IP PHONE 480/480G QUICK REFERENCE

PHONE OPERATION

Place Calls
- Use the speakerphone or a headset: Place Calls + Ext.
- Use the Directory: Directory + to select + Dial
- Make a conference call: Conference + Ext. + Confer 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: or To VM or #
- Divert an incoming call: Transfer + Ext. + Transfer

Adjust volume of handset, headset, or speakerphone when off hook; adjust ringer volume when on hook: - 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: Host or press call appearance button
- Take a call off hold: Host or press orange blinking call appearance button
- Transfer a call: Transfer + Ext. + Transfer or Consult
- Merge calls into a conference call: Merge
- 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 + #

EXTENSION ASSIGNMENT

Using Phone Interface
- Assign ext. to Available or Anonymous phone: Assign + Ext. + Password + OK
- Unassign extension: Options + Password + OK + Options + Unassign + Options + Unassign
- Assign your ext. to another assigned phone: Options + Assign + Ext. + Password + OK

Using Voicemail System
- Change ext. assignment: Voicemail + Call VM + # + Ext. + Password + # + Options + Password + # + Options + 3 + 1
- Unassign extension: Voicemail + Call VM + # + Ext. + Password + # + Options + Password + # + Options + 7 + 3 + 2

CUSTOMIZE YOUR PHONE
- Select a ringtone: Options + Password + OK + (Ringtone) + Edit + OK
- Change availability state: State + to select + OK
- Change avail. state and call forwarding: Options + Password + OK + Availability + Edit + Edit + OK
- Change automatic off-hook setting: Options + Password + OK + Auto off-hook + Edit + Edit + OK
- Change time zone: Options + Password + OK + Time zone + Edit + Edit + OK
- Log in or out of workgroup: Options + Password + OK + Agent state + Edit + OK

TROUBLESHOOTING
- View phone information: + # (INFO#)
- Reboot your phone: + 7 + 3 + 7 + 3 + 8 + # (RESET#)

Note: For details about using the phone, see the IP Phone 480/480g User Guide.
GUIDE TO LEDs

Your 480/480g 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 availability state set to Do Not Disturb
- Steady Red: Monitored extension is in use by other party (applies to BCA and Extension Monitor)

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
- Available
- In a Meeting or Do not Disturb
- Out of Office
- Vacation
- Custom

Call Appearance
- Idle, On Hook
- Off Hook, Dialing
- Inactive / Do Not Disturb
- Incoming Call
- Connected Call
- Connected Conference Call
- Monitored extension in a connected call and call answered locally
- Monitored extension on hold and call answered locally

Visual Voicemail
- Urgent
- Message
- Message with return receipt
- Private message
- Broadcast message
- Broadcast message with return receipt requested
- Private broadcast message
- Private broadcast message with return receipt requested
- Private message with return receipt requested

Presence Icons

In Directory and History (details view), the following icons indicate a person's current phone status:
- Available
- Custom availability state
- On hold or has a call parked
- Do not disturb
- On a Call

Note: You can connect supported headsets to the IP Phone 480/480g via the headset jack on the back of the phone.