ShoreTel IP Phone 420 Quick Reference

**PHONE OPERATION**

**Place calls**
- Lift handset or press  or + Ext.
- Conference + Ext. + Conference
- Conference + Ext. + wait + to select +

**Make a blind conference call**

**Make a consultative conference call**

**Use the Directory**

**Dial from History**

**Answer calls**
- Answer a call
- Answer call waiting (incoming call)
- Answer an off-screen incoming call

**Interact with calls**
- Adjust volume of handset, headset, or speakerphone when off hook; adjust ringer volume when on hook
- Mute a call
- Place a call on or off hold
- Transfer a call (blind)
- Transfer a call (with a consultation)
- Divert an incoming call to Voicemail
- Adjust the display contrast

**VOICEMAIL**
- Log in to Voicemail Main Menu
- Log in from another extension
- Log in or out of workgroup

**OFFICE ANYWHERE CODES**
- Transfer a call
- Conference a call
- Hold a call
- Hang up
- Access other star codes

**QUICK REFERENCE OF COMMON STAR CODES**
- Park a call
- Unpark a call
- Pick up a remote extension
- Pick up the night bell
- Use the intercom
- Barge in
- Silent monitor
- Toggle hunt group status
- Whisper page
- Silent coach

**TROUBLESHOOTING**
- View phone information
- Reboot your phone

**Note:** For details about using the phone, see the ShoreTel IP Phone 420 User Guide.
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Handset with finger rest

Function Keys
Perform core telephony functions (Transfer, Conference, Directory, History, Voicemail, Hold)

Indicator LED
Flashing light alerts the user to incoming calls and unheard voice messages.

Display area

Handset with finger rest

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

Function Keys
Perform core telephony functions (Transfer, Conference, Directory, History, Voicemail, Hold)

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

Display

Speaker
Delivers high-quality sound

Dial Pad

Microphone

GUIDE TO LEDS
Your ShoreTel IP Phone 420 provides visual cues about its operational status:
- Steady Green: Phone is in use (dialing or off hook)
- Blinking Green (Fast): Call on hold or call parked
- Blinking Green (Slow): Incoming call

PORTS ON THE PHONE

Network port

Handset port

Headset port

PC port

STATUS ICONS
The following icons are displayed on the phone to indicate operational status:
- Off-screen call (on main display)
- Voicemail message indicator (on main display)
- Secure call
- Missed call (on main display and in History)
- Inbound call (in History)
- Outbound call (in History)
- Transferred call (in History)
- Workgroup Agent logged in
- Workgroup Agent logged out
- Workgroup Agent wrap up

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