



ShoreTel IP 480 Phone Training

Presented By:

Select **T**elecom

Overview

- Discuss Physical Features of the phone
- Call Handling: Placing Internal and External Calls, Putting Calls on hold, Parking and Unparking, Transferring, and Conferencing
- Accessing the Phone Directory
- Using the History Function
- Setting up voicemail and how to access unheard messages

Physical Features



Physical Features



Programmable
& Call Appearance
Buttons

Physical Features



Soft Keys

Physical Features



Navigation Key
Pad and Selector
Button

Physical Features



Function Keys

Physical Features



Physical Features



Speaker

Physical Features



Placing Calls



Using the Handset:

- To place an internal call, pick up the handset and dial the extension.
- To place an external call, dial the trunk access code (9), then the phone number
- To end a call, hang up the handset.



Placing Calls

Using the Speaker:

- To place an internal call, press the **Speakerphone** button and dial the extension. 
- To place an external call, dial the trunk access code (9) then the phone number
- To end a call, press the **Speakerphone** button again. 



Answering Calls

Identifying an incoming call:

- Ring tones
- The incoming call icon will blink
- The LED light will flash

Caller ID:

If the information is available the caller's name and number will appear on your display.



Answering Calls

To answer a call, do the following:

Using the Handset:

- Pick up the handset when the phone is ringing.

Using the Speakerphone:



- Press the Speakerphone button. The LED in the button lights green.

Using the Headset:



- Press the Headset button. The LED button lights green.



Sending Calls To VM

Sending a Call to Voice Mail:

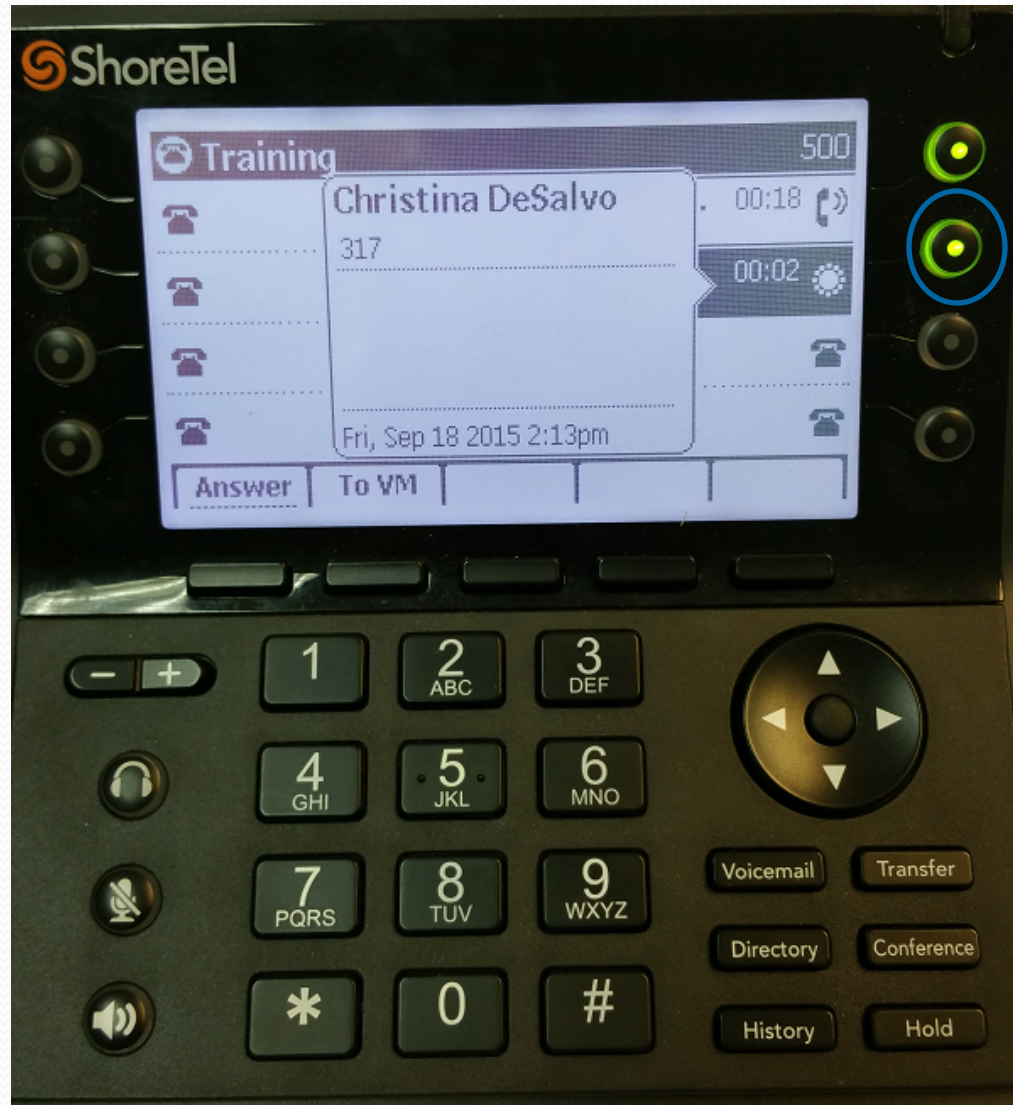
- When an incoming call rings your extension, a **To VM** soft key becomes available.
- Press the **To VM** soft key to send the caller directly to your voice mailbox.



Answering Additional Calls

You can receive up to 4 incoming calls at once.

- If you receive an incoming call while you are on the phone, you can press the blinking call appearance button to answer the incoming call, and the current call will automatically be placed on hold.



Transferring Calls

To transfer a call from your extension to another number, do the following:

- Press the Transfer function key. This puts the call on hold.
- At the prompt, dial the number or ext, then do one of the following.



Transferring Calls

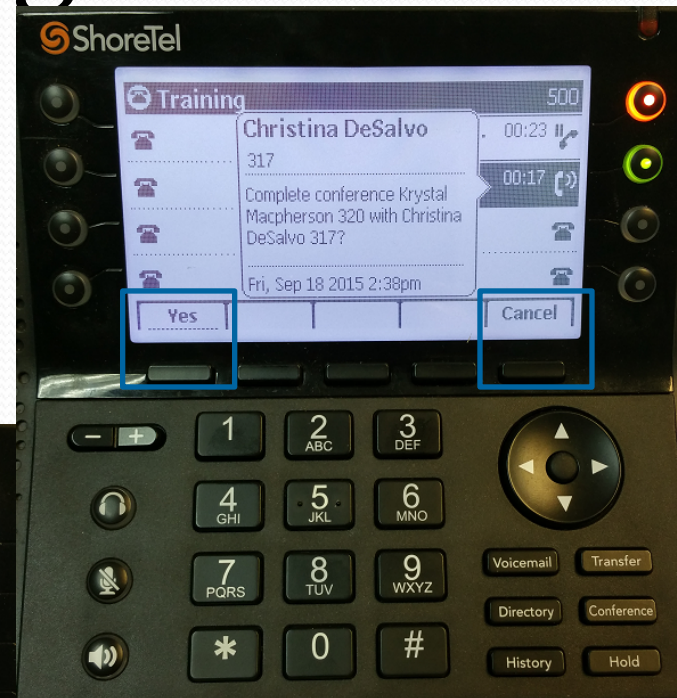
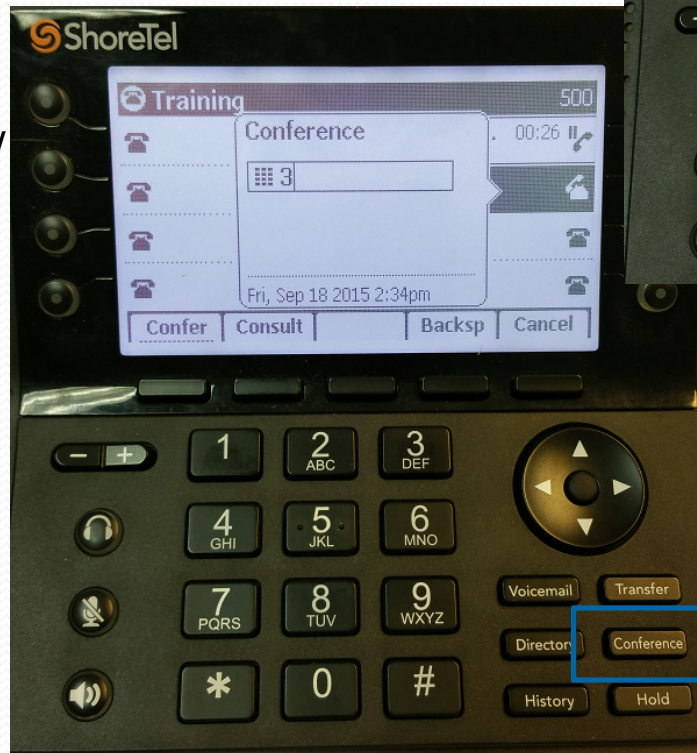
1. Complete a blind transfer by hanging up or by pressing the **Transfer** soft key.
2. Speak to the recipient before transferring by pressing the **Consult** soft key. After consulting, press the **Yes** soft key to complete the transfer, or press the **Cancel** soft key to abandon the transfer and return to the original call.
3. Send the call to the recipient's voice mailbox by pressing the **More** softkey, and then pressing **To MB**.



Conferencing

To Conference a party into a connected call, do the following:

- Press the **Conference** button. The call is placed on hold.
- Dial the extension or external number of the party you would like to conference.
- When the party answers, press the **Conference** key or press the **Yes** soft Key to join all parties together.
- You can also press **Cancel** to return to original call without conferencing.



Placing calls on hold

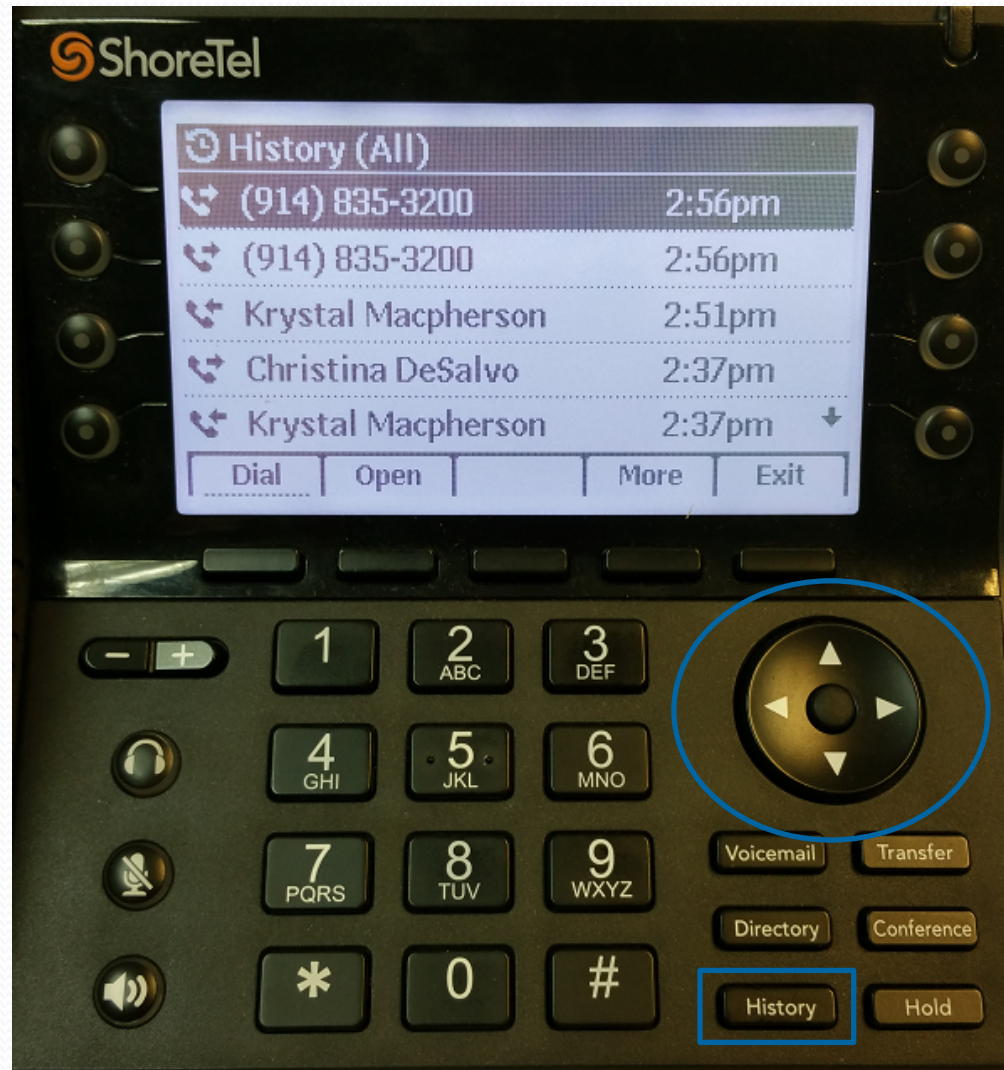
To place a call on hold:

- Press the Hold Button, the call appearance key will blink orange, at which point you can safely place the handset on hook (or press the speaker or headset button) without ending the call.
- To take the call off Hold, press the call appearance key with the blinking orange LED light, or press the Hold button again.



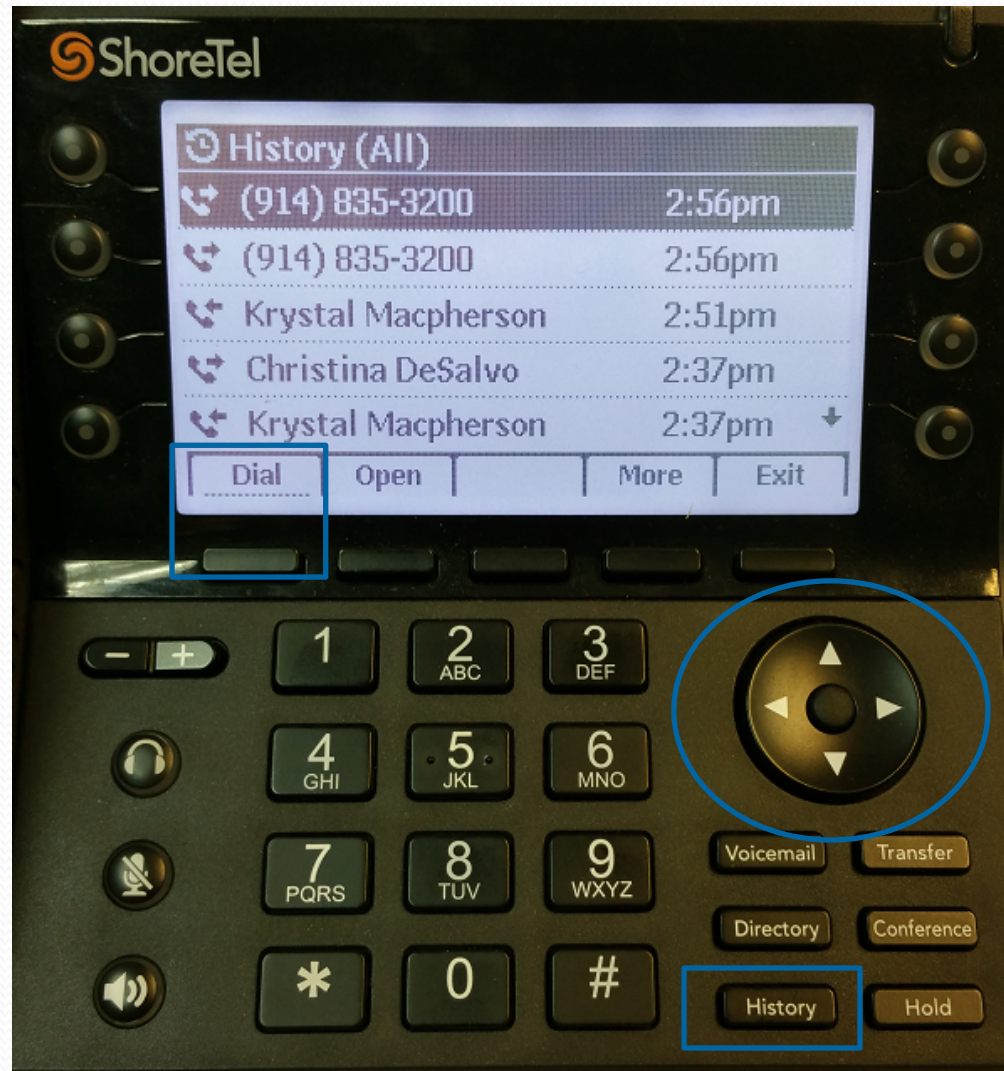
Call History Viewer

- Displays Inbound, Outbound, and Missed Calls.
- Each entry in the list provides the name and number of the caller.
- The most recent calls will be listed first.
- If the caller ID isn't available, the information will display "Caller ID Unknown"
- To view call history, press the History button and use your navigation key to scroll through each call.



Making Calls from call history

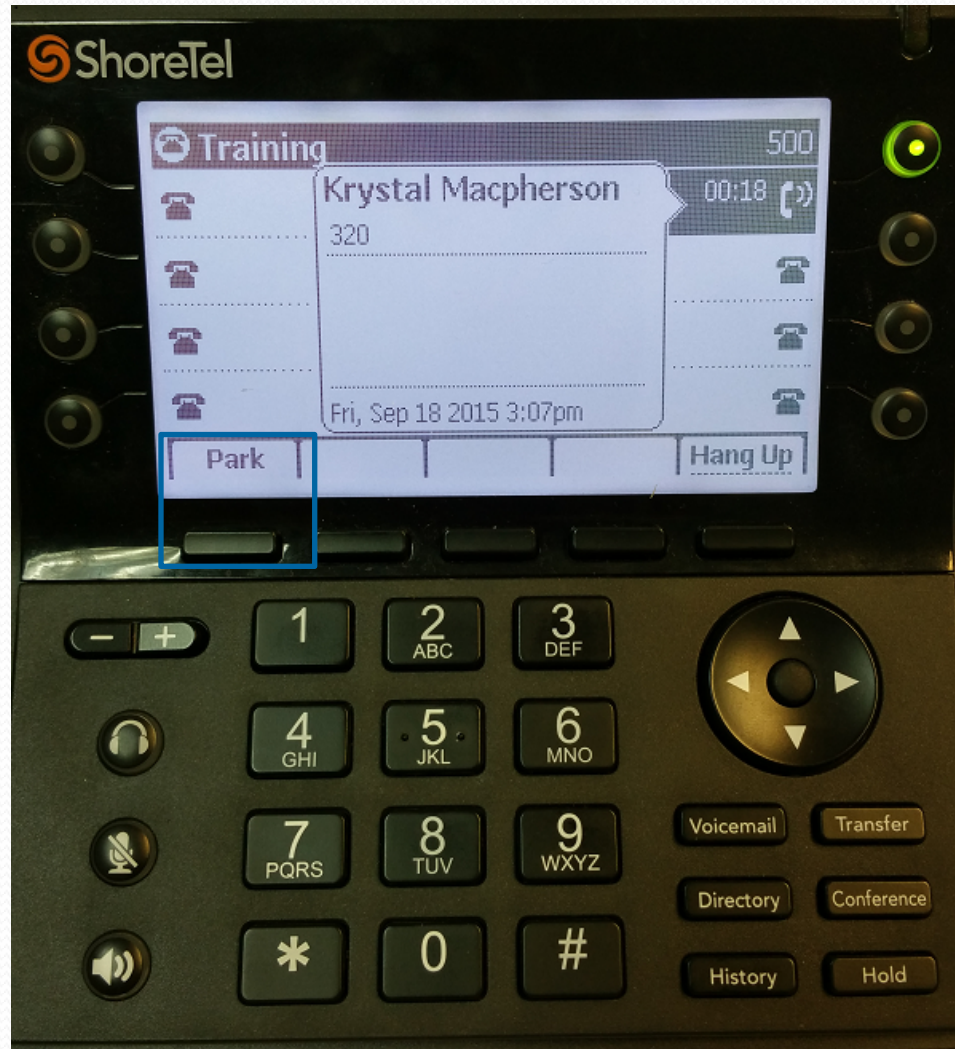
- Press the **History** function key
- Using your navigation key, scroll through the list and highlight the specific person you wish to call.
- Press the **Dial** soft key or lift the handset/ press speaker



Parking Calls

You can park a connected call on another extension by doing the following:

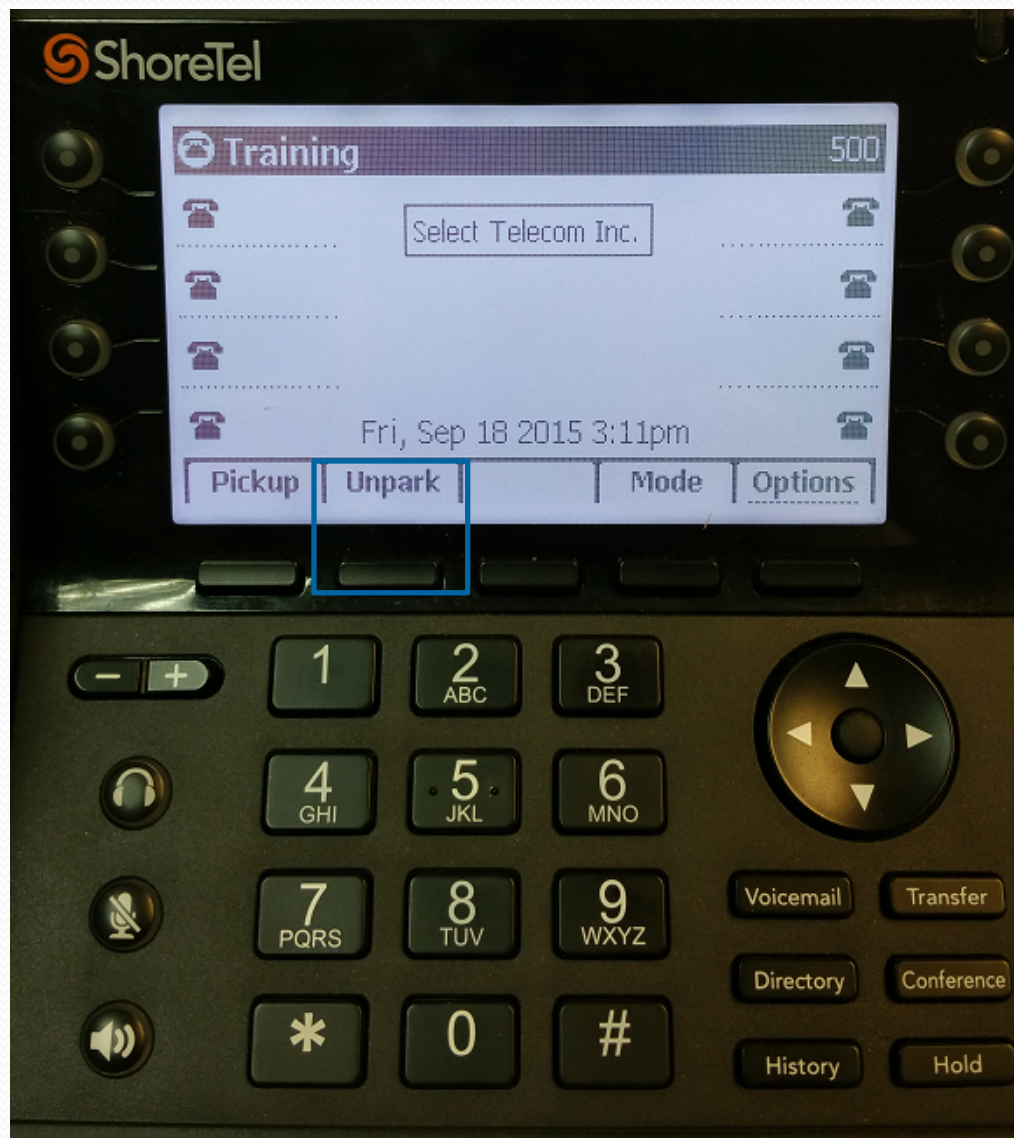
- While connected with a call, press the **Park** soft key.
- Enter the extension you wish to park the call to.
- Hang up or press the **Park** soft key again.



Unparking Calls

You can pick up a parked call from phone

- Press the **Unpark** soft key
- Enter the extension the call was parked to.
- Lift the handset or press the **Unpark** soft key button again.
- You'll then be connected with the call.



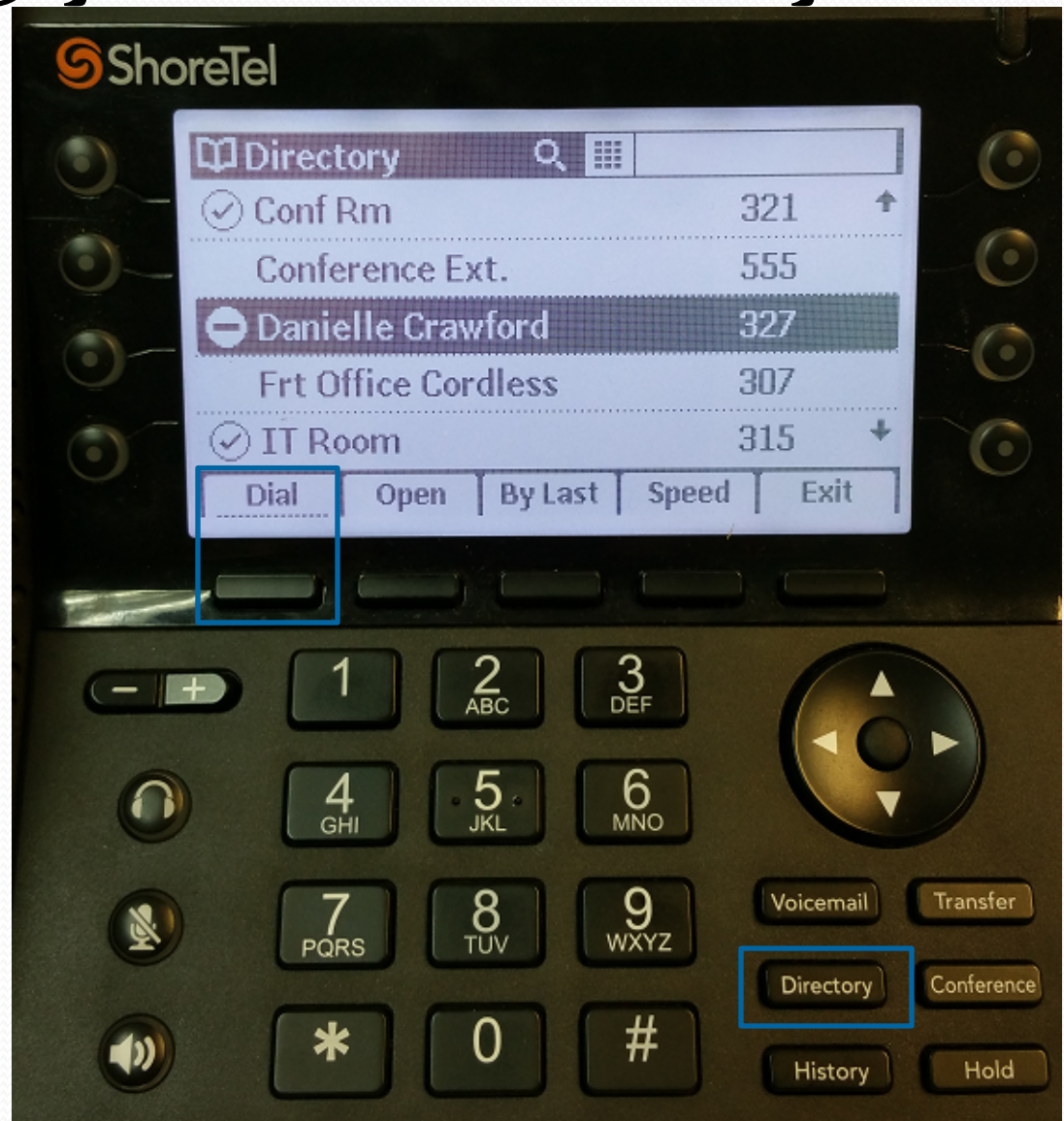
Using your Directory

To find phone extension within your system directory.

- Press the **Directory** function key.
- Use your **Navigation** key and press <up> and <down> to highlight a specific contact. Press the **Dial** soft key or lift the handset/ speaker to dial the number.

Or

- Press the alpha/ numeric keys that correspond with the first few letters of the person you wish to call. This narrows the entries for your search.
- Press the **Back** soft key to delete an incorrect key entered.



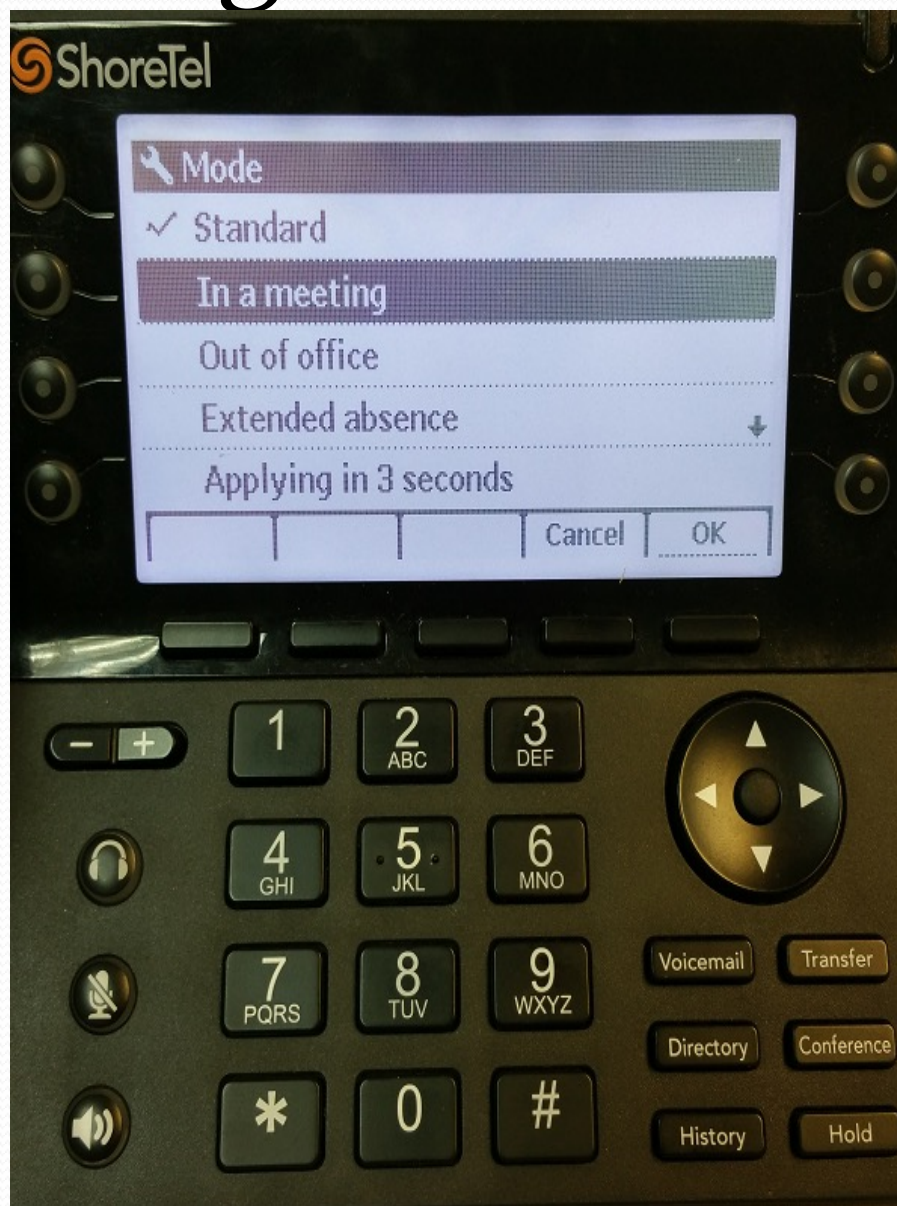
Call Handling Modes

You can set one of five distinct call-handling modes for your extension

Your phone defaults to Standard Mode, which allows you to answer all incoming calls. The other modes include four 'Do Not Disturb' options, which forward incoming calls or send them to voice mail. These modes include

1. Standard
2. In a Meeting (DND)
3. Out of Office (DND)
4. Extended Absence (DND)
5. Custom (DND)

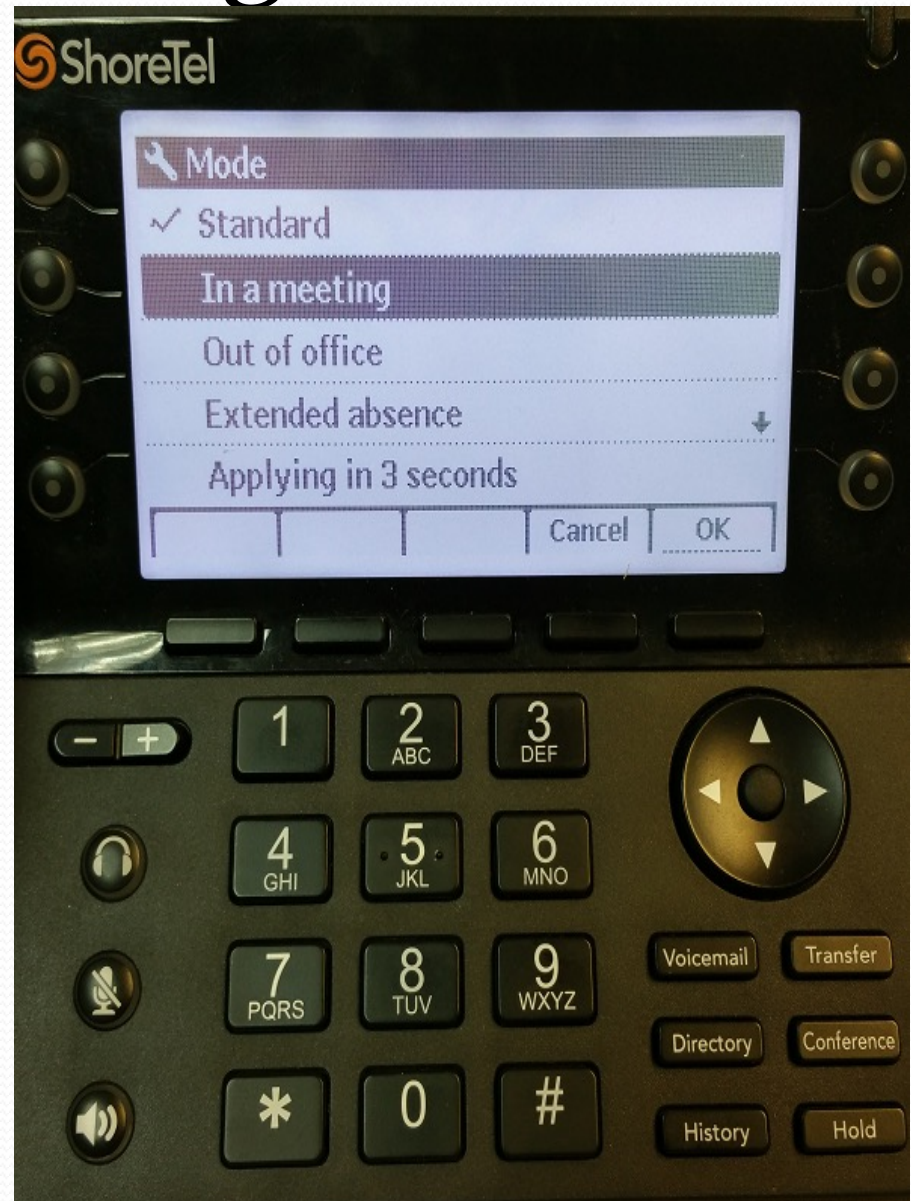
Each of the call handling modes can be set up with different personal greeting.



Call Handling Modes

To change your call handling mode:

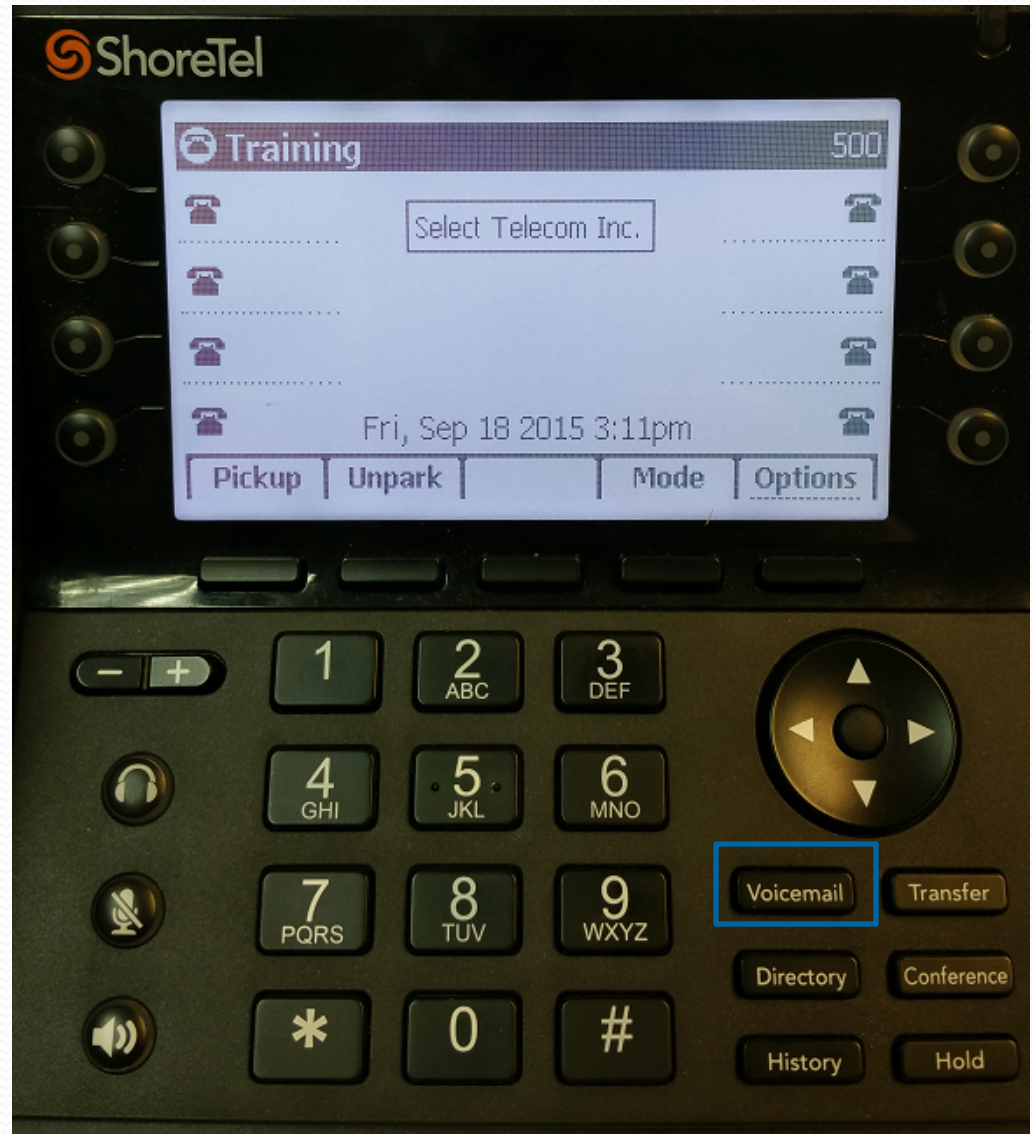
- Press the **Mode** soft key.
- Using the **Navigational** button select the desired call handling mode, and press the **OK** soft.



Setting Up Voice Mail

- Press the **Voice Mail** Function key.
- Press the **Call VM** softkey.
- Enter your default password of **1234 or 1818**
- Press **7** for Mailbox Options
- Press **1** To Record your personal greeting
- Press **4** To Change your Passcode
- Press **6** To Record your Name
- Press **5** To Enable Envelope Information

* It is important that you record your name as it will be listed in the Dial By Name Directory.



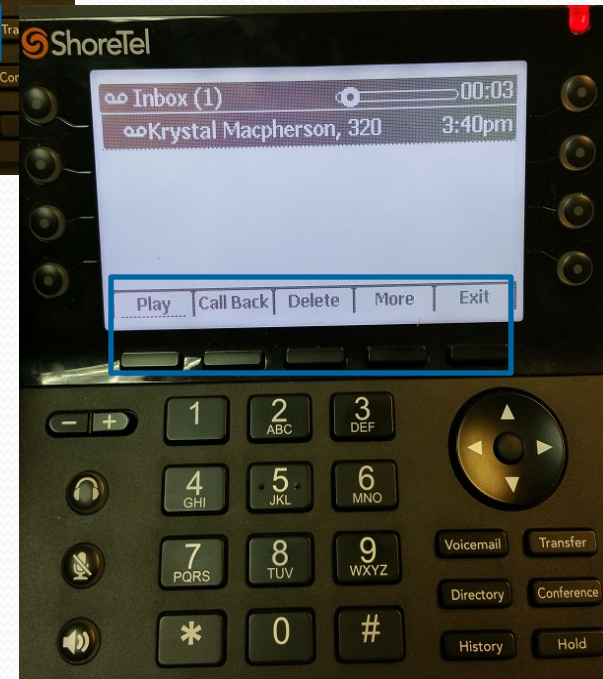
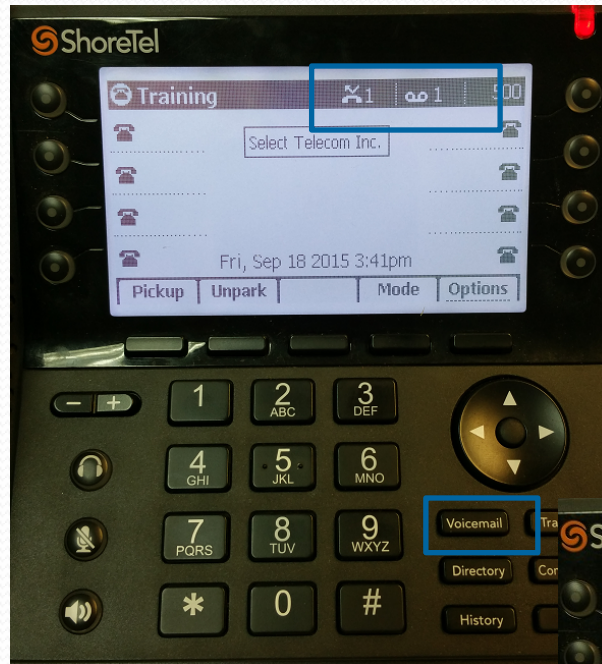
Listening to New Messages

To listen to new messages:

- Press the **Voice Mail** Function key.
- Enter your voicemail password and press the **OK** soft key.
- Scroll through the list of messages and press the **Play** soft key to listen.
- While listening to the messages, you'll noticed that you'll have soft key options to **Pause**, **Skip Back** (rewind), **Skip Fwd** (forward), and **Stop** the message from playing.

After reviewing each message:

- Press the **Delete** soft key to delete the message.
- Press the **Call Back** soft key to call the caller back.
- Press the **Exit** soft key to leave voicemail.



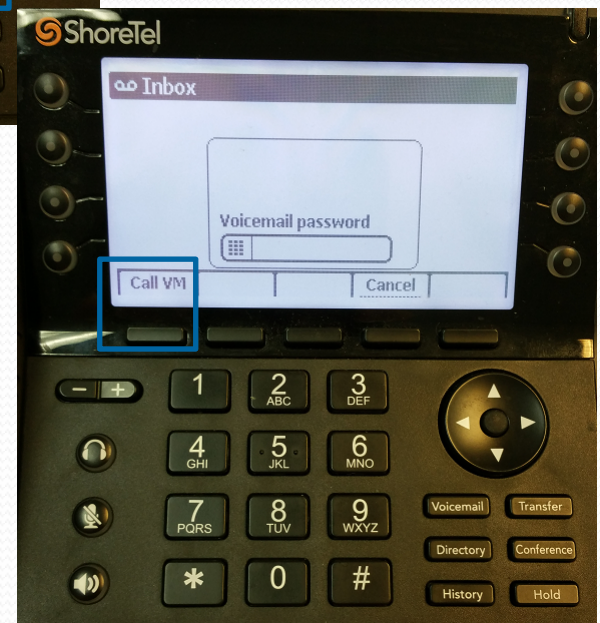
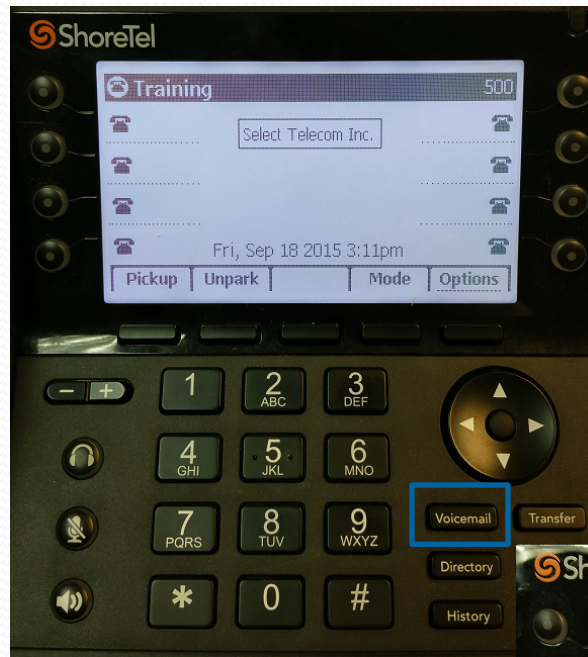
Listening to New Messages

To listen to new messages any phone within the District:

- Press the **Voicemail** function Key
- Press the **Call VM** softkey
- Listen to the prompt:
 - If the message says “Enter your passcode”, press **#** to enter your Extension followed by your passcode.

To listen to your messages from outside the school district:

- **Dial 914-721-2400**
- When you hear the School District Greeting, press **#**.
- Enter your Extension followed by your passcode.



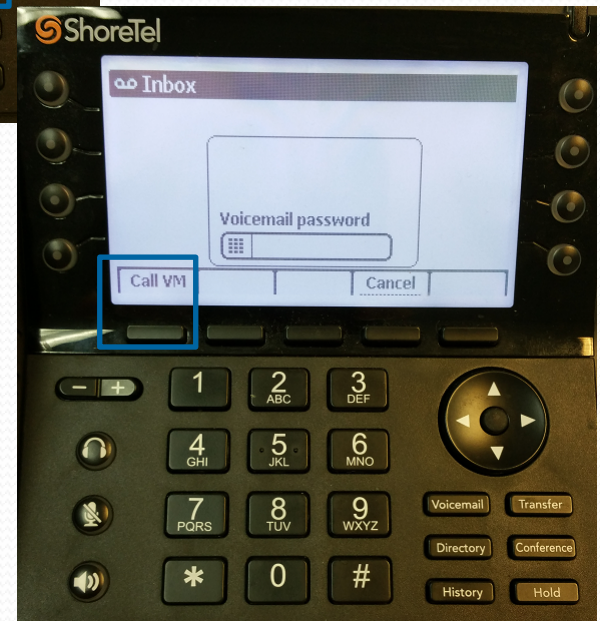
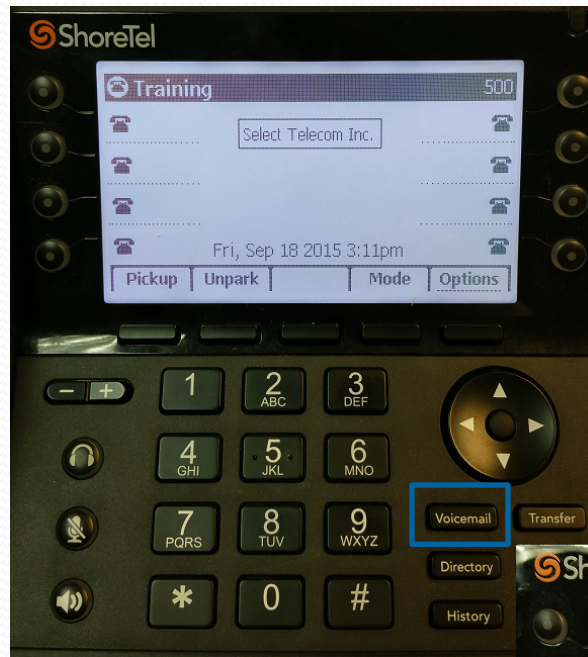
Listening to New Messages

To listen to new messages any phone within the District:

- Press the **Voicemail** function Key
- Press the **Call VM** softkey
- Listen to the prompt:
 - If the message says “Enter your passcode”, press **#** to enter your Extension followed by your passcode.

To listen to your messages from outside the school district:

- **Dial 914-721-2400**
- When you hear the School District Greeting, press **#**.
- Enter your Extension followed by your passcode.



Listening to New Messages

Cortelco Phones
(Classroom Phones)

Dial 6555
Follow the prompts



For Additional Training :

<http://training.shoretel.com/communicator/PhoneCourses.htm>

For Phone Support:

Dial **Ext 2000** and leave a message.

- Name
- School
- Ext #
- Phone Number you can be reached at
- Brief Description of issue.

Or email phonesupport@scarsdaleschools.org with the same information as above.



Any Questions?



Select **T**elecom