

ShoreTel Phone Quick Reference Guide - IP480

MAKING CALLS

Internal Calls

1. Lift handset
2. Dial **extension number**

External Calls

1. Lift handset
2. Dial **9 + outside number**

Using Headset

1. Press the **HEADSET** key to answer and hang up

ANSWERING CALLS

- Internal calls will have double ring
- External calls will have single ring

Ringling Calls

1. Lift handset, press **SPEAKER** or **HEADSET**

Send Call Directly to Voicemail:

1. When receiving an incoming call, press **TO VM** soft key

To Answer a 2nd Call:

1. Press the **2nd CALL** button, the first caller is automatically placed on Hold.

TIP: To toggle between two calls, press the Call key for the caller you want to talk to.

REDIAL

Stores 20 recent calls in history

1. Press **HISTORY**
2. Press **▼** or **▲** on the **WHEEL** to search recent missed calls
3. Press **DIAL** SOFTKEY to call

TIP: Press the **MORE** to **Filter** missed calls.

HOLDING CALLS

With a call in progress

1. Press **HOLD**
2. To answer: Press **flashing call key**

TIP: Phone will have a short ring burst after 10 secs as reminder and then every 60 secs

TRANSFERRING CALLS

With call in progress

1. Press the **TRANSFER** key
2. Dial **extension number**
3. Hang up OR remain on the line to announce the call. Press **YES** to complete or **CANCEL** to return to caller
4. **To transfer to a user's mailbox:**
 - A: Press the **TRANSFER** key
 - B: Dial **extension number**
 - C: Press **MORE** soft key, then **TO VM** soft key (**hint:** these last 2 steps must be done quickly)

3 PARTY CONFERENCE CALL

1. Establish first call
2. Press **2nd** call key for dial tone
3. Dial **extension** or **9 + outside number** and get second caller on the line
4. Press **JOIN** soft key

TIP: Press **SHOW** soft key to show all parties on conference.

DIRECTORY

1. Press **DIRECTORY** key
2. Press **▼** or **▲** on the scroll bar to search OR search via **alpha-numeric keypad name entry**
3. Press **DIAL** soft key to call

CALL PICKUP

1. Press **PICKUP** soft key
2. Enter **ringing extension number**

PARK / UNPARK

Places a call on hold at another extension:

1. Press **PARK** soft key
2. Dial **EXT** to park call
3. Press **PARK** soft key again

Unpark Call:

1. Lift handset
2. Press **UNPARK** soft key
3. Dial **EXT** where call is parked
4. Press **UNPARK** soft key again

TIP: Unpark may also be used to retrieve a call on hold at another ext.

VOICEMAIL SETUP

1. Press **VOICE MAIL** key
2. Enter your **EXTENSION**
3. Enter default password: **1234 #**
4. You will be prompted to enter **NEW PASSWORD**
5. You will be prompted to record your **NAME**
6. Press **7** to record a **PERSONAL GREETING** (press **1** to listen to the greeting and **#** to accept it)

ACCESSING VOICEMAIL

From your extension:

1. Press **VOICE MAIL** key
2. Enter your password, press **OK**.
3. Use the **WHEEL** to choose a message, press **PLAY**, **PAUSE**, **SKIP BACK**, **FWD**, **STOP**.

From an external number:

1. Dial **your DID**, when voicemail answers, press **##**
2. Enter **your extension**
3. Enter **your password**, press **#**

