**PHONE OPERATION**

**Place calls**

- Use the handset, the speakerphone, or a headset
  
  Lift handset or press \( \text{ \# \# } \) or \( \text{ \# \# } \) + ext.

- Make a blind conference call
  
  \( \text{Conference} \) + ext. + \( \text{Conference} \)

- Make a consultative conference call
  
  \( \text{Conference} \) + ext. + wait + \( \text{City} \) to select + \( \text{City} \)

**Use the Directory**

\( \text{\# \# \#} \) to select + \( \text{\# \# \#} \)

**Dial from History**

\( \text{\# \# \#} \) to select + \( \text{\# \# \#} \)

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

**Answer calls**

- Answer a call
  
  Lift handset or press \( \text{\# \# \#} \) or \( \text{\# \# \#} \)

- Answer call waiting (incoming call)
  
  Press blinking call appearance button

- Answer an off-screen incoming call
  
  Press \( \text{\# \# \#} \) while offscreen call is displayed

**Interact with calls**

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

  \( \text{\# \# \#} \) to select

- Mute a call

  \( \text{\# \# \#} \)

- Place a call on or off hold

  \( \text{\# \# \#} \) + ext. + hang up or \( \text{\# \# \#} \) + ext. + wait + \( \text{City} \) to select + \( \text{City} \)

- Transfer a call (blind)

  \( \text{Transfer} \) + ext. + hang up or \( \text{Transfer} \)

- Transfer a call (with a consultation)

  \( \text{Transfer} \) + ext. + wait + \( \text{City} \) to select + \( \text{City} \) or \( \text{\# \# \#} \)

- Divert an incoming call to Voicemail

  Press and hold \( \text{\# \# \#} \) + \( \text{\# \# \#} \) or \( \text{\# \# \#} \)

**VOICEMAIL**

- Log in to Voicemail Main Menu

  \( \text{\# \# \#} \) + Password + \( \text{\# \# \#} \)

- Log in from another extension

  \( \text{\# \# \#} \) + Ext. + Password + \( \text{\# \# \#} \)

- Log in or out of workgroup

  \( \text{\# \# \#} \) + Password + \( \text{\# \# \#} \) + 7 + 3 + 3 + 1 or \( \text{\# \# \#} \) + Password + \( \text{\# \# \#} \) + 7 + 3 + 3 + 2

**OFFICE ANYWHERE CODES**

- Change availability state

  + Password + \( \text{\# \# \#} \) + 7 + 3 + 3

- Change extension assignment

  + Password + \( \text{\# \# \#} \) + 7 + 3 + 3

- Unassign extension assignment

  + Password + \( \text{\# \# \#} \) + 7 + 3 + 3

- Assign extension to external number

  + Password + \( \text{\# \# \#} \) + 7 + 3 + 3

**QUICK REFERENCE OF COMMON STAR CODES**

- Park a call

  \( \ast \) \# \# \# + ext.

- Unpark a call

  \( \ast \) \# \# \# + ext.

- Pick up a Remote Extension

  \( \ast \) \# \# \# + ext.

- Pick up the Night Bell

  \( \ast \) \# \# \# + ext.

- Use the Intercom

  \( \ast \) \# \# \# + ext.

- Barge In

  \( \ast \) \# \# \# + ext.

- Silent Monitor

  \( \ast \) \# \# \# + ext.

- Toggle the Hunt Group status

  \( \ast \) \# \# \# + ext.

- Whisper Page

  \( \ast \) \# \# \# + ext.

- Silent Coach

  \( \ast \) \# \# \# + ext.

**TROUBLESHOOTING**

- View phone information

  \( \ast \) \# \# \# + ext.

- Reboot your phone

  \( \ast \) \# \# \# + ext.

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

**Function Keys**
Perform core telephony functions (Transfer, Conference, Directory, History, Voicemail, Hold)

**Indicator LED**
Flashing light alerts the user to incoming calls and unheard voice messages.

**Call appearance buttons**
Indicate active, incoming, or on-hold calls

**Navigation key pad and selector button**
Select options in the interface

**Speaker**
Delivers high-quality sound

**Audio Control Keys**
Volume buttons control handset, speaker, and ring volume. Headset, Mute, and Speaker buttons illuminate when functions are active.

**Display area**

**Dial Pad**

**Microphone**

**Handset with finger rest**

**PORTS ON THE PHONE**

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

- **Down**
  - Off-screen call (on main display)

- **Voicemail message indicator**
  - Voicemail message indicator (on main display)

- **Secure call**
- **Missed call**
  - Missed call (on main display and in History)

- **Inbound call**
  - Inbound call (in History)

- **Outbound call**
  - Outbound call (in History)

- **Transferred call**
  - 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

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