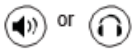
California Lutheran University ShoreTel IP Phone 485g Quick Reference

PHONE OPERATION

Place Calls

Use the speakerphone or a headset

or + Ext.

Use the Directory

+ to select +

Make a call from History

+ to select +

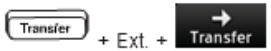
Answer Calls

Answer a call
Lift handset or

or or

Send a call to voicemail

or

Divert an incoming call


+ Ext. +

Adjust volume of handset, headset, or speakerphone

to select

Answer call waiting (incoming call)
Press green blinking call appearance button or

Interact with Calls

Mute a call

Place a call on hold

or press call appearance button

Take a call off hold

or press orange blinking call appearance butto

Transfer a call

+ Ext. + or

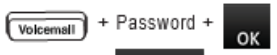
Consult allows you to speak to the person first before transferring the call. If the person says they cannot pick up the call or they do not answer their phone, just hit the Cancel soft key to connect back to the caller. Otherwise press the 'Yes' soft key.

Join calls

Park a call on another extension

+ Ext.

VOICEMAIL

Check visual voicemail


+ Password +

Log in to voicemail main menu

+ + Password +

CUSTOMIZE YOUR PHONE

Selet a ringtone

Password+ + +

Change call handling mode (CHM)

+ to select +

Change CHM and call forwarding

+Password+ + + + + +

Change wallpaper

+Password+ + + + +

Conference Calls

Initiate a call

+ Ext or dial next number (1st caller is on 'system' hold & cannot hear you) +

Receive an inbound call
Let the 1st party you are going to put them hold. Press the Access button
Confirm that the 2nd party is ready for conference and press the Join soft key

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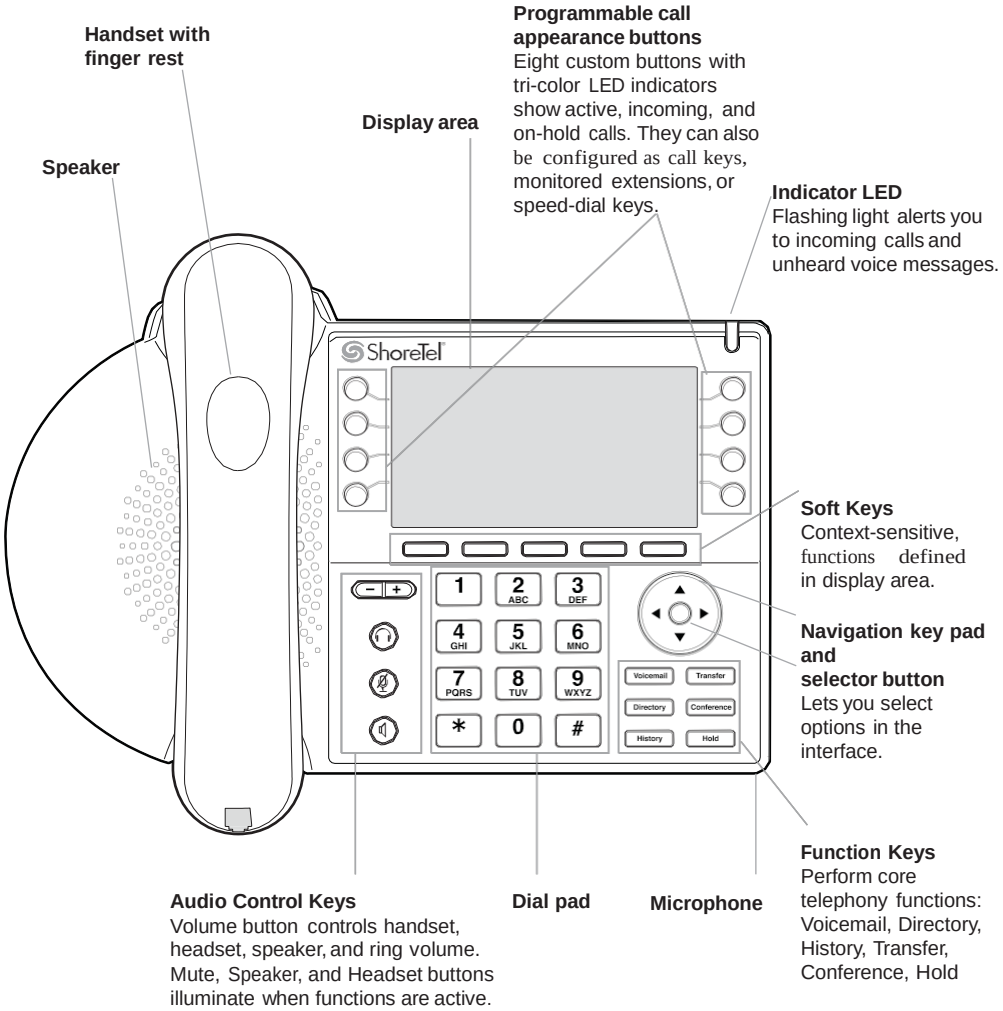

Note: You can connect supported headsets to the IP Phone 485g via the headset jack on the back of the phone.

GUIDE TO LEDS

Your ShoreTel 485g IP phone provides color cues to help you determine call appearance status:

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

Presence Icons in Directory

In Directory and History (details view), the following icons indicate a person's current phone status:

- Available
- Non-standard call-handling mode
- On hold or has a call parked
- Do not disturb
- On a Call

GUIDE TO STATUS ICONS

Main Display

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

Call Appearance

- Idle, On Hook
- Off Hook, Dialing
- Inactive / Do Not Disturb
- Incoming Call
- Connected Call
- Connected Conference Call
- On Hold Locally
- On Hold Remotely
- Speed Dial Extension
- Speed Dial Extension with DND
- Call is being recorded
- Whisper mute is active

Monitored Extension

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

Visual Voicemail

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