ShoreTel IP Phone 485g Quick Reference

PHONE OPERATION

Place Calls

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

Answer Calls

Answer a call	Lift handset or Answer or or
Send a call to voicemail	Voicemail or To VM
Divert an incoming call	Transfer + Ext. + Transfer
Adjust volume of handset, headset, or speakerphone	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	
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
Park a call on another extension	Park + Ext.
Unpark a call	Unpark + Ext.

VOICEMAIL

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

Notes

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