM +  # + Ext. + Password +  # +  7 PQRS +  3 DEF +  1
- Unassign extension  Voicemail +  Call VM +  # + Ext. + Password +  # +  7 PQRS +  3 DEF +  2 ABC

CUSTOMIZE YOUR PHONE

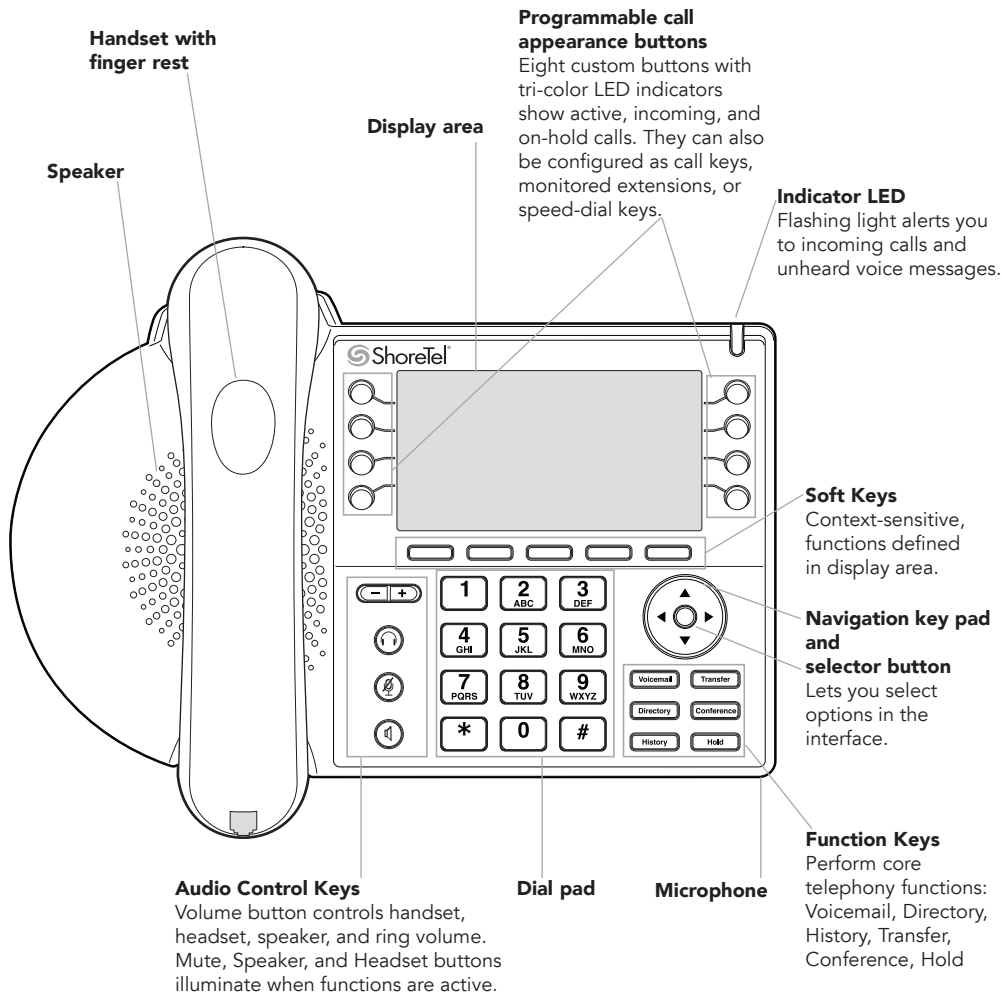
- Select a ringtone  Options + Password +  OK +  +  Ringtone +  Edit +  +  OK
- Change call handling mode (CHM)  Mode +  to select +  OK
- Change CHM and call forwarding  Options + Password +  OK +  Call handling +  Edit +  +  Edit +  OK
- Change wallpaper  Options + Password +  OK +  +  Wallpaper +  Edit +  +  OK
- Change time zone  Options + Password +  OK +  +  Time zone +  Edit +  +  OK
- Log in or out of workgroup  Options + Password +  OK +  +  Agent state +  Edit +  +  OK

TROUBLESHOOTING

- View phone information  +  4 GHI +  6 MNO +  3 DEF +  6 MNO +  # (INFO#)
- Reboot your phone  +  7 PQRS +  3 DEF +  7 PQRS +  3 DEF +  8 TUV +  # (RESET#)

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

ShoreTel IP Phone 485g Quick Reference



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

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

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

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

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

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
- Private message with return receipt