

# ShoreTel IP Phone 420 Quick Reference

## PHONE OPERATION

### Place calls

Use the handset, the speakerphone, or a headset

Lift handset or press or + ext.

Make a blind conference call

+ ext. +

Make a consultative conference call

+ ext. + wait + to select +

Use the Directory

+ to select +

Dial from History

+ to select +

Note: To close Directory or History, press that key again.

### Answer calls

Answer a call

Lift handset or press or

Answer call waiting (incoming call)

Press blinking call appearance button

Answer an off-screen incoming call

Press while offscreen call is displayed

### Interact with calls

Adjust volume of handset, headset, or speakerphone when off hook; adjust ringer volume when on hook

to select

Mute a call



Place a call on or off hold

Transfer a call (blind)

+ ext. + hang up or

Transfer a call (with a consultation)

+ ext. + wait + to select +

Divert an incoming call to Voicemail

or

### Adjust the display contrast

Press and hold + or

## VOICEMAIL

Log in to Voicemail Main Menu

+ Password +

Log in from another extension

+ + Ext. + Password +

Log in or out of workgroup

+ Password + + + or

Change availability state

+ Password + +

Change extension assignment

+ Password + +

Unassign extension assignment

+ Password + +

Assign extension to external number

+ Password + +

## EXTENSION ASSIGNMENT CODES

Transfer a call

+ destination +

Conference a call

+ destination +

Hold a call

Hang up

Access other star codes

+ (numerical code from list below)

## QUICK REFERENCE OF COMMON STAR CODES

Park a call

+ ext.

Unpark a call

+ ext.

Pick up a Remote Extension

+ ext.

Pick up the Night Bell

Use the Intercom

+ ext.

Barge In

+ ext.

Silent Monitor

+ ext.

Toggle the Hunt Group status

+ Hunt Group's ext.

Whisper Page

+ ext.

Silent Coach

+ ext.

## TROUBLESHOOTING

View phone information

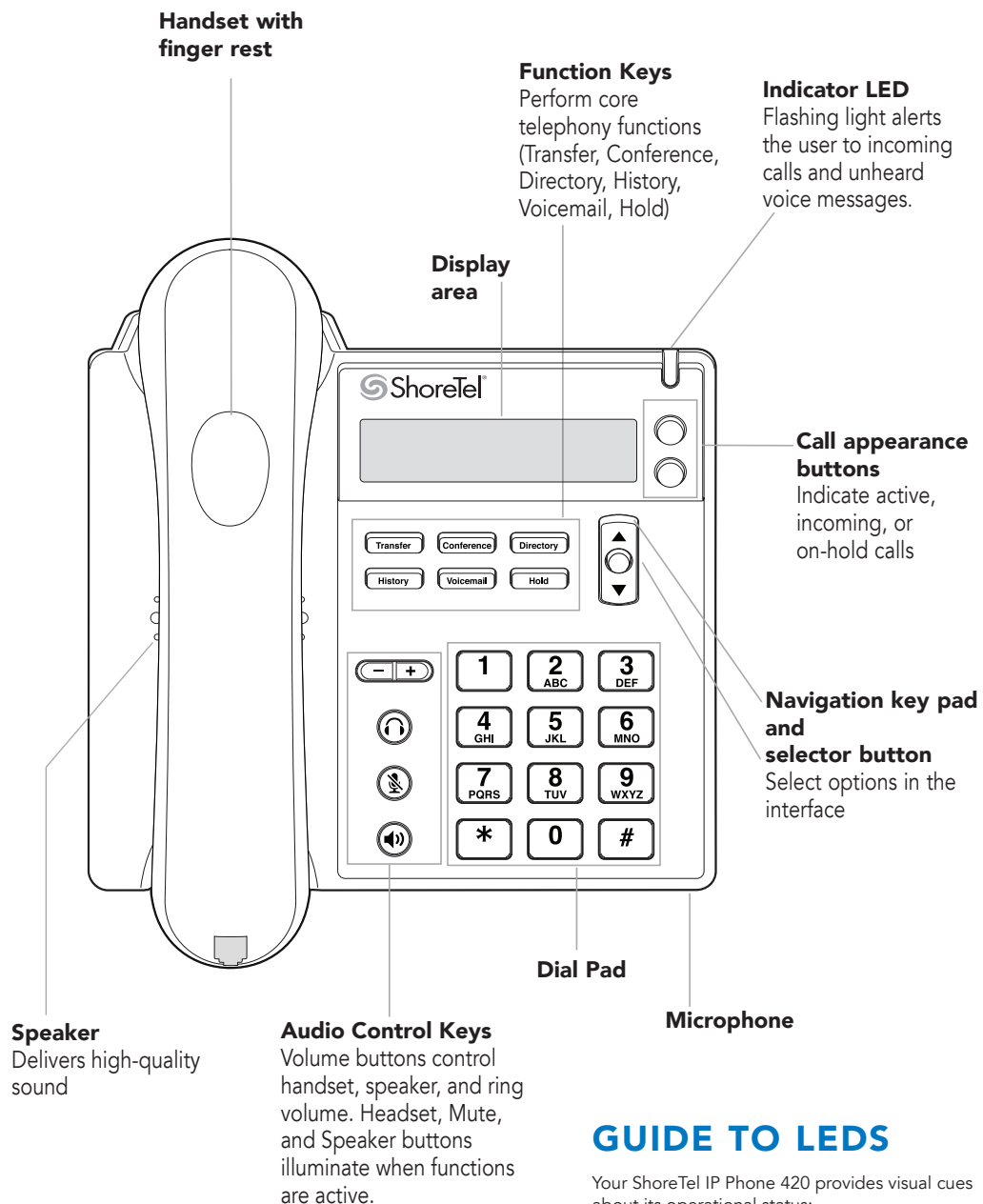
+ (INFO#)

Reboot your phone

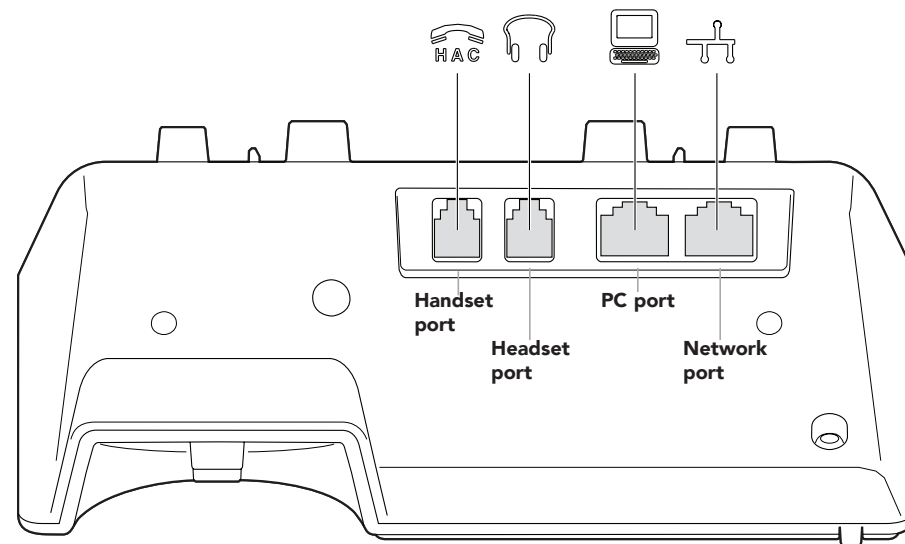
+ (RESET#)

**Note:** For details about using the phone, see the *ShoreTel IP Phone 420 User Guide*.

# ShoreTel IP Phone 420 Quick Reference



## PORTS ON THE PHONE



## STATUS ICONS

These icons are displayed on the phone to indicate operational status:

- ✚ Off-screen call (on main display)
- 📧 Voicemail message indicator (on main display)
- 🔒 Secure call
- 📞 Missed call (on main display and in History)
- ← Inbound call (in History)
- Outbound call (in History)
- 🔄 Transferred call (in History)
- ✓ Workgroup Agent logged in
- ✗ Workgroup Agent logged out
- ⌘ Workgroup Agent wrap up

## GUIDE TO LEDS

Your ShoreTel IP Phone 420 provides visual cues about its operational status:

- Steady Green: Phone is in use (dialing or off hook)
- Blinking Green (Fast): Call on hold or call parked
- Blinking Green (Slow): Incoming call