

# IP PHONE 480/480G QUICK REFERENCE

## PHONE OPERATION

### Place Calls

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

### Answer Calls

Answer a call Lift handset or or or

Send a call to voicemail or or

Divert an incoming call + Ext. +

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

Pick up a call for another extension + Ext.

### Interact with Calls

- Mute a call
- Place a call on hold or press call appearance button
- Take a call off hold or press orange blinking call appearance button
- Transfer a call + Ext. + or
- Merge calls into a conference call
- Park a call on another extension + Ext.
- Unpark a call + Ext.

## VOICEMAIL

- Check visual voicemail + Password +
- Log in to voicemail main menu + + Password +
- Log in from another extension + + + Ext. + Password +

## EXTENSION ASSIGNMENT

### Using Phone Interface

- Assign ext. to Available or Anonymous phone + Ext. + Password +
- Unassign extension + Password + + + + +
- Assign your ext. to an assigned phone + + Ext. + Password +

### Using Voicemail System

- Change ext. assignment + + + Ext. + Password + +
- Unassign extension + + + Ext. + Password + +

## CUSTOMIZE YOUR PHONE

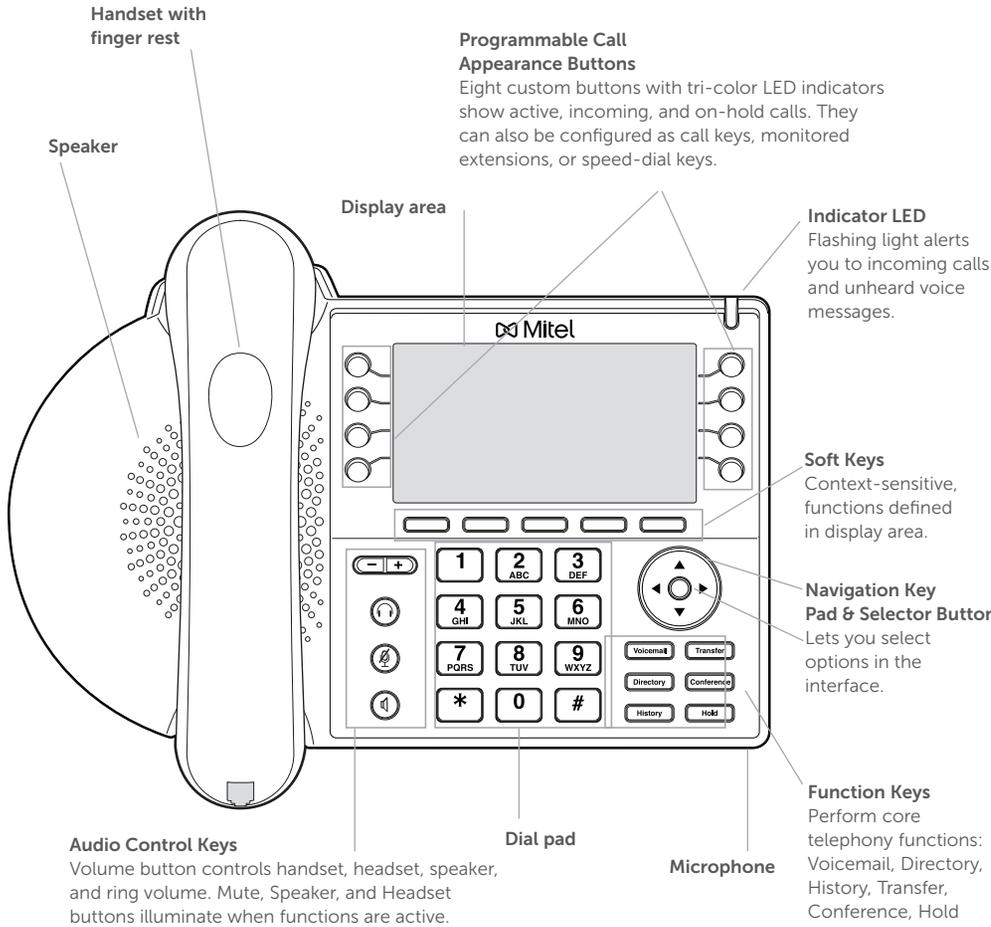
- Select a ringtone + Password + + + + + +
- Change availability state + to select +
- Change avail. state and call forwarding + Password + + + + + +
- Change automatic off-hook setting + Password + + + + + +
- Change time zone + Password + + + + + +
- Log in or out of workgroup + Password + + + + + +

## TROUBLESHOOTING

- View phone information + (INFO#)
- Reboot your phone + (RESET#)

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

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

## 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)

## 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

## 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
-  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, 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 locally
-  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
-  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