**Phone Operation**

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

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

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

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

**Extension Assignment**

**Using Phone Interface**
- Assign ext. to Available or Anonymous phone
  - Assign + Ext. + Password + OK
- Unassign extension
  - Options +Pwd. + OK + Unassign
  - Assign your ext. to an assigned phone
  - Options + Assign + Ext. +Password + OK

**Using Voicemail System**
- Change ext. assignment
  - Change ext. assignment + Ext. + Password +
- Unassign extension
  - Unassign + Ext. +Password +

**Customize Your Phone**
- Select a ringtone
  - Select a ringtone +Password+
- Change call handling mode (CHM)
  - Change call handling mode + Password+
- Change CHM and call forwarding
  - Change CHM and call forwarding +Password+
- Change wallpaper
  - Change wallpaper +Password+
- Change time zone
  - Change time zone +Password+
- Log in or out of workgroup
  - Log in or out of workgroup +Password+

**Troubleshooting**
- View phone information
  - View phone information + (INFO#)
- Reboot your phone
  - Reboot your phone + (RESET#)

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

GUIDE TO STATUS ICONS

Main Display
- Unheard Voice Messages
- Missed Calls
- Logged in to Workgroup
- Logged in to Workgroup, in Wrap-Up
- Logged out of Workgroup
- Standard call-handling mode
- In a Meeting call-handling mode
- Out of Office call-handling mode
- Extended Absence call-handling mode
- Custom call-handling mode

Monitored Extension
- Monitored extension
- Monitored extension and DND
- Unheard messages
- Unheard messages and DND
- Connected call and incoming call
- On a call
- On a conference call
- Monitored extension on hold and call answered locally
- Monitored extension on hold and call answered locally
- Monitored extension in a connected call with a call on hold

Visual Voicemail
- Urgent
- Message
- Message with return receipt
- Private message
- Broadcast message
- Broadcast message with return receipt
- Private broadcast message
- Private broadcast message with return receipt
- Private message with return receipt

GUIDE TO LEDS

Your ShoreTel 485g IP phone provides color cues to help you determine call appearance status:
- Steady Green: Phone is in use (dialing or off hook)
- Blinking Green: Incoming call
- Blinking Orange: On hold or call parked
- Steady Orange: Extension's call handling mode set to Do Not Disturb or phone in a No Service state. For BCA, the monitored extension is in use by another party but you can join the call
- Steady Red: Monitored extension is in use by other party (applies to BCA and Extension Monitor)

Presence Icons in Directory
In Directory and History (details view), the following icons indicate a person's current phone status:
- Available
- Non-standard call-handling mode
- On hold or has a call parked
- Do not disturb
- On a Call

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