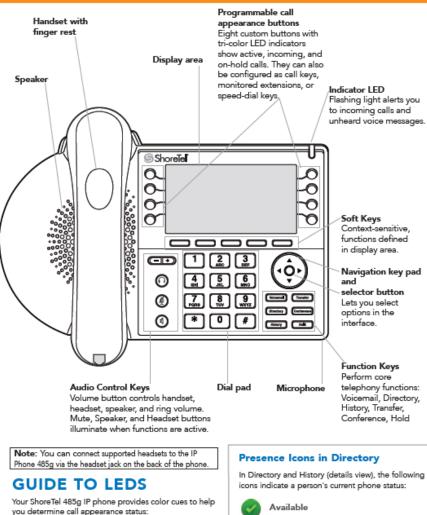
ShoreTel IP Phone 485g Quick Reference



Steady Green: Phone is in use (dialing or off hook)

O 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

Steady Red: Monitored extension is in use by other party (applies to BCA and Extension Monitor)

M Blinking Green: Incoming call

you can join the call

PN 800-176

Blinking Orange: On hold or call parked

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



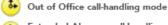
Logged out of Workgroup



Standard call-handling mode



In a Meeting call-handling mode



Extended Absence call-handling



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



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



OR Private message



Broadcast message with return



🔐 Private broadcast message



Private broadcast message with return receipt



Private message with return receint



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"TELECOM

For troubleshooting help, dial 3663 or email telephone@wcoh.net

ShoreTel IP Phone 485g Quick Reference

(1) or (1) + Ext.

PHONE OPERATION Place Calls Use the speakerphone or a headset Use the Directory





Answer Calls

Send a call to voicemail



Divert an incoming call	Transfer + Ext. +







Interact with Calls



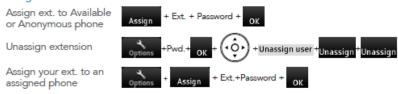


VOICEMAIL

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

EXTENSION ASSIGNMENT

Using Phone Interface



Using Voicemail System

5	
Change ext. assignment	Voicemail + Call VM + # + Ext. + Password + # + 7 3 1
Unassign extension	Voicemal + Call VM + # +Ext.+Password+ # + 7 3 2

CUSTOMIZE YOUR PHONE



TROUBLESHOOTING

View phone information	+ 4 6 3 6 # (INFO#)
Reboot your phone	3 7 3 8 # (RESET#)

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

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ShoreTel® Voice Mail Quick Reference

VOICE MAIL OPERATIONS

(Instructions for Voice Mail owners)

New Voice Mail Indicators

Your voice mailbox contains unplayed messages if:

- You hear a stutter tone on the handset.
- The phone's message waiting light flashes.

Checking Voice Mail

To check voice mail from your extension

- 1 Press or lift the handset and press #.
- 2 At the prompt, use the dial pad to enter your password. (If you have not been assigned a password, use the default password, 1234.)
- 3 Press #.

NOTE If you are logging in for the first time, the system prompts you for a new password and asks you to record your name.

To check voice mail from another extension

- 1 Press # twice.
- 2 Enter your extension.
- 3 Enter your password.
- 4 Press #.

To check voice mail from an external phone

- 1 Dial your voice mail access number.
- 2 Press #.
- 3 Enter your extension.
- 4 Enter your password.
- 5 Press #.

Listening To Messages

At the Main Menu prompt, press 1. The voice mail system plays urgent messages first, then newly arrived messages.

The system gives the delivery date and time for each message. (You can disable this feature from the Mailbox Options Menu.)

Managing Messages

After listening to a message, you can replay it, send a reply to the person who left the message, forward it to someone else, replay the date and time information, save it, or delete it.

To replay all of your saved messages

• Press 3 at the Main Menu prompt.

As a safeguard against accidental erasures, the system retains deleted messages for a few hours.

To listen to your deleted messages

- 1 Press 7 at the Main Menu prompt.
- 2 Press 7.

Voice mail plays all the deleted messages still available to the system. During playback, you can manage deleted messages as if they were newly arrived messages.

To restore a deleted message

Prace 2

To send a recorded message from voice mail

After recording a message, voice mail asks you to supply an address.

- Address the message to individual recipients by entering their extension numbers.
- 2 Specify groups of recipients by entering a distribution list number.

To identify a recipient by name, specify a personal distribution list, or broadcast to all extensions, press 0 and follow the prompts.

To mark a message as urgent

 After addressing the message and confirming the addressee(s), press 1.

To forward the message you're reviewing

1 Press 4 and follow the recorded prompts.

To reply to the message you're reviewing

- 1 Press 5 and follow the recorded prompts.
- 2 Press 1 to reply with a voice mail, press 2 to reply with a call back, or press 3 to reply to all with a voice message.

Changing Mailbox Options

Personalize your voice mail by changing your name, password, or personal greeting.

To change personal settings from the Main Menu, press 7 and follow the recorded prompts.

Enabling Office Anywhere (On-Net)

If you have the proper permission, you can assign your extension to any phone on the system.

- 1 Log in to voice mail from the target phonean extension other than your own.
- 2 At the Main Menu prompt, press 7.
- 3 Press 3 to re-assign the extension.
- Press 1 to assign the extension.

(Off-Net Extension Re-assignment cannot be configured through the voicemail system and must be configured through PCM. Refer to the Administration Guide for details.)

Setting Call Handling and Forwarding

NOTE Use ShoreWare Call Manager to configure the modes with different call forwarding destinations and personal greetings.

You can set one of five distinct call handling modes for your extension. When you record a personal greeting, it is linked to the active call handling mode.

To enable one of the five distinct call handling modes:

- Press 7 at the Main Menu prompt.
- Press 2, then follow the prompts.

Changing Notification Options

To select a notification profile for the Escalation Notification feature:

- Press 7 at the Main Menu prompt.
- Press 9 for additional mailbox options.
- Press 2, then follow the prompts.

NOTE You must have notification profiles previously configured before a notification profile can be activated.

Enabling FindMe

To enable or disable FindMe Forwarding so that callers can forward their calls to your destination:

- Press 7 at the Main Menu prompt.
- Press 9 for additional mailbox options.
- Press 5, then follow the prompts.

NOTE You must have permission to use FindMe Forwarding.

Troubleshooting

If the number of messages in your mailbox exceeds the limit, the system notifies callers that your mailbox is full and unable to accept new messages. (Recently deleted messages remain in the mailbox and are included in the total count.)

If your mailbox is full, first purge any backlog of deleted messages.

To purge deleted messages

- 1 At the Main Menu prompt, press 7.
- 2 Press 8 to remove deleted messages.
- 3 Press 1 to confirm deletion or * to cancel.

LEAVING A MESSAGE

(Voice mail options when in mailbox)

Leave Message

When dialing into a ShoreTel system, if the person you are trying to reach does not answer, your call will be sent to a mailbox and you will hear a standard greeting. You can select from the following options:

- # Bypass greeting
- O Transfer to assistant
- 1 Forward to recipient's FindMe destination
- 9 Transfer to Auto-Attendant

Message Recording

If you choose to leave a recorded message, the following options are available after recording your message:

- # Message options
- * Re-record
- O Send message, transfer to assistant
- 1 Send message, forward to recipient's FindMe destination
- 9 Send message, transfer to Auto-Attendant

NOTE Hanging up sends the message.

Message Options

When leaving a message, select from the following options:

- # Send message
- * Cancel
- 1 Review
- 2 Re-record
- 3 Mark/unmark urgent 0 Send message, transfer to assistant
- 9 Send message, transfer to Auto-Attendant

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This product is covered by one or more of the following patents: United States Patent 7,096,059, United States Patent 7,167,486, United States Patent 7,379,540, and United States Patent 7,386, United States Patent 7,886, U



ShoreTel® Voice Mail Quick Reference

Main Menu for Voice Mail Operations Listen to Messages Log In: Internal Log In: External Select one of the following options during or at the end of a message: Select one of the following: a) From your own extension, lift the handset. Call your voice mail access press #, enter password, and press # 0 Additional options 4 Forward 1 Reply with a voice mail number, enter extension, b) From another extension, press # twice, 5 Reply = 9 Move forward 2 Reply with a call back enter password, and press # 2 Save 6 Play envelope # Skip 3 Reply to all with a voice enter extension, enter password, and press # 3 Delete 7 Move backward * Cancel message -# Conclude Addressing Send a Message 1 Address by Name # Accept # Send Record your message at the tone. Enter the extension or the system Spell the name of the person, last name first. 1 Mark/unmark urgent When finished, press # and select Press 7 for Q and 9 for Z. * Cancel distribution list to receive the message: from the following options: 2 Mark/unmark for return receipt Note: System returns to Addressing after name is entered. 3 Enter additional addresses # Conclude addressing # Accept Additional addressing options * Cancel 1 Review Cancel last address 2 Address by Personal Distribution List 2 Re-record ** Cancel 0 Addressing Options * Cancel Enter the two-digit personal distribution list number. 1 Address by name 2 Address by personal distribution list Listen to Saved Messages Refer to "Listen to Messages" for ShoreTel message options while listening to saved messages. Change Mailbox Options 1 Record Greeting 3 Re-assign Extension 6 Record Name 9 Additional Options 1 Assign to this telephone 1 Enable or disable Outlook 1 Record greeting • Record your greeting for the currently Record your name at the 2 Set call handling mode = 2 Un-assign automated call handling active mode at the tone. When finished, tone. When finished, press 3 Assign ext. to last external 3 Re-assign extension press # and select from the following # and select from the fol-- 2 Change notification options number - 3 Change agent state 4 Set password lowing options: * Cancel 5 Enable/disable envelope information 5 Change Find Me Forwarding state # Accept 3 Delete # Accept 3 Delete * Cancel 6 Record name 1 Review * Cancel 7 Listen to deleted messages



Log Off

* Cancel

Return to Auto-Attendant

Transfer to Assistant

8 Remove deleted messages

9 Additional options

Hear Mailbox Status

- 1 Review
- * Cancel
- 2 Re-record

2 Set Call Handling Mode

- 1 Standard 2 In a meeting
- 6 No change * Cancel
- 3 Out of office 4 Extended absence
- 5 Custom

5 Enable Envelope Info

4 Set Password

Enter password twice in

response to the prompts.

Press either 1 to enable. or 2 to disable

2 Re-record

8 Remove Deleted Messages

1 Confirm * Cancel

2 Notification Options

- 1-9 Enter the number associated with a Notification Profile
- Disable Notification
- No change

3 Agent State

- 1 Log in and assign extension
- 2 Log out
- 3 Log in without assigning extension

5 Find Me Forwarding

- 1 Enable Find Me Forwarding
- 2 Disable Find Me Forwarding

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