ShoreTel®

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ShoreTel IP Phone 480/480g User Guide

July 26, 2016

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Before You Start

The following sections provide an overview of this book:

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About This Book

This book is intended for those who use the ShoreTel IP Phone 480/480g in a ShoreTel Connect CLOUD or ShoreTel Connect ONSITE system. It describes the phone's features and how to use the phone.

Organization

This document is divided into the following chapters:

- Chapter 1, Getting Started on page 6, provides an overview of the phone and describes how to set up the phone and use it for common tasks.
- Chapter 2, Customizing Your Phone on page 32, explains how to customize your phone through features such as availability states and ring tones.
- Chapter 3, Using Advanced Features on page 42, describes how to use the phone to perform advanced tasks, such as making conference calls.
- Chapter 4, Using Voicemail on page 48, describes how to use visual voicemail and the voicemail system to listen to messages and perform other tasks related to your voice mailbox.
- Chapter 5, Troubleshooting on page 66, provides information about simple approaches to addressing issues with your phone.

Conventions

The following typographical conventions are used in this document:

Font	Description
Bold	Keys that you press on the phone
Blue	Cross references with hyperlinks. Click the blue text to go to the indicated section. All chapters have a list of section links on the first page. **Note:** Table of Contents entries are also links, but they are not blue.

Related Documents

The following documents are also available:

- *Wall Mount Installation* describes how to mount the phone on a wall.
- *Quick Reference* provides shortcuts for performing common tasks with the phone.
- *Quick Install Guide* describes the ports on the back of the phone and how to adjust the tilt angle of the phone when it is used on a desk.

CHAPTER 1

Getting Started

This chapter provides an introduction to the ShoreTel IP Phone 480/480g. It contains the following information:

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Overview of the ShoreTel IP Phone 480/480g

Welcome to your ShoreTel™ IP phone!

Figure 1 provides an overview of the IP480/480g phone components. Figure 2 on page 9 shows the ports on the back of the phone.

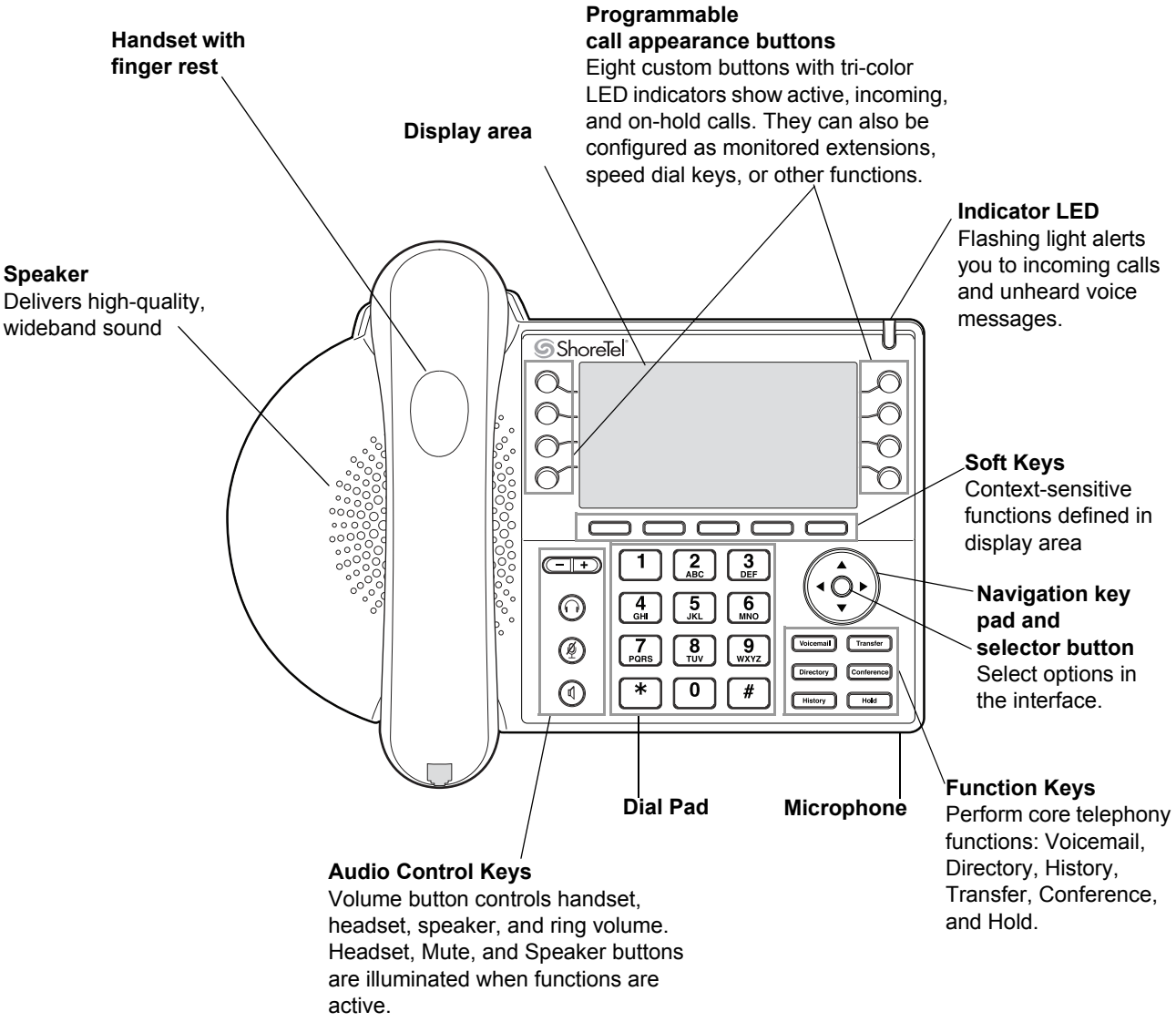


Figure 1: ShoreTel IP Phone 480/480g Components

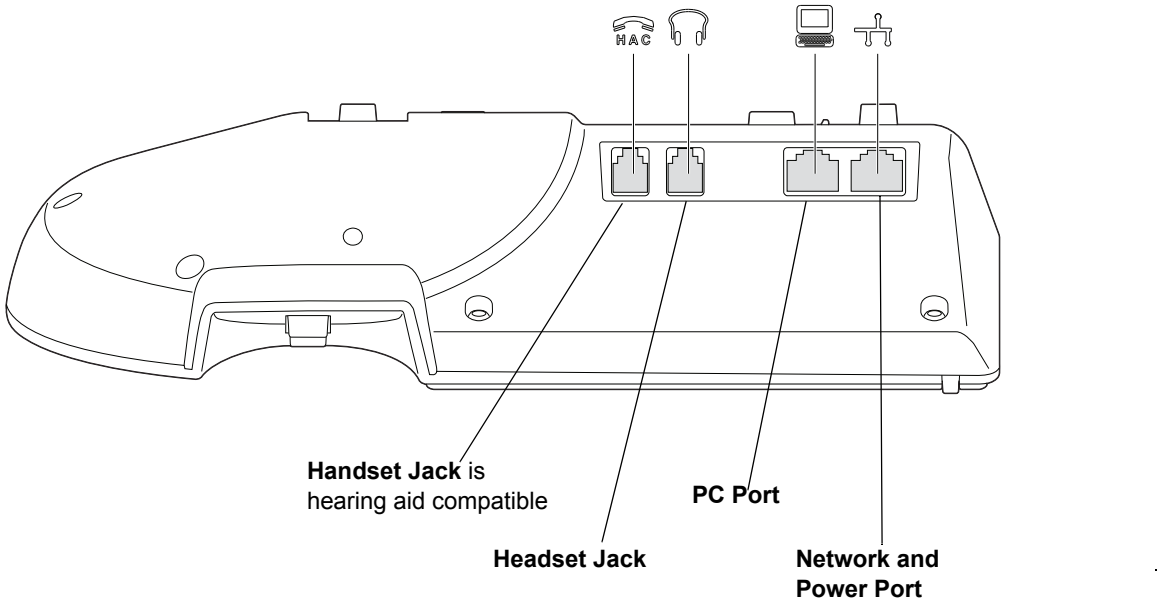


Figure 2: Ports on the Back of the IP Phone 480/480g

Your Phone's Display

The display screen on your ShoreTel IP phone shows your name and extension, availability state, call appearance buttons, workgroup agent status, programmed buttons, and other information. Figure 3 shows the elements on the phone display screen.

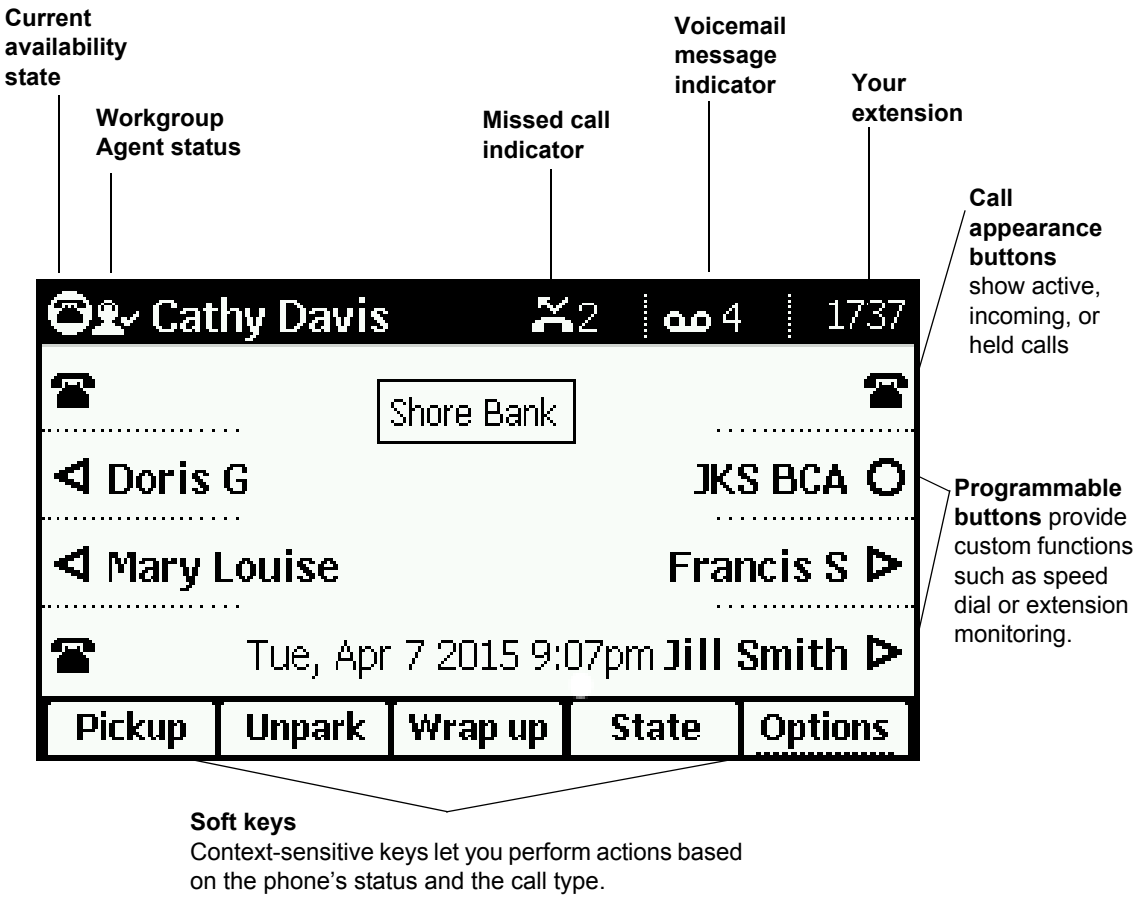


Figure 3: Elements on the Display of the IP Phone 480/480g

Call Appearance Buttons and Programmable Buttons

Your phone features eight call appearance buttons that show incoming, active, or held calls. These buttons can also be programmed to speed dial a number or perform one-button call functions such as silent monitor. For details about how you can program buttons to speed dial numbers, see Configuring Programmable Buttons on page 33. For information about functions that your ShoreTel Connect administrator can configure for these programmable buttons, see Other Advanced Features on page 45.

Soft Keys

Your phone includes five soft keys whose function changes depending on the state of your phone. For example, if your phone is idle, the soft keys let you modify settings such as your availability state or phone options. If you have an active call, you can use the soft keys to do such things as hang up, park the call, or merge the call with another call to create a conference call. When the label on a soft key is underlined with a dotted line, you can press the selector button on the navigation key pad to perform the function identified on that soft key.

Your Phone's Backlight Operation

To save power, the backlight on your phone's screen dims after a certain amount of time if the phone is not in use. After hours and when the phone has not been used for a certain length of time, the phone display goes completely blank. The length of time before the backlight dims and the after-business hours that determine when the backlight is off are configured by your ShoreTel Connect administrator.

The phone screen automatically returns to partial brightness at the start of business hours. At any time, if you press a button on the phone or the phone receives an incoming call, the phone screen returns to full brightness.

Adjusting the Display Contrast

1. With the phone on hook, press and hold the  button.

   The LED should *not* light and you shouldn't hear any tones; if this isn't the case, lift and replace the handset.

2. Press the ▲ or ▼ key on the navigation key pad to increase or decrease contrast.

Reducing Glare on the Phone's Screen

To reduce glare on your phone's display screen, you can adjust the tilt angle of the stand on the back of your phone. Detailed instructions are provided in the *Quick Install Guide* packaged with your phone.

Setting up Your Phone

To use all the functions of your ShoreTel IP phone, your phone needs to be assigned to you and you need to know your password for the voicemail system. You can determine if your phone is already assigned to you as follows:

- If the phone displays your name and extension, your ShoreTel Connect administrator has already assigned your phone to you, and you do not need to assign yourself to your phone. When your phone is in this state, you can receive calls, make calls, and check for new messages using visual voicemail.
- If the phone displays "Available" and the date and time, use the procedure in Assigning Your Extension or Phone Number to the Phone on page 12 to assign your extension to your phone. Until the phone is assigned, you can place internal calls by dialing a number or using the Directory, but you cannot receive calls or use visual voicemail, and you might not be able to place external calls.
- If the phone displays "Cloud Credentials," use the procedure in Assigning Your Extension or Phone Number to the Phone on page 12 to assign your extension to your phone.

- If the phone displays “Anonymous” and the date and time, this extension is assigned as the primary phone for someone who is currently assigned to some other phone or endpoint. You can assign your extension to the phone by following the procedure in Assigning Your Extension or Phone Number to the Phone on page 12.

With the appropriate permissions (set by your ShoreTel Connect administrator or authorized contact), you can log in to any ShoreTel IP phone in the ShoreTel Connect system to assign your extension or phone number to that phone. See Changing a Phone’s Extension Assignment on page 25 for more information.

If you need to register a phone with a ShoreTel Connect CLOUD system, see Registering a Phone in a ShoreTel Connect CLOUD System on page 13.

Assigning Your Extension or Phone Number to the Phone

The procedure that you use to assign your phone depends on whether the phone displays “Available or “Anonymous,” or “Cloud Credentials”.

If Your Phone Displays “Available” or “Anonymous”

If your phone displays “Available” or “Anonymous,” use this procedure to assign your extension to your phone.

1. Press the **Assign** soft key.
2. Enter the extension number that your ShoreTel Connect administrator provided, and then press the **Next** soft key.
3. Enter one of the following passwords:
   - If your ShoreTel Connect administrator provided a password, enter it and press the **OK** soft key.
   - If your ShoreTel Connect administrator did not provide a password, enter the default password of **1234** and press the **OK** soft key.
4. If prompted, enter a new password, and then press the **Next** soft key.



Tip

The password must be at least six numbers in length.

5. Enter the new password again, and then press the **OK** soft key.

   Your phone displays your name and extension.

If Your Phone Displays “Cloud Credentials”

1. In the **DID number** field, enter your country code plus the area code and telephone number that your ShoreTel Connect CLOUD authorized contact provided, and then press the **Next** soft key.

2. Enter the phone PIN that your ShoreTel Connect CLOUD authorized contact provided, and then press the **OK** soft key.

   Your phone displays your name and extension.

Registering a Phone in a ShoreTel Connect CLOUD System

If you need to register a phone in a ShoreTel Connect CLOUD system without assigning it to a specific user, use this procedure.

1. In the **DID number** field, enter the country code plus the area code and telephone number that your ShoreTel Connect CLOUD authorized contact provided, and then press the **Next** soft key.
2. Enter the phone PIN that your ShoreTel Connect CLOUD authorized contact provided, and then press the **Regstr** soft key.

   After a few seconds, the phone registers with the system and displays “Available”.

Logging in to the Voicemail System

If you are a new user in the ShoreTel system, you need to log in to the voicemail system to record your name and personal greeting. For details, see Logging in to Voicemail from Your Phone on page 57.

Unassigning Your Extension from the Phone

If you share a phone with others (for example, if you’re a mobile worker who shares an office) or if you are using a phone temporarily for some other reason, you should unassign your extension when you are finished using the phone. You can do this through the **Unassign** soft key, if your phone displays it, or you can use the Options menu.

*To unassign your extension if your phone displays the **Unassign** soft key:*

1. Press the **Unassign** soft key.
2. When prompted, press the **Unassign** soft key again.

   Depending on how the phone was configured, the phone displays Anonymous, Available, or the name and extension of the user whose extension is typically assigned to the phone, unless that user is currently assigned to another phone.

To unassign your extension through the Options menu:

1. Press the **Options** soft key.
2. Enter your voicemail password, and press the **OK** soft key.

   The Options menu opens.

3. Press the ▼ navigation key to scroll to the **Unassign user** option.
4. With the **Unassign user** option highlighted, press the **Unassign** soft key.

5. At the prompt, press the **Unassign** soft key again.

   Your extension is unassigned from the phone.



Note

You can also unassign a phone by using the voicemail system. For more information, see Assigning Your Extension to a Phone on page 62.

Getting Help

If your phone is running in a ShoreTel Connect CLOUD system, the phone includes a **Help** soft key that lets you immediately contact a member of the ShoreTel Connect CLOUD support team.

This feature might also be enabled for phones in a ShoreTel Connect ONSITE system, depending on whether your ShoreTel administrator configured this option. If configured, your call would go to your organization's internal support organization.

To place a help call:

1. Press the **Help** soft key on your phone.

   A confirmation window is displayed.

2. Press the **Yes** soft key to confirm that you want to place the call.

Operating Your Phone

This section provides an overview of the following basic phone tasks:

- Placing calls
- Answering calls
- Sending an incoming call to voicemail
- Adjusting the ring and listening volume
- Turning off the phone's ringer
- Muting a call
- Changing automatic off-hook preference

Placing Calls

To place a call, you can use the handset, the speakerphone, or a headset.

Using the Handset to Place a Call

1. To place a call, pick up the handset and dial a phone number.
2. To end the call, hang up the handset.

Using the Speakerphone to Place a Call

1. To place a call using the speakerphone, press the button and dial a phone number.

   The LED in the button lights green, and the call is dialed.

2. To end the call, press the button again.

   The button is no longer illuminated.

Using the Headset to Place a Call

1. To place a call using the headset, press the button and dial a phone number.

   The LED in the button lights green, and the call is dialed.

2. To end the call, press the button again.

   The button is no longer illuminated.

Answering Calls

Ring tones, a green flashing call appearance button, and the flashing red light in the top right corner of your phone indicate an incoming call. If the information is available, the caller's name and number appear in an incoming call window on your display.

To answer a call, you can use the handset, the speakerphone, or a headset. Depending on how you set your automatic off-hook preference or how your administrator set this option in ShoreTel Director, you can also answer a call through your speakerphone or headset using either of the following methods:

- Press the blinking green call appearance button.
- If the incoming call is shown in the focus window on your phone's display, press the **Answer** soft key.

For more information about handling multiple calls, see Answering and Switching Among Multiple Calls on page 28.

Using the Handset to Answer a Call

1. To answer a call, pick up the handset when the phone rings.
2. To end a call, hang up the handset.

Using the Speakerphone to Answer a Call

1. To answer a call, do one of the following:

   - Press the button.
   - If your automatic off-hook preference is configured to use the speaker, press the blinking green call appearance button or press the **Answer** soft key.

     The LED in the button lights green.

2. To end the call, press the button again.

   The button is no longer illuminated.

Using a Headset to Answer a Call

If you plan to use a headset to answer calls, see Changing Your Automatic Off-Hook Preference to Headset on page 36 for instructions for how to designate your wireless or wired regular headset as your default auto off-hook preference.

1. To answer a call using the headset, do one of the following:

   - If you use a wired headset, press the button.
   - If you use a wireless headset, go off-hook with your headset.
   - If your automatic off-hook preference is configured to use your headset, press the blinking green call appearance button or press the **Answer** soft key. (If you use a wireless headset, the phone then displays a message prompting you to press the off-hook button on your headset.)

     The LED in the button lights green.

2. To end the call, do one of the following:

   - If you use a wired headset, press the button again.
   - If you use a wireless headset, put your headset into the on-hook position.

   The button is no longer illuminated.

Adjusting the Ring and Listening Volume

To adjust the volume on your phone, use the  buttons. The volume settings for the ringer, handset, speakerphone, and headset are independent, and you can set them as follows:

- Adjust the volume of your phone's ringer while the phone is on hook.
- Adjust the handset listening volume while the handset is off hook.
- Adjust the speakerphone volume when the button's LED is illuminated.
- Adjust the headset listening volume when the button's LED is illuminated.

Note

When using a wireless headset, if you experience audio problems, ensure that your wireless headset is configured according to the manufacturer's instructions. Problems that might result from improper configuration include the following:

- You cannot hear a dial tone.
- The volume for you or the other party is not loud enough.
- You hear a buzzing or hissing sound.

Turning off the Phone's Ringer

1. Press the **Options** soft key.
2. Enter your voicemail password, and press the **OK** soft key.

   The Options menu opens.
3. Press the ▼ navigation key to scroll to the **Audible ringer** option.
4. To turn off the ringer, use one of the following methods:
   - Press the **Toggle** soft key to change the ringer value from **On** to **Off**.
   - Press the selector button on the navigation key pad to toggle between **On** and **Off**.
   - Use the ▶ key on the navigation key pad to change the value from **On** to **Off**.
5. Press the **Exit** soft key.

Muting a Call

- To mute a call so that the caller doesn't hear you, press the button.

  The LED on the button is illuminated in red when the mute is active.

- To unmute a call so that the caller can hear you, press again.

  The button is not illuminated when the mute is not active.

Guide to the Icons Displayed on Your Phone

Your ShoreTel IP Phone 480/480g displays icons for phone status and features. These icons are described in the following tables:

- Title bar icons on the phone's main screen are described in Table 1.
- Call appearance button icons on the phone's main screen are described in Table 2 on page 19.
- History icons are described in Table 3 on page 21.
- Presence icons displayed in the Directory are described in Table 4 on page 22.
- Voicemail icons are described in Table 6 on page 50.

Table 1: Title Bar Icons on the Main Screen

Icon	Description
	Availability state: Available
	Availability state: In a Meeting Availability state: Do not disturb
	Availability state: Out of office
	Availability state: Vacation
	Availability state: Custom
	Missed call
	Voicemail message indicator
	Secure call (This icon is displayed in the call focus window for an active call.)
	Workgroup Agent logged in

Table 1: Title Bar Icons on the Main Screen (Continued)

Icon	Description
	Workgroup Agent logged out
	Workgroup Agent wrap up

Table 2: Call Appearance Button Icons and LED Colors and Blink Patterns

Icon	LED Color and Blink Pattern	Description
	Orange, steady	Do not disturb
	Off	Idle
	Green, 1 second on/ 1 second off	Incoming call
	Green, steady	Dialing or off hook
	Green, steady	Connected call
	Red, steady	Whisper page is active
	Green, steady	Connected conference call
	Orange, .25 seconds on/ .25 seconds off	The call is on hold locally.
	Green, steady	The call is on hold remotely.
	Off	Programmed button (left)
	Orange, steady	The designated extension for the programmed button (left) has a “do not disturb” availability state active.
	Off	Programmed button (right)

Table 2: Call Appearance Button Icons and LED Colors and Blink Patterns (Continued)

Icon	LED Color and Blink Pattern	Description
	Orange, steady	The designated extension for the programmed button (right) has a “do not disturb” availability state active.
	Off	Monitored extension or bridged call appearance
	Orange, steady	The monitored extension has a “do not disturb” availability state active.
	Red, steady	The monitored extension has unheard voicemail messages.
	Orange, steady	The monitored extension has unheard voicemail messages and a “do not disturb” availability state active.
	Red, steady	The monitored extension is in a conference call.
	Red, steady	The monitored extension is in a connected call.
	Green .8 seconds/ orange .2 seconds	The monitored extension is in a connected call and you picked up an incoming call for the monitored extension.
	Green .8 seconds/ orange .2 seconds/green .1 seconds/orange .2 seconds	The monitored extension has a call on hold and you picked up an incoming call for the monitored extension.
	Orange, .2 seconds on/ .1 seconds off/.2 seconds on/.5 seconds off	The monitored extension is in a connected call and has a call on hold.
	Green, .2 seconds on/ .1 seconds off/ .7 seconds on/1 second off	The monitored extension is in a connected call and is receiving another call.

Table 2: Call Appearance Button Icons and LED Colors and Blink Patterns (Continued)

Icon	LED Color and Blink Pattern	Description
	Orange, .5 seconds on/ .5 seconds off Red, steady	The call is being recorded, and the recording operation was initiated by pressing the programmed button. The call is being recorded, and the recording operation was initiated through the ShoreTel Connect client and the recording mailbox is not the user's own mailbox.
	Red, steady	Whisper page mute is active. When whisper page is active, the non-whisper active call can be muted (whisper page mute). The muted call shows this icon.

Table 3: Call History Icons

Icon	Description
	Inbound call
	Outgoing call
	Missed call
	Transferred call

Icons displayed in the Directory indicate the presence or status of the person you want to call. These presence icons are shown in Table 4. If the person or entity's presence is unknown, no presence icon is shown. Presence icons are also not displayed for phones in the Available or Anonymous states. Figure 4 on page 22 shows an example of the presence icons in the Directory.

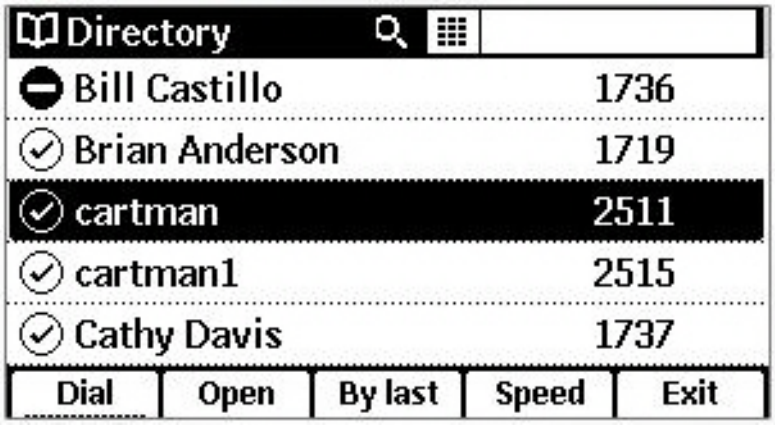


Figure 4: Directory with Presence Icons

Table 4: Presence Icons in the Directory

Icon	Description
	Available
	The user has set an availability state other than Available and has not configured this state as Do Not Disturb for incoming calls.
	The user's extension is on hold or has a call parked on it.
	Do not disturb
	On a call

Using Voicemail

To access your voicemail messages, press the **Voicemail** button.

For complete details about voicemail, see Chapter 4, Using Voicemail on page 48.

Using the Directory

You can use the Directory to quickly look up and dial a person's extension. Through the Directory, you can also access your speed dial numbers or dial a person's voice mailbox. If you have the proper permissions, you can contact a person through the intercom or use the whisper page. In addition, if your ShoreTel Connect administrator has added detailed contact information to the system, you can see information in the Directory such as a person's email address, alternate phone numbers, and alternate contacts.

Making a Call Using Directory

1. Press the **Directory** button.



Tip

To close the directory, press the **Directory** button or press the **Exit** soft key.

2. Locate the name of the person you want to call using one of the following methods:

   - Use the ▲ and ▼ navigation keys to scroll through the directory list until the name of the person you want to call is highlighted. (To scroll quickly, press and hold a navigation key.)
   - Dial the numbers that correspond with the first few letters in the person's first or last name, pressing a number key once for any letter on that key. For example, to find the name Smith, dial the numbers 76484. You might need to press keys for only the first few letters of the person's name before the name is recognized. If the filtered list contains more than one name, scroll through the list until the name of the person you want to call is highlighted.



Tips

- You can also search by both first and last name at the same time. After entering the first two or three digits for the first or last name, press **#** to enter the first two or three digits for the other name (first or last). For example, to find the entry for Steve Williams or William Stephens dial 78#94.
- To delete characters in the filter, press the **Backsp** soft key. Delete all the characters in the filter to return to the full Directory list.

3. With the person's name highlighted, dial the person's number using one of the following methods:

   - Press the **Dial** soft key.
   - Press the selector button on the navigation keypad.
   - Press any idle call appearance button.
   - Pick up the handset to take the phone off hook.
   - Press the speaker button to take the phone off hook.
   - Press the headset button to take the phone off hook.



Tip

If the ShoreTel Connect administrator has enabled presence for the user, the presence icon in the Directory indicates the current status of the person you want to call. For details about the presence icons, see Table 4 on page 22.

Finding Detailed Contact Information

1. Press the **Directory** button.
2. Use the ▲ and ▼ navigation keys to scroll to the name of the person for whom you want to find contact information.
3. Press the **Open** soft key.

   The person's contact details are displayed.
4. To return to the main Directory screen, press the **Back** soft key.

Using the Intercom through Directory

If you have the proper permissions, you can use the Intercom for internal extensions.

1. Press the **Directory** button.
2. Use the ▲ and ▼ navigation keys to scroll to the name of the person you want to use the intercom to contact. (To scroll quickly, press and hold a navigation key.)
3. Press the **Open** soft key.

   The person's contact details are displayed.
4. Press the **Intercom** soft key.

   The phone initiates an intercom connection.

Dialing a Voice Mailbox from Directory

1. Press the **Directory** button.
2. Use the ▲ and ▼ navigation keys to scroll to the name of the person whose voice mailbox you want to call. (To scroll quickly, press and hold a navigation key.)
3. Press the **Open** soft key.

   The person's contact details are displayed.
4. Press the **Dial VM** soft key.

   The phone calls the voice mailbox of the person you selected.

Sending a Whisper Page through Directory

If your ShoreTel Connect administrator has given you the necessary permissions, you can break into an active call to speak with someone on an internal extension without the remote caller hearing the interruption.

1. Press the **Directory** button.
2. Use the ▲ and ▼ navigation keys to scroll to the name of the person to whom you want to send a whisper page.
3. Press the **Open** soft key.

   The person's contact details are displayed.
4. Press the **Whisper** soft key.

   The phone sends a whisper page to the person you selected.

Using the Call History Viewer

The History viewer displays recent inbound, outbound, missed, and transferred calls, with the most recent call listed first. Each entry in the History list displays the caller's name or number (if available) and the time or date of the call. If no caller ID information is available for a particular number, the phone displays "Caller ID Unknown."

With the History viewer, you can view all calls, or you can filter to see only incoming (From), outgoing (To), or missed calls. You can also dial directly from the History viewer or delete calls from your call history.

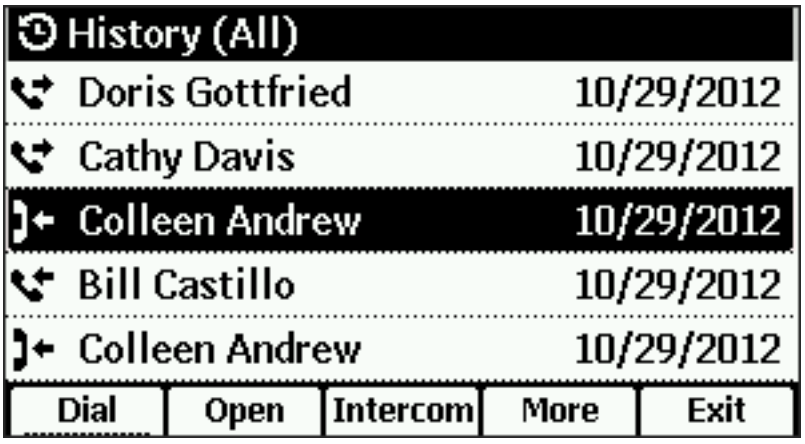


Figure 5: Call History Viewer

Viewing a List of All Calls Placed, Received, or Missed

1. Press the **History** button.



Tip

To close the History viewer, press the **History** button or the **Exit** soft key.

2. Use the ▲ and ▼ navigation keys to scroll through and review your call history. (To scroll quickly, press and hold a navigation key.)
3. To filter the calls in your call history, do the following:
   a. Press the **More** soft key.
   b. Press the **Filter** soft key.
   c. Use the ▼ navigation key to scroll to one of the following options:
      - Select **To** to show all outbound calls.
      - Select **From** to show all inbound calls.
      - Select **Missed** to show all missed calls.
   d. Press the **OK** soft key.

Placing a Call Using the History Viewer



Tip

To dial your most recent outbound call, press and hold the **History** button.

Note that if you used *67 on your last outbound call these digits will not be included if you redial by pressing and holding the **History** button.

1. Press the **History** button.
2. Use the ▲ and ▼ navigation keys to scroll through the History list until the name of the person you want to call is highlighted. (To scroll quickly, press and hold a navigation key.)
3. With the name of the person you want to call highlighted, choose one of the following options to dial the call:
   - Press the **Dial** soft key.
   - Press the selector button on the navigation keypad.
   - Press a call appearance button.
   - Pick up the handset to take the phone off hook.
   - Press the speaker button to take the phone off hook.
   - Press the headset button to take the phone off hook.

Using the Intercom through the History Viewer

If you have the proper permissions, you can use the Intercom for internal extensions.

1. Press the **History** button.
2. Use the ▲ and ▼ navigation keys to scroll through the History list until the person you want to contact through the intercom is highlighted.
3. Press the **Intercom** soft key.

   The phone initiates an intercom connection.

Deleting a Call from the History Viewer

1. Press the **History** button.
2. Press the **More** soft key.
3. Use the ▲ and ▼ navigation keys to scroll through the History list until the call you want to delete is highlighted.
4. Press the **Delete** soft key.

   The call is removed from the History viewer.

Interacting with Calls

This section describes the following ways to interact with calls:

- Placing a call on hold or off hold
- Answering and switching among multiple calls
- Diverting an incoming call to voicemail or another number
- Transferring a call
- Parking and unparking calls
- Picking up an incoming call for another extension

Placing a Call on Hold or off Hold

- To place an active call on hold, do either of the following:
  - Press the active call's green call appearance button.
  - If the call is in focus (displayed in a window on the phone screen), press the **Hold** button.

  The call appearance button for the held call blinks orange and a timer shows the length of time the call is on hold.

- To take a call off hold, do either of the following:
  - Press the blinking orange call appearance button.
  - If the call is in focus (displayed in a window on the phone screen), press the **Hold** button.

  The call is taken off hold, and the call appearance button associated with the call illuminates in steady green.

If your phone is on hook while a call is on hold, you hear a reminder ring in 10 seconds and then at one-minute intervals while any call remains on hold.

Answering and Switching Among Multiple Calls

With the appropriate permissions (set by your ShoreTel Connect administrator), you can receive up to 16 incoming calls at once. You are alerted to an incoming call with one or more of the following indicators:

- If you receive the call while you are on another call, you hear a beep on the call.
- If you have an available call appearance button, the button blinks green and you see a window with caller ID information for the incoming call. An arrow associates the window with the call appearance button.
- If all of your call appearance buttons are occupied by programmed buttons and active, incoming, or held calls, the focus window for any additional calls displays caller ID information and identifies the call as “Off screen,” and the call is not associated with a call appearance button. Figure 6 on page 28 shows an off-screen call. When a call appearance button becomes available, the oldest off-screen call becomes associated with the newly available call appearance button.

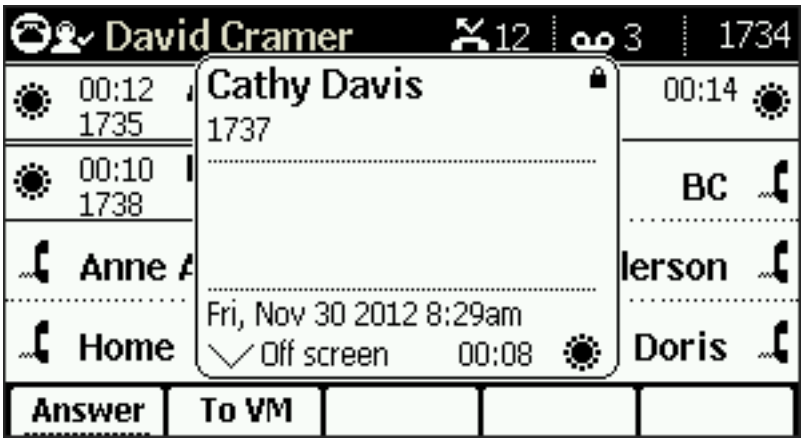


Figure 6: Focus Window Showing an Off-Screen Call

You can move among all on-screen and off-screen incoming, active, or held calls by pressing the ▲ and ▼ navigation keys to locate the call you want to answer or return to.

- To answer an incoming call that is associated with a call appearance button and put the current active call on hold, do one of the following:
  - Press the green blinking call appearance button for the incoming call.
  - Press the **Answer** soft key.
- To answer an incoming call that is off screen and put the current active call on hold, press the **Answer** soft key.

If you are unable to receive incoming calls because you have no available lines, the following happens:

- If the active availability state's forwarding condition is set to No Answer/Busy, the caller is sent to your configured Busy destination. If you have a voice mailbox, the default Busy destination is your voice mailbox.
- If the active availability state's forwarding condition is Never, the caller hears a busy tone.

Diverting an Incoming Call to Voicemail or Another Number

Whether your phone is idle or you are engaged in a call, you can send an incoming call to your voice mailbox or to another number without answering it.

To send an incoming call to voicemail:

- While the phone rings, do one of the following:
  - Press the Voicemail button.
  - Press the **To VM** soft key.
  - Press **#**.

  The call is sent to your voice mailbox.

To transfer an incoming call to another number without answering the call:

1. While the phone rings, press the **Transfer** button.
2. Enter the number you want to transfer the call to.

   The call is transferred to the designated number.

Transferring a Call

You can transfer a call in two ways:

- In a blind transfer, you transfer the call without the other party first answering your call.
- In a consultative transfer, you talk to the other party before completing the transfer.

Both types of transfer use a similar procedure.

To do a blind transfer:

1. While engaged in a call, press the **Transfer** button.

2. Dial the number you want to transfer the call to.



Tip

If you want to cancel the transfer, press the **Cancel** soft key or take the original call off hold.

3. Do one of the following:

   - Press the **Transfer** button.
   - Hang up.

   The call is transferred to the designated number.

To do a consultative transfer:

1. While engaged in a call, press the **Transfer** button.
2. Dial the number you want to transfer the call to.



Tip

If you want to cancel the transfer before the other party answers the call, press the **Cancel** soft key or take the original call off hold.

3. After the other party answers the call, do one of the following:

   - To complete the transfer, press the **Yes** soft key.
   - To cancel the transfer, press the **Cancel** soft key.

Parking and Unparking Calls

With the appropriate permissions (set by your ShoreTel Connect administrator), you can park a connected call on another extension and you can unpark that call and return it to your extension.



Note

To unpark a call, the call must be on hold on the other extension.

To park a call:

1. While the call is active, press the **Park** soft key.
2. Dial the extension number where you want to park the call.

   The call is parked on the designated extension.



Note

If the call is not answered on the parked phone within a certain amount of time (as configured by your ShoreTel Connect administrator), the call returns to the original extension. The default is 60 seconds.

To unpark a call and return it to your extension:

1. Press the **Unpark** soft key.
2. Dial the extension number from which you want to unpark the call.

   The parked call is returned to your extension.

Picking up an Incoming Call for Another Extension

With the appropriate permissions (set by your ShoreTel Connect administrator), you can pick up a call that is ringing on another extension.

1. If you want to answer a call coming in to another phone, press the **Pickup** soft key.
2. Dial the extension number for which you want to pick up an incoming call.

   The call is now an active call on your extension.

CHAPTER

2

Customizing Your Phone

This chapter provides instructions for customizing your ShoreTel IP Phone 480/480g. It contains the following information:

Overview of Customizing Your Phone 33
Configuring Programmable Buttons 33
Understanding Availability States 34
Changing Your Active Availability State 35
Specifying Options for Availability States 35
Changing Your Automatic Off-Hook Preference to Headset 36
Changing the Ringtone 36
Changing the Time Zone of Your Phone 37
Customizing the Phone's Audio Settings 38
Enabling Simultaneous Ring 39
Enabling Handsfree Mode to Suppress Dial Tone for Off-Hook Headsets 39
Modifying the Workgroup Agent State 39
Enabling or Disabling Simultaneous Ringing on Additional Phones 40
Moving a Call to Another Phone 41

Overview of Customizing Your Phone

You can customize your phone by setting a variety of user options. This section explains how to customize the following user options using your telephone's interface:

- programmable buttons
- availability state
- ring tone
- audio settings
- time zone
- simultaneous ring
- handsfree mode (suppressing dial tone for headset users)
- workgroup agent state

You can also modify user options through the ShoreTel Connect client. See the ShoreTel Connect client documentation for more information.

Configuring Programmable Buttons

With programmable buttons, you can perform tasks with your phone by pressing just one button instead of several. The programmable buttons on your phone can be configured through the following methods:

- If your ShoreTel Connect administrator has granted you the necessary permissions, through your phone you can configure programmable buttons to dial an extension or external number with one touch.
- Your ShoreTel Connect administrator can assign a variety of special functions such as call monitoring or silent coach to your call appearance buttons to provide a fast way to perform functions by pressing just one button instead of several.



Note

Because the features that you can configure for programmable buttons are a subset of what the ShoreTel Connect administrator can configure, take caution in programming a button that your administrator has already configured for a different function. If you want to return the button to the administrator's configuration, you will need the administrator's assistance.

To program buttons to dial a number:

1. Press the **Options** soft key.
2. Enter your voicemail password, and press the **OK** soft key.

   The Options menu opens.
3. Press the ▼ navigation key to scroll to the **Program buttons** option.

4. With the **Program buttons** option highlighted, press the **Edit** soft key.
5. Press the call appearance button that you'd like to program.
6. With the **Dial number** option highlighted, press the **Select** soft key.
7. Enter the number that you want to program the button to dial.
8. Press the **Next** soft key.
9. Enter the label that you want displayed next to the button for that number.
10. Press the **Done** soft key.
11. Repeat steps 4-10 to program another button, or press the **Exit** soft key.

To de-program buttons:

1. Press the **Options** soft key.
2. Enter your voicemail password, and press the **OK** soft key.

   The Options menu opens.
3. Press the ▼ navigation key to scroll to the **Program buttons** option.
4. With the **Program buttons** option highlighted, press the **Edit** soft key.
5. Press the programmed button that you want to change to a call appearance button.
6. With the **Call appearance** option highlighted, press the **Select** soft key.
7. To return to the Options menu, press the **Exit** soft key.
8. Press the **Exit** soft key.

Understanding Availability States

You can set six distinct availability states for your extension. These availability states can be configured with various options to forward incoming calls to another number or send them to voicemail. Using the voicemail system, you can also record a different personal greeting for each availability state.

By using your phone's interface, you can configure options for each availability state, such as call forwarding destinations, number of rings, and simultaneous ring. (You can also configure these options in the ShoreTel Connect client.)

The availability states are as follows:

- Available (the default) allows you to answer all incoming calls.
- In a Meeting
- Out of Office
- Vacation
- Custom
- Do not disturb

If you select a “Do Not Disturb” availability state, your phone displays the  icon for all call appearance buttons, and the call appearance LEDs light up orange. The “Do Not Disturb” option is in effect when you specify that calls are always to be forwarded. For more information, see Specifying Options for Availability States.

Changing Your Active Availability State

1. Press the **State** soft key.

   The availability states are displayed, and the active state is indicated with a check mark.

2. To select a different availability state, do one of the following:

   - On the key pad, press the number of the desired availability state.
   - Press the ▼ or ▲ navigation keys to scroll to the desired availability state, and press the **OK** soft key.

   The availability state for your phone changes to the selected state.



Note

Pressing the **State** soft key changes the state from “Available” to “In a Meeting” or from any of the other states to “Available” after five seconds. If you scroll through the availability states, the timer is dismissed.

Specifying Options for Availability States

1. Press the **Options** soft key.
2. Enter your voicemail password, and press the **OK** soft key.

   The Options menu opens, and the **Availability** option is highlighted.

3. With the **Availability** option highlighted, press the **Edit** soft key.
4. Press the ▼ navigation key to scroll to the availability state for which you want to specify options, and then press the **Edit** soft key.

- **Always** means that calls received when this availability state is active are always forwarded to the specified destination number. When you select **Always**, you can also specify the , which is the number that you want calls forwarded to, or you can accept the default.
- **No answer** means that calls received when this availability state is active will be forwarded to the specified destination number only when you do not answer your phone or when your phone is unable to accept additional calls. You can also configure the following options or accept the defaults:

  When you select **No answer**, you can also configure the following options or accept the defaults:

  - Specify the number you want calls forwarded to when you do not answer them.
  - **Number of rings** Specify the number of times the phone rings before the call is forwarded.
  - **Busy destination** Specify the number to forward the call to if your extension is busy.
- **Never** means that calls received when this availability state is active will never be forwarded.

5. For the **Simulring** option, select **On** or **Off** depending on whether you want the phones that you have configured through the ShoreTel Connect client to ring simultaneously with your extension. (However, if you choose to always forward calls to another number, your extension does not ring.)
6. After setting options, press the **Back** soft key.

   The changes are saved.
7. Do one of the following:
   - To set the selected availability state as the active availability state, press the **OK** soft key.
   - To continue without changing the availability state, press the **Cancel** soft key.
8. Press the **Exit** soft key.

Changing Your Automatic Off-Hook Preference to Headset

If you frequently use a headset with your phone, you might want to designate your headset as the audio path that is automatically activated when you place or receive calls. The speakerphone is the default automatic off-hook preference.

Changing the Ringtone

1. Press the **Options** soft key.

2. Enter your voicemail password, and press the **OK** soft key.

   The Options menu opens.

3. Press the ▼ navigation key to scroll to the **Ringtone** option.
4. Press the **Edit** soft key.
5. Press the ▲ or ▼ navigation keys to scroll through the various ringtones available, and preview the ringtones as follows:
   - To hear the selected ringtone as it would sound for internal calls, press the **Preview internal** soft key.
   - To hear the selected ringtone as it would sound for external calls, press the **Preview external** soft key.
6. When you have identified the ringtone that you want to use, highlight it and press the **OK** soft key.
7. Press the **Exit** soft key.

Changing the Time Zone of Your Phone

By default, your phone uses the time zone specified by the voice switch that controls it. You can override the default time zone to specify another time zone.

1. Press the **Options** soft key.
2. Enter your voicemail password, and press the **OK** soft key.

   The Options menu opens.

3. Press the ▼ navigation key to scroll to the **Time zone** option.
4. Press the **Edit** soft key.
5. Press the ▼ navigation key to scroll through the various time zones, and highlight the time zone you want to use for your phone.



Note

The current time zone is indicated with a check mark.

6. Press the **OK** soft key.
7. Press the **Exit** soft key.

   The time displayed on your phone screen matches the selected time zone.

To change the phone back to the default time zone:

1. Press the **Options** soft key.

2. Enter your voicemail password, and press the **OK** soft key.

   The Options menu opens.

3. Press the ▼ navigation key to scroll to the **Time zone** option.

4. Press the **Reset** soft key.

5. Press the **Exit** soft key.

   The time displayed on your phone screen matches the default time zone.

Customizing the Phone's Audio Settings

If you want to change the audio gain for your phone's handset or headset speaker or microphone, you can adjust these values from your phone. You can also adjust the audio gain level for the phone's handsfree microphone and the sidetone audio gain level. (Sidetone refers to the sound of your own voice that you hear in the earpiece as you're speaking into the receiver. The proper sidetone gain level keeps you from speaking too loudly into your microphone.)

Because these settings are part of your user profile, if you assign your extension to another phone, your modified settings move to that phone.

1. Press the **Options** soft key.

2. Enter your voicemail password, and press the **OK** soft key.

   The Options menu opens.

3. Press the ▼ navigation key to scroll to the **Audio Settings** option.

4. Press the **Open** soft key.

5. Press the ▼ navigation key to scroll through the various audio settings; for each setting you want to modify, do the following:

   a. With the desired option highlighted, press the **Open** soft key.

   b. Use the **Increase** or **Decrease** soft keys to adjust the gain level.

   c. Press the **Back** soft key to return to the Audio Settings menu.

6. Press the **Back** soft key.

7. Press the **Exit** soft key.

Enabling Simultaneous Ring

If your ShoreTel Connect administrator has configured simultaneous ring capability for your phone, you can designate up to two other phones to ring simultaneously when your phone rings. This is useful if you are away from the office and want any calls to your extension to also ring a mobile or other phone number.

For details on how to enable simultaneous ring, see Specifying Options for Availability States on page 35.

Enabling Handsfree Mode to Suppress Dial Tone for Off-Hook Headsets

If you frequently use a headset, you might want to enable the Handsfree Mode so that you do not hear the dial tone when you go off hook with your wired or wireless headset.



Note

Even with Handsfree Mode enabled, if you have unheard voicemail messages you hear a short stutter tone.

1. Press the **Options** soft key.
2. Enter your voicemail password, and press the **OK** soft key.

   The Options menu opens.
3. Press the ▼ navigation key to scroll to the **Handsfree mode** option.
4. To enable handsfree mode, use one of the following methods:
   - Press the **Toggle** soft key to toggle the ringer value between **Off** to **On**.
   - Press the selector button on the navigation key pad to toggle between **On** and **Off**.
   - On the navigation key pad, press the ▶ key to select **On** or the ◀ key to select **Off**.
5. Press the **Exit** soft key.

Modifying the Workgroup Agent State

If you have at least a Workgroup Agent Access License and you are a member of a workgroup, you can configure whether your workgroup agent is logged in or logged out by using your phone. If you are a workgroup supervisor or an operator, you can also specify Wrap Up mode from your phone.

1. Press the **Options** soft key.

2. Enter your voicemail password, and press the **OK** soft key.

   The Options menu opens.

3. Press the ▼ navigation key to scroll to the **Agent state** menu, which indicates your current agent state with a check mark.

4. Press the **Edit** soft key.

5. Press the ▼ navigation key to highlight the workgroup agent state that you want to change to, as follows:

   - To log in, highlight **Login** and press the **OK** soft key.
   - To log out, highlight **Logout** and press the **OK** soft key.
   - If you are a workgroup supervisor or operator and you want some time to wrap up a previous call, highlight **Wrap up** and press the **OK** soft key.
   - If you are finished wrapping up the previous call, highlight **UnWrap** and press the **OK** soft key.

6. Press the **Exit** soft key.

Enabling or Disabling Simultaneous Ringing on Additional Phones

If you want additional phones (such as your cell phone, your home phone, or another external number) to ring simultaneously with your assigned extension, you can configure the additional phones using the ShoreTel Connect client, or your ShoreTel Connect administrator can configure this capability for you.

After these additional phones are configured, you can enable or disable simultaneous ringing for these phones by using soft keys on your phone.

- To enable simultaneous ringing for your additional phones, do one of the following:
  - Use the Options menu, as follows:
    a. Press the **Options** soft key
    b. Enter your voicemail password, and press the **OK** soft key.
    c. Scroll down to the **Additional phone** option.
    d. With the Additional phone option highlighted, press the **Toggle** soft key to enable additional phones.
    e. Press the **Exit** soft key.
- To disable simultaneous ringing for your additional phones, do one of the following:
  - Use the Options menu, as follows:

a. Press the **Options** soft key

b. Enter your voicemail password, and press the **OK** soft key.

c. Scroll down to the **Additional phone** option.

d. With the Additional phone option highlighted, press the **Toggle** soft key to disable additional phones.

e. Press the **Exit** soft key.

Moving a Call to Another Phone

If your phone is configured to ring simultaneously with additional phones (such as your cell phone, your home phone, or another external number), you can easily move active calls from your assigned extension to one of these phones, as long as your additional phones are enabled. For example, if you are participating in a conference call, you can move the call from your desk phone to your cell phone and leave the office, without disrupting the conference call.

After a simultaneous ringing call is established, you can move the call back and forth between the simultaneous ringing devices.

- To move an in-progress call from your desk phone to an additional phone, press the **Move** soft key on your desk phone.

  The additional phones ring, and the call is moved when you answer one of the additional phones.

- To move an in-progress call from an additional phone to your desk phone, press the **Move** soft key on your desk phone.

  The call is moved to your desk phone without ringing.

CHAPTER

3

Using Advanced Features

This chapter provides instructions for using the advanced features of the ShoreTel IP Phone 480/480g. It contains the following information:

Making a Conference Call 43
Using the Merge Feature to Conference Active Calls 44
Using the Intercom 44
Paging 45
Other Advanced Features 45

Making a Conference Call

A conference call involves more than two parties connected in a call. The number of people you can conference together in a call using your **Conference** button depends on your system configuration. Contact your ShoreTel Connect administrator for the details about your system's conference capabilities.

You can set up a conference call using either of the following approaches:

- In a blind conference call, you conference the people together without the other person first answering your call.
- In a consultative conference call, you talk to the person before adding that person to the conference call.

To make a conference call:

1. Dial the extension of the first person you would like to include in the conference call, and consult with that person.
2. Press the **Conference** button.

   The call is put on hold.



Tip

Press **Cancel** soft key or the **Hold** button if you want to cancel the conference.

3. Dial the extension of the next person you would like to add to the conference call.
4. Optionally, after dialing the extension, you can quickly do one of the following:
   - Press the soft key to initiate a blind conference call.
   - Press the **Consult** soft key or wait until the timeout ends to initiate a consultative conference.
   - If you have the necessary permissions, press the **Intercom** soft key to connect with the other party through the intercom.
5. Do one of the following:
   - While the phone rings, proceed to the next step.
   - Wait for the person to answer, and consult with the person if necessary.
6. If you've initiated a consultative or Intercom conference, when prompted press the **Yes** soft key to proceed with the conference.

   A three-way conference call is established. Your phone displays the number of other participants included in the conference call.
7. Repeat steps 1-6 for each additional person you want to include in the conference call.



Tip

If you want to see the names of the people included in the conference call, press the **Show** soft key. While showing conference participants, to drop a party from the conference call, use the ▼ or ▲ navigation keys to scroll to that person's name within this list. With the name highlighted, press the **Drop** soft key. To return to the conference screen, press the **Back** soft key.

Using the Merge Feature to Conference Active Calls

When you are engaged in an active call or a conference call, you can add another incoming or held call to your conference call through the Merge feature.

- To add the call to an existing call or conference call, press the **Merge** soft key.
  - If there is only one other call on the phone, the new call is automatically added to the held call or conference call.
  - If more than one other call is on hold, the phone displays a list of calls you can merge the active call to. Use the navigation key pad to scroll to the call you want to merge, and press the **Merge** soft key.
  - If the call in focus is a held call, when you press the **Merge** soft key it merges the held call to the active call.

Using the Intercom

The Intercom function allows you to connect with another party without ringing the party through a call line. To use this feature, you and the other party must use ShoreTel IP phones and have the necessary permissions enabled by your ShoreTel Connect administrator.

The intercom functionality is also available as a soft key through the Directory, the History viewer, and the conferencing feature. Your ShoreTel Connect administrator can also configure the Intercom as a programmed button.

To use the intercom to contact another party:

1. Lift the handset.
2. Dial *** 15** followed by the extension number of the person you want to contact.

Paging

If your phone and other phones at your site are configured for paging, you can speak a message to be heard on a connected speaker, usually overhead. Or you can use group paging to simultaneously page all of the phones included in a list of extensions.

To use either type of paging function, your ShoreTel Connect administrator must give you access.

To send a page:

1. Dial the number your ShoreTel Connect administrator provided and wait for the confirmation tone, and then begin speaking into the handset.
2. Hang up when you are finished.



Note

If you hear an error tone when you try to page, paging might not be configured at your site or you might not have the necessary permissions to use paging. Contact your ShoreTel Connect administrator for assistance.

Other Advanced Features

Your ShoreTel Connect administrator can assign a variety of features and permissions to you that you can access through the programmable buttons on your phone. Some of these features are also available through star codes.

Table 5 on page 46 describes these advanced features. These features are available only if your ShoreTel Conect administrator has configured your user profile with the necessary permissions.

Table 5: Advanced Features

Feature Name	Star Code	Description
Barge In	Dial ***16** plus the extension that is involved in the active call you want to join.	You can join an in-progress call (“barge in”) as a conferenced participant. This feature is useful for operators, executive assistants, trainers, and workgroup supervisors. Included in this feature are some visual cues such as LED colors and a subset of simple icons that allow you to monitor the extension to a limited extent.
Bridged Call Appearance/Shared Call Appearance		You can see call activity and interact with calls for another extension. This bridged information, which provides more detailed information than the Monitor Extension functionality, offers faster call handling between users. The call appearance button assigned to the targeted extension displays various icons and LED colors and blink patterns according to the type of call.
Dial Mailbox		You can call another person’s voice mailbox directly without ringing their phone.
Intercom	Dial ***15** plus the extension of the person you want to contact through the intercom.	You can use a programmed button to connect to another user.
Monitor Extension		You can monitor the extension of another user so that you can help manage calls for that extension. The call appearance button assigned to the targeted extension displays various icons and LED colors and blink patterns according to the type of call. You might also be able to use the monitored extension button to quickly dial that extension, depending on how your ShoreTel Connect administrator has configured the button.
Page		You can access the overhead paging extension at your site.
Park	Dial ***11** plus the extension where you want to park a call.	You can park a call on another extension.
Pickup	Dial ***13** plus the extension from which you want to pick up an incoming call.	You can pick up an incoming call for another extension.
Pickup Night Bell	Dial ***14** plus the extension	You can pick up a call from an extension that rings on an overhead speaker. This feature can be convenient for off-hours when a caller needs to speak with anyone at a site.

Table 5: Advanced Features (Continued)

Feature Name	Star Code	Description
Record Call		You can record an active external call on your extension by pressing a programmed button.
Record Extension		You can record an active external call on another person's extension. This feature is useful for users such as workgroup supervisors.
Silent Coach	Dial ***22** plus the extension of the person you want to coach.	You can listen to and coach someone during a call without the outside party hearing.
Silent Monitor	Dial ***17** plus the extension you want to monitor.	You can silently monitor a call on another extension. You are added to the existing call without being heard or seen by any party. This feature is useful for users such as workgroup supervisors. Included in this feature are some visual cues such as LED colors and a subset of simple icons that allow you to monitor the extension to a limited extent.
Unpark	Dial ***12** plus the extension where you want to unpark a call.	You can unpark a call that is parked or on hold on another extension.
Whisper Page	Dial ***19** plus the extension of the person you want to speak to.	You can enter a call on another extension and speak to the person without the other party hearing. The person can speak back to you privately through the whisper page mute feature.
Whisper Page Mute		If you receive a whisper page, you can speak privately to the person who is speaking to you through the whisper page.

CHAPTER

4

Using Voicemail

This chapter provides information about using visual voicemail on your phone or the voicemail system. It contains the following information:

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- Using Visual Voicemail 49
  - Interacting with Messages in Visual Voicemail 50
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  - Replying to Messages in Visual Voicemail 53
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Voicemail Overview

A blinking red light in the upper right corner of your phone and the  icon at the top of your phone's display screen indicate that you have unheard voicemail messages. With the ShoreTel IP Phone 480/480g , you an access your voicemail messages using either of the following methods:

- Visual voicemail, available using your phone's interface, lets you see details about your messages and listen to messages in any order you choose. To interact with your voice messages, you use soft keys on the phone, rather than relying on audio prompts as you would in traditional voicemail.
- The ShoreTel voicemail system, which you access by dialing into the system, provides traditional voicemail that you navigate through a series of audio prompts.

This chapter describes both methods of accessing voicemail.

Using Visual Voicemail

With visual voicemail, you can access and interact with messages through the display on your phone. At a glance, you can see the following information about the messages in your voice mailbox:

- The name and phone number of the person who left the message
- The date or time of the message
- Whether the message is a broadcast message and whether it is marked urgent, private, or return receipt requested

The most recent message is listed first.

The number at the top of your phone's main display indicates the number of unheard messages. In your visual voicemail inbox, the number at the top indicates the number of messages in your inbox. Unheard messages are displayed in bold text. Messages that you have already listened to are displayed in regular text.

As you listen to a message, a progress indicator shows your current point in the message. At any point, you can pause, skip back, or skip forward.

You can also use the visual voicemail interface to record a new voicemail message and designate the recipients, include a subject label for the message, mark the message as urgent, mark the message as private, and request a return receipt. You can also easily forward a message to one or more recipients or reply to one or more recipients.

Table 6 describes the icons displayed in visual voicemail.

Table 6: Voicemail Icons

Icon	Description
	Voicemail message
	Urgent voicemail message (applies to any type of voicemail message)
	Broadcast voicemail message
	Broadcast voicemail message with return receipt requested
	Private broadcast voicemail message
	Private broadcast voicemail message with return receipt requested
	Private voicemail message
	Private voicemail message with return receipt requested
	Voicemail message with return receipt

Interacting with Messages in Visual Voicemail

1. Press the **Voicemail** button.
2. At the prompt, enter your voicemail password.

   Your voicemail inbox is displayed.
3. Press the ▲ and ▼ navigation keys to scroll through your messages until you locate the message you want to interact with.
4. Do one of the following to listen to your messages. (You will not hear dial tone.)
   - If you want to listen to your messages with the handset, pick up the handset.

- If you want to listen to your messages through your headset, press the button. (For wireless headset, take your headset off hook.)
- If you want to listen to your messages through the speakerphone, you do not have to do anything. By default, messages are played over the speaker phone.

5. Choose one of the following actions:
   - To play the message, press the **Play** soft key. While the message is playing, you can do any of the following:
     - To pause while listening to the message, press the **Pause** soft key.
     - To rewind the message a few seconds, press the **Skip Back** soft key.
     - To move a few seconds ahead in the message, press the **Skip Fwd** soft key.
     - To stop playing the message, press the **Stop** soft key.

Note

If your ShoreTel system is configured to notify you that new or saved messages will be deleted after a certain number of days, you receive this type of notification as a message in your visual voicemail inbox. The notification appears as a message from yourself. When you select the message, the notification is displayed as a warning in a pop-up message on the phone rather than played as an audio file. After you view the pop-up message, you can delete the message by pressing the **Delete** soft key.

   - To delete the message, press the **Delete** soft key.
   - To call the person who left the message, press the **Call back** soft key.
   - To save the message, press the **More** soft key and then press the **Save** soft key.
   - To see more details about the message, such as the subject line or the sender's email address, press the **More** soft key and then press the **Open** soft key.
6. When you're finished, press the **Exit** soft key.

Composing Messages in Visual Voicemail

1. Press the **Voicemail** button.
2. At the prompt, enter your voicemail password.

   Your voicemail inbox is displayed.
3. Press the **More** soft key.
4. Press the **More** soft key again.
5. Press the **Compose**soft key.

   The Compose Voicemail page is displayed.

6. Designate the voicemail message recipients as follows:

   a. Press the **To...** soft key.

   b. Press the ▼ and ▲ navigation keys to scroll through the displayed Directory to select the recipients, and press the **Select** soft key when each intended recipient is highlighted.

   c. Press the **List** soft key to verify that you have included the proper recipients, and then do one of the following:

      - If you have included names you didn't intend to include, highlight the name and press the **Deselect** soft key.
      - If you want to return to the Directory to select more names, press the **Directory** soft key and repeat Step 6b above.
      - If you are satisfied with the list of recipients you've selected, press the **Back** soft key to return to the Compose Voicemail page.

7. If you want to enter a Subject label for the voicemail message, do the following:

   - Press the ▼ navigation key to scroll to the Subject menu item, and press the **Edit** soft key.
   - Press the **Clear** soft key to delete all the text.
   - The **Backspace** soft key to delete some characters.
   - Press the **1 -> aA** soft key to toggle through and select the desired text-entry mode, and then use the key pad to enter the text you want to use for the Subject line.

   Tip

   To enter a space character, select either the lowercase (**a -> A1**) or uppercase (**A ->1a**) text-entry soft key and press the * key until the space character is displayed.

   - When you're satisfied with the text, press the **Back** soft key.

8. If you want to mark the voicemail message as Urgent, press the ▼ navigation key to scroll to the Urgent menu item, and press the **Toggle** soft key.

9. If you want to mark the voicemail message as Private, press the ▼ navigation key to scroll to the Private menu item, and press the **Toggle** soft key.

10. If you want to receive a Return Receipt when the recipient listens to the message, press the ▼ navigation key to scroll to the Return Receipt menu item, and press the **Toggle** soft key.

11. To record the voicemail message, press the **Start** soft key, record the message, and press the **Stop** soft key.

12. Press the **Send** soft key.

    The voicemail message is sent to the targeted recipients.

13. Press the **Exit** soft key.

Replying to Messages in Visual Voicemail

1. Press the **Voicemail** button.
2. At the prompt, enter your voicemail password.

   Your voicemail inbox is displayed.
3. Press the **More** soft key.
4. Press the **More** soft key again.
5. Do one of the following:
   - To reply to only the person who sent the message, press the **Reply**soft key.
   - To reply to the sender and all who received the message, press the **More** soft key and then the **Reply All** soft key.

     The Compose Voicemail page is displayed.
6. If you want to add additional recipients to the voicemail message reply, add more recipients as follows:
   a. Press the **To...** soft key.
   b. Press the ▼ and ▲ navigation keys to scroll through the displayed Directory to select the recipients, and press the **Select** soft key when each intended recipient is highlighted.
   c. Press the **List** soft key to verify that you have included the proper recipients, and then do one of the following:
      - If you have included names you don't want to include, highlight the name and press the **Deselect** soft key.
      - If you want to return to the Directory to select more names, press the **Directory** soft key and repeat Step 6b.
      - If you are satisfied with the list of recipients you've selected, press the **Back** soft key to return to the Compose Voicemail page.
7. If you want to change the Subject label for the voicemail message, do the following:
   - Press the ▼ navigation key to scroll to the Subject menu item, and press the **Edit** soft key.
   - Press the **Clear** soft key to delete all the text.
   - The **Backspace** soft key to delete some characters.
   - Press the **1 -> aA** soft key to toggle through and select the desired text-entry mode, and then use the key pad to enter the text you want to use for the Subject line.



Tip

To enter a space character, select either the uppercase or lowercase text-entry mode and press the * key until the space character is displayed.

- When you're satisfied with the text, press the **Back** soft key.

8. If you want to mark the voicemail message as Urgent, press the ▼ navigation key to scroll to the Urgent menu item, and press the **Toggle** soft key.
9. If you want to mark the voicemail message as Private, press the ▼ navigation key to scroll to the Private menu item, and press the **Toggle** soft key.
10. If you want to receive a Return Receipt when the recipient listens to the message, press the ▼ navigation key to scroll to the Return Receipt menu item, and press the **Toggle** soft key.
11. If you want to include the original message with your reply, press the ▼ navigation key to scroll to the Include Original menu item, and press the **Toggle** soft key.
12. To record your reply to the voicemail message, press the **Start** soft key, record the message, and press the **Stop** soft key.
13. Press the **Send** soft key.

    The voicemail message is sent to the targeted recipients.
14. Press the **Exit** soft key.

Forwarding Messages in Visual Voicemail

1. Press the **Voicemail** button.
2. At the prompt, enter your voicemail password.

   Your voicemail inbox is displayed.
3. Press the **More** soft key.
4. Press the **More** soft key again.
5. Press the **Forward**soft key.

   The Compose Voicemail page is displayed.
6. Designate those to whom you want to forward the message as follows:

   a. With **To** highlighted, press the **To...** soft key.

   b. Press the ▼ and ▲ navigation keys to scroll through the displayed Directory to select the recipients, and press the **Select** soft key when each intended recipient is highlighted.

   c. Press the **List** soft key to verify that you have included the proper recipients, and then do one of the following:

- If you have included names you don't want to include, highlight the name and press the **Deselect** soft key.
- If you want to return to the Directory to select more names, press the **Directory** soft key and repeat Step 6b.
- If you are satisfied with the list of recipients you've selected, press the **Back** soft key to return to the Compose Voicemail page.

7. If you want to change the Subject label for the voicemail message, do the following:
   - Press the ▼ navigation key to scroll to the Subject menu item, and press the **Edit** soft key.
   - Press the **Clear** soft key to delete all the text.
   - The **Backspace** soft key to delete some characters.
   - Press the **1 -> aA** soft key to toggle through and select the desired text-entry mode, and then use the key pad to enter the text you want to use for the Subject line.



Tip

To enter a space character between words, select either the uppercase or lowercase text-entry mode and press the * key until the space character is displayed.

   - When you're satisfied with the text, press the **Back** soft key.
8. If you want to mark the voicemail message as Urgent, press the ▼ navigation key to scroll to the Urgent menu item, and press the **Toggle** soft key.
9. If you want to mark the voicemail message as Private, press the ▼ navigation key to scroll to the Private menu item, and press the **Toggle** soft key.
10. If you want to receive a Return Receipt when the recipient listens to the message, press the ▼ navigation key to scroll to the Return Receipt menu item, and press the **Toggle** soft key.
11. To record your forwarding remarks for the voicemail message, press the **Start** soft key, record the message, and press the **Stop** soft key.
12. Press the **Send** soft key.

    The voicemail message is forwarded to the targeted recipients.
13. Press the **Exit** soft key.

Viewing Saved Messages in Visual Voicemail

1. Press the **Voicemail** button.
2. At the prompt, enter your voicemail password.

   Your voicemail inbox is displayed.

3. Press the **More** soft key.
4. Press the soft key.

   Your saved messages are displayed.
5. Press the ▼ and ▲ navigation keys to scroll through your saved messages until you locate the message you want to interact with.
6. With a saved message in focus, you can take one of the following actions:
   - To see details about the person who sent the message, press the **Open** soft key.
   - To delete the message, press the **Delete** soft key.
   - To play the message, press the **More** soft key, press the **More** soft key again, and then press the **Play** soft key.
   - To call the person who left the message, press the **More** soft key, press the **More** soft key again, and then press the **Call Back** soft key.
   - To move the message to your voicemail inbox, press the **More** soft key, press the **More** soft key again, and then press the **To inbox** soft key.
7. When you're finished, press the **Exit** soft key.

Deleting Messages in Visual Voicemail

1. Press the **Voicemail** button.
2. At the prompt, enter your voicemail password.

   Your voicemail inbox is displayed.
3. Do one of the following:
   - To delete messages from your Inbox, press the ▲ and ▼ navigation keys to scroll through your messages until you locate the message you want to delete.
   - To delete saved messages, do the following:
     a. Press the **More** soft key.
     b. Press the soft key.

        Your saved messages are displayed.
     c. Press the ▲ and ▼ navigation keys to scroll through your saved messages until you locate the message you want to delete.
4. With the message highlighted, press the **Delete** soft key.

   The message is deleted.
5. For each message that you want to delete, repeat steps 3-4.

6. When you're finished deleting messages, press the **Exit** soft key.

Using the Voicemail System

The ShoreTel voicemail system provides a method to listen to and manage your voicemail messages by following audio prompts.

Logging in to the Voicemail System

A steadily flashing red light in the upper right corner of your phone indicates that you have unheard messages. To hear your messages using the voicemail system, you must first log in to the voicemail system.

You can also log in to the voicemail system from another extension or from an external phone.

Logging in to Voicemail from Your Phone

1. Do one of the following:
   - Press **#**.
   - Press the **Voicemail** button, and then press the **Call VM** soft key.

     Your phone dials the ShoreTel voicemail system.
2. At the audio prompt, enter your password, and then press **#**.



Note

The first time you log into the voicemail system, you are prompted to record your name.

Logging in to Voicemail from Another Extension

You can log in to the voicemail system from another extension in your ShoreTel system, whether it is an IP phone or an analog phone.

1. Do one of the following:
   - Press **#** while the phone is on hook.
   - Press **#** while the phone is off hook with dial tone.
   - Press the **Voicemail** button. (On a ShoreTel IP Phone 480, 480g, or 485g, you must also press the **Call VM** soft key.)
2. At the password prompt, press **#** and then enter your extension.



Note

If you are using a phone that is in an “Available” or “Anonymous” state, the initial prompt directs you to enter your extension rather than a password, so you do not have to press **#** before entering your extension.

3. Enter your password, and then press **#**.

Logging in to Voicemail from an External Phone

1. Dial the voicemail access number provided by your ShoreTel Connect administrator.
2. At the prompt, press **#** and then dial your extension.
3. Enter your password, and then press **#**.

Interacting with New Messages in the Voicemail System

This section describes shortcuts and common tasks for handling messages in the voicemail system.

Using Shortcut Keys

You can press the following keys to while listening to messages:

- To hear envelope information (time and date sent, user’s name) for a message, press **6**.
- To rewind to several seconds earlier in a message, press **7**.
- To pause a message, press **8**.
- To fast forward to several seconds later in a message, press **9**.
- To continue to the next message, press **#**.
- To hear additional options, press **0**.

Listening to, Replaying, Saving, and Deleting Messages

1. Log in to voicemail.
2. To listen to new messages, press **1**.
3. As you listen to each message, you can do one of the following:
   - To replay a message, press **1**.
   - To save a message, press **2**.
   - To delete a message, press **3**.

Forwarding a Message

1. Log in to voicemail.
2. To listen to new messages, press **1**.

3. After listening to the message you want to forward, press **4**.
4. Record a prefacing remark, and then do one of the following:
   - If you are satisfied with the prefacing remark, press **#**.
   - To review the prefacing remark, press **1**.
   - To rerecord the prefacing remark, press **2**.
   - To cancel the recording, press ***.



Tip

After addressing a message, you can press **1** to mark it urgent.

Replying to a Message

1. Log in to voicemail.
2. To listen to new messages, press **1**.
3. After listening to the message you want to reply to, press **5**.
4. Choose one of the following options:
   - To reply with a voice message, press **1**.
   - To reply with a call back, press **2**.
   - To reply to all with a voice message, press **3**.
   - To return to the previous menu, press ***.

Listening to Saved Messages

1. Log in to voicemail.
2. From the voicemail Main Menu, press **3**.

To interact with saved messages, press any one of the options (except for option 2) described in Interacting with New Messages in the Voicemail System on page 58.

Sending Messages from Voicemail

1. Log in to voicemail.
2. From the voicemail Main Menu, press **2**.
3. Record the message and select one of the following options:
   - To cancel the message recording, press ***.
   - To finish recording, press **#**.
   - To review the message, press **1**.
   - To rerecord the message, press **2**.

4. After you are satisfied with your recording, press **#** to finish recording.
5. At the prompt, enter the recipient's extension.
6. To choose additional addressing options, press **0** and select any of the following options:
   - To look up a recipient by name in the directory, press **1**.
   - To send a personal distribution list, press **2**.
   - To broadcast to all extensions, press **3**.
   - To cancel addressing options, press *****.
7. After the message is addressed, select any of the following options:
   - To mark or unmark a message as urgent, press **1**.
   - To request a return receipt, press **2**.
   - To send the message, press **#**.

Leaving a Message and Using Message Options

When the recipient of your call does not answer and has not opted to automatically forward calls, you can leave a message when prompted.

1. Enter one of the following options while listening to the mailbox greeting:
   - To bypass the greeting and leave a message, press **#**.
   - To transfer to an assistant, press **0**.
   - To return to the auto-attendant, press **9**.
   - To forward your call to the recipient's Find Me destination (an optional number where calls can be forwarded), press **1**. If a Find Me destination is not enabled, you are prompted to record a message.
2. After recording the message, choose one of the following options:
   - To access message options, press **#** and select one of the following message options:
     - To send the message, press **#**.
     - To cancel the message, press *****.
     - To review the message, press **1**.
     - To rerecord the message, press **2**.
     - To mark or unmark the message as urgent, press **3**.
     - To mark or unmark the message as private, press **4.**
     - To transfer to the auto-attendant, press **9**.
     - To transfer to the assistant, press **0**.
   - To rerecord the message, press *****.
   - To send the message and transfer to an assistant, press **0**.
   - To send the message and transfer to the auto-attendant, press **9**.
   - To send the message and forward it to the recipient's Find Me destination (if enabled), press **1**.
3. Hang up to send the message.

Using Mailbox Options

The Mailbox Options submenu in the voicemail system lets you handle the following tasks:

- record your name
- record a personal greeting
- set your password
- assign your extension to a phone
- change your availability state
- enable or disable envelope information
- listen to deleted messages
- remove deleted messages
- enable or disable Outlook-automated call handling
- enable or disable email delivery
- change the agent state
- enable or disable Find Me forwarding

Recording Your Name

1. Log in to voicemail.
2. From the voicemail Main Menu, press **7** to access mailbox options.
3. Press **6**.
4. Record your name, and then press **#**.
5. Choose one of the following options:
   - To accept your name recording, press **#**.
   - To review your name recording, press **1**.
   - To rerecord your name, press **2**.
   - To delete this recording, press **3**.
   - To cancel, press ***.

Recording a Personal Greeting

1. Log in to voicemail.
2. Press **7** to access mailbox options.
3. Press **1** to record a personal greeting.



Note

The personal greeting is linked to the active availability state.

4. Record your personal greeting for the currently active availability state at the tone and press **#**, then select from the following options:
   - To accept the personal greeting, press **#**.
   - To review the personal greeting, press **1**.
   - To rerecord the personal greeting, press **2**.
   - To cancel the recording, press ***.

Setting Your Password

1. Log in to voicemail.
2. From the voicemail Main Menu, press **7** to access mailbox options.
3. Press **4**.
4. Enter your new password, and press **#**.
5. Do one of the following:
   - To confirm your new password, enter your new password again, and then press **#**.
   - To cancel the new password, press ***.

Assigning Your Extension to a Phone

With the appropriate permissions (set by your ShoreTel Connect administrator), you can assign your extension to any system phone. This feature is helpful if you are using someone else's office and phone temporarily.

Depending on how your phone was configured, you can also use your phone or the ShoreTel Connect client to assign or unassign an extension.



Note

If you assign your extension to a phone that is normally occupied by another user, calls to the original user's extension are forwarded to the destination that user has defined for the active availability state.

1. Log in to voicemail.
2. From the voicemail Main Menu, press **7** to access mailbox options.
3. Press **3**.
4. Choose one of the following options:
   - Press **1** to assign the extension.
   - Press **2** to unassign the extension. (The phone reverts to the extension originally assigned to it.)

Setting Your Availability State

Availability states let you specify your status and determine how inbound calls are handled. You can record distinct greetings and specify different call forwarding options for each state.

To change your availability state:

1. Log in to voicemail.
2. From the voicemail Main Menu, press **7** to access mailbox options.
3. Press **2** to set the availability state.
4. Choose one of the following availability states or other options:
   - For Available, press **1**.
   - For In a Meeting, press **2**.
   - For Out of Office, press **3**.
   - For Vacation, press **4**.
   - For Custom, press **5**.
   - For Do Not Disturb, press **6**.
   - For enabling calling additional phones (configured by your ShoreTel Connect administrator), press **7**.
   - To cancel, press ***.

The availability state stays in effect until you change it. However, if Outlook automated call handling is active, Outlook modifies your availability state based on your status.

Enabling or Disabling Envelope Information

A message's envelope information includes the date and time of your message's delivery and your name. By default, envelope information is disabled.

1. Log in to voicemail.
2. From the voicemail Main Menu, press **7** to access mailbox options.
3. Press **5** to toggle between disabling and enabling envelope information.

Listening to Your Deleted Messages

As a safeguard against accidental deletion of messages, the voicemail system retains deleted messages for a few hours.

1. Log in to voicemail.
2. From the voicemail Main Menu, press **7** to access mailbox options.
3. Press **7** to listen to deleted messages.

   The voicemail system plays all deleted messages that are still available to the system. You can manage these messages as if they were new messages.

4. Press **2** to restore the deleted message and save it.

Removing Deleted Messages

1. Log in to voicemail.
2. From the voicemail Main Menu, press **7** to access mailbox options.
3. Press **8** to remove deleted messages.
4. Press one of the following options:
   - To confirm removal of deleted messages, press **1**.
   - To cancel removal of deleted messages, press ***.

Enabling or Disabling Automated Call Handling in Outlook

1. Log in to voicemail.
2. From the voicemail Main Menu, press **7** to access mailbox options.
3. Press **9**.
4. To enable or disable Outlook automated call handling, press **1**.

Enabling or Disabling a Notification Profile

1. Log in to voicemail.
2. From the voicemail Main Menu, press **7** to access mailbox options.
3. Press **9**.
4. Press **2**.
5. Choose one of the following options:
   - Enter the number of the new notification profile.
   - To cancel, press **#**.

Changing the Workgroup Agent State

You can change the workgroup agent state directly from your phone or through the voicemail system.

If a workgroup agent state is active on your phone, your phone displays an icon to indicate which state is currently active. For the workgroup agent state icons and descriptions, see Table 1 on page 18.

1. Log in to voicemail.
2. From the voicemail Main Menu, press **7** to access mailbox options.
3. Press **9**.

4. Press **3**.
5. Chose one of the following options:
   - To log in and assign your extension, press **1**.
   - To log out, press **2**.

Enabling or Disabling Find Me Forwarding

When Find Me forwarding is enabled, calls sent to voicemail are routed to your Find Me forwarding destination if the caller presses 1 while listening to your voicemail greeting.

You can enable or disable the Find Me forwarding option for the availability state that is currently active. However, you hear the option to enable or disable Find Me forwarding only if it is configured in one of the following ways:

- Your ShoreTel Connect administrator enabled the Find Me option for you, and you configured a Find Me destination in the ShoreTel Connect client.
- You used the ShoreTel Connect client to enable the Find Me option and to configure a Find Me destination.

To enable or disable Find Me forwarding:

1. Log in to voicemail.
2. From the voicemail Main Menu, press **7** to access mailbox options.
3. Press **9**.
4. Press **5**.
5. Chose one of the following options:
   - To enable Find Me forwarding, press **1**.
   - To disable Find Me forwarding, press **2**.

CHAPTER

5

Troubleshooting

This chapter provides information to help you diagnose and address problems with your phone. It contains the following information:

Problems and Solutions 67
Viewing Phone Information 68
Rebooting Your Phone 68

Problems and Solutions

Table 7 shows common problems and solutions.

Table 7: Troubleshooting

Problem	Solution
When your callers try to leave a message, they are notified that your mailbox has exceeded its limit and is unable to accept new messages.	Your mailbox is full. You must delete messages you no longer need.
Your phone's display shows "No Service."	Your phone is temporarily inoperable. Contact your ShoreTel Connect administrator or authorized contact.
Your phone's display is blank.	Try the following solutions: ■ Your phone might be in power-saving mode. Go off hook or press any key to bring the phone screen back to full brightness. ■ The phone might not be connected to a working power source. Contact your ShoreTel Connect administrator or authorized contact.
You hear no dial tone when you take the handset off hook, but you hear a dial tone when using either the speaker or a headset.	The handset cable must be plugged firmly into place on both the phone base and the handset. To ensure a tight connection, unplug and reconnect the cable at both points, clicking the jack firmly into place. Take the handset off hook and listen for a dial tone.
The phone displays the message "Service unavailable at this time" when you try to dial a call from the keypad, visual voicemail, Directory, or History.	The phone is out of service because of a switch issue or because an administrator has put it out of service. When a phone is in this state, you can access visual voicemail, Directory, and History, but you cannot make calls from the phone.



Note

The mailbox warning is triggered when there is space for only 10 additional messages in your voice mailbox. As your voice mailbox approaches its limit, a warning message is played indicating that there is enough space for only "n" number of messages, where "n" is a countdown from 10 to 0. This message is played each time you log into the voicemail system until you delete enough messages to reduce the number of messages below the threshold.

Viewing Phone Information

You can view information about your phone, such as its IP address, subnet mask, version, and MAC address.

1. With the phone on hook, press the button.

   The LED should *not* light and you shouldn't hear any tones; if this isn't the case, lift and replace the handset.

2. Dial **4636** (the digits that correspond with I-N-F-O), and then press **#**.

   The Admin options menu opens.

3. Use the ▲ and ▼ navigation keys to scroll through the Admin options menu, and press the Open soft key to open any item and see more details.

Rebooting Your Phone

1. With the phone on hook, press the button.

   The LED should *not* light and you shouldn't hear any tones; if this isn't the case, lift and replace the handset.

2. Dial **73738** (the digits that correspond with R-E-S-E-T), and then press **#**.

3. Select one of the following options:

   - To reboot your phone, press the **Reset** soft key.

     Your phone reboots.

   - To cancel the reboot, press the **Exit** soft key.

     The reboot process is cancelled, and your phone returns to normal operation.

Tip

While it is also possible to reboot your phone by unplugging the Ethernet cable from the back of your phone and plugging it in again, the preferred method is the one described in this procedure because it maintains the PC connection.