NORTON HEALTHCARE

Mitel®

IP 480 Telephone

&

Communicator Software User Guides

ShoreTel 480 IP Phone User Guide

MANAGING CALLS- BASIC FEATURES

Placing Calls
Using Handset:

 With handset lifted

 Dial Extension Number or dial 9 + Outside Number

 Wait for person to answer (converse)

Using the Speakerphone:

 Press the speakerphone button ◁⁣

 Dial Extension Number or dial 9 + Outside Number

 Wait for person to answer (converse)

 Press ◁⁣ to end call

Using the Headset:

 Press the Headset button 🎧

 Dial Extension Number or dial 9 + Outside Number

 Wait for person to answer (converse)

 Press 🎧 to end call

Note 1: *If you lifted the handset to make a call and you now wish to use the speakerphone, simply press* **speaker** ◁⁣ *and hang up the handset.*

Note 2: *If you wish to mute an active call, simply press the* **mute** *button* 🎙 *(the LED will turn red) to return to the conversation press* 🎙 *again.*

Placing a Second Call
 When speaking with 1ˢᵗ caller

 Press your **second call key** (this places your first caller on hold)

 Dial **Extension Number** or dial **9 + Outside Number**

 You can toggle back and forth, press the hang-up key to disconnect one, or press **Join.**

Answering Calls
Watch display for caller id if available and for the name of the group you are answering for if applicable.

 Lift **Handset** / Press **Speaker** / or Press **Headset** Button

 Converse

Accepting a Second Call - *You will hear a call waiting tone in your ear and the second call key will be flashing.*

Choice 1: Ignore and if you have voicemail it will forward after 4 rings to your mailbox.

Choice 2: Press the flashing button to answer and your first caller is automatically placed on hold.

Choice 3: Press the **TO VM** key which will drop the incoming call into voicemail.

NOTE: *Once you have two callers on the phone you can toggle between them, JOIN them together, or press HANG-UP to disconnect from one and continue with the other.*

Call Pickup- allows you to pick-up a ringing from another extension
Press **Pickup** soft key
Dial **Extension Number** that is ringing

Placing Calls on Hold

      With a call in progress
      Press **Hold button** *(the call is only held at your phone)*

NOTE: If your phone is idle while a call is on hold, you will hear a reminder ring in 15 seconds and again at one minute intervals.

Returning to a Held Call

From your Phone:
      Lift handset and you are automatically connected to the caller.
From Another Phone:
      Press **Unpark**
      Dial **Extension Number** where the call is holding
      Lift handset or press **Unpark** again

Note 1: If your phone is idle while a call is on hold, you will hear a reminder ring in 15 seconds and again at one minute intervals.

Transferring Calls

      With the caller on the line
    Blind: Press **Transfer**/ Dial Extension Number / Hang-up
    Announce: Press **Transfer** /Dial Extension Number / Wait for Answer/Announce/Hang-up
               NOTE: If no answer you may press **CANCEL** to return to caller
    Direct to VM: Press **Transfer** /Dial Extension Number/Press **MORE** /Press **TO VM**/Hang-up

MANAGING CALLS- BASIC FEATURES…continued

Parking Calls - (*Places call on hold at another phone*)

      When connected to a call
      Press **PARK** soft key
      Dial the **extension number** where the call should be parked
      Hang Up

Unparking Calls

      At your phone: Lift handset and you are automatically connected to caller
      At another phone: Lift Handset / Press **UNPARK** / Enter Extension Number / Press **UNPARK**

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)

AUDIO CONTROLS

Adjusting **Ring Tone** Volume – Leave Handset Down - Press (-) to lower the volume and (+) to increase the volume.

Adjusting **Handset** Volume – Lift Handset - Press (-) to lower the volume and (+) to increase the volume.

Adjusting **Speaker** Volume – Press SPEAKER key - Press (-) to lower the volume and (+) to increase

Adjusting **Headset** Volume – Press the HEADSET key - Press (-) to lower the volume and (+) to increase

ADJUSTING DISPLAY CONTRAST

To adjust the contrast of your display, press and hold press 🎤 **mute** while repeatedly pressing up or down on the navigation key pad.

Changing Ring Tone

> Press the **Options** soft key.
> Enter your voicemail password and press the **OK** soft key to open the Options menu.
> Press the ▼ navigation key to scroll to the **Ringtone** option.
> Press the **EDIT** soft key.
> Press the ▲ or ▼ navigation keys to scroll through the various ringtones available.
> - Press **Preview internal** soft key to hear the selected ringtone as it would sound for internal calls.
> - Press **Preview external** soft key to hear the selected ringtone as it would sound for external calls.
> Press the **OK** soft key when you've chosen the ring you want, then press the **EXIT** soft key.

MANAGING CALLS- ADVANCED FEATURES

Conference Call (*up to 3-party*)

> With a call in progress, press the next available call key and dial make second call.
> Dial the extension and or press 9 + outside number.
> To connect all parties press the **Join** soft key or to return your caller by pressing the flashing key.

Additional Functions: After a conference is established, you can use the **Show** soft key to display all conferenced parties. If you wish to disconnect a party, scroll to the party's entry and press the **Drop** soft key.

Redialing and Checking Missed Calls

Call History Icons

Press

Use the scroll button to select the number you want to call
Press the **DIAL** soft key or to call an internal extension press the **INTERCOM** soft key

Icon	Description
📞←	Inbound call
📞→	Outgoing call
📞	Missed call
]←	Transferred call

Directory

Press [**Directory**]

Press the dial pad keys that correspond to the individuals first or last name that you wish to dial
Press the ▲ and ▼ navigation keys to select desired name.
Press the **Open** Soft Key to see additional contact information (i.e. email, extension, etc.)
Press **DIAL** soft key to dial the number

Presence Icons in Directory

Icon	Description
⊘	Available
⬤	The user has set a call-handling mode other than Standard and has not configured this mode as Do Not Disturb for incoming calls.
⌛	The user's extension is on hold or has a call parked on it.
⊖	Do not disturb
🌑	On a call

Changing Call Handling Mode   [Mode] + (◄○►) to select + [OK]

Press **Mode** Soft Key. The active mode is indicated with a check mark.
Use the ▲ and ▼ navigation keys to scroll to desired mode.
Press **OK** soft key

Configuring Programmable Buttons to Dial a Number

Press the Options soft key.
Enter your voicemail password, and press the OK soft key.
The Options menu opens.
Press the ▼ navigation key to scroll to the Program buttons option.
With the Program buttons option highlighted, press the Edit soft key.
Press the call appearance button that you'd like to program.
With the **Dial number** option highlighted, press the **Select** soft key.
Enter the number that you want to program the button to dial.
Press the **Next** soft key.
Enter the label that you want displayed next to the button for that number.
Press the **Done** soft key.
Repeat steps 4-10 to program another button, or press the **Exit** soft key.

De-Programming Buttons

Press the Options soft key.

Enter your voicemail password, and press the OK soft key.

The Options menu opens.

Press the ▼ navigation key to scroll to the Program buttons option.

With the Program buttons option highlighted, press the Edit soft key.

Press the programmed button that you want to change to a call appearance button.

With the Call appearance option highlighted, press the Select soft key.

To return to the Options menu, press the Exit soft key.

Press the Exit soft key.

Changing Extension Assignment

Allows you to assign your extension to any other IP phone, and then that phone accepts internal and/or external calls placed to your direct line. Go to the phone you want to assign your extension to.

Press **Voicemail**

Press **Call VM Soft Key**
Press **#**, enter your extension number +your voicemail password + **#** + **7** **3** **1**
Hang-Up

Un assign Extension Assignment

Cancels an extension assignment

Press **Voicemail**

Press **Call VM Soft Key**
Enter your voicemail password + **#** + **7** **3** **2**
Hang Up

Individual Voicemail Setup Instructions

- **Logging into Voice Mail**
  - Press the **Voicemail** button (*Ignore password prompt on interface*)
  - Press **Call VM** *soft key* from 480 or 485 phone
  - Dial your password *(your default password is **1234**)*
  - Press **#** to accept *(The system will prompt you to change your password and record your name when logging in for the first time.)*

- **Changing your Password**
  - **7 → 4**
  - Enter new password, Press **#** to accept. Repeat to confirm.

- **Record your Name**
  - **7 → 6**
  - Record your First and Last Name
  - Press **#** when finished recording
  - Press **#** to Accept

- **Record your Personal Greeting**
  - **7 → 1**
  - Press **7** for Mailbox Options
  - Press **1** to Record Standard Greeting

- Record your greeting for the current active call handling mode *(Default is Standard)* Press **#** when finished recording, you will be prompted to select from the following options:
  - **# →** Accept
  - **1 →** Review
  - **2 →** Re-record
  - **3 →** Delete
  - ***→** Cancel

- *After you have recorded your standard greeting see below to record other call handling modes **(Option 2 to set the Call Handling Mode and then Go back to and press 1 to record greeting)** in Mailbox Options:*

1 – Available	**4 - Vacation**
2 – In a Meeting	**5 - Custom**
3 – Out of the Office	**6 – Do not Disturb**

Checking Messages using Visual Voicemail on 480 and 485 MiTel Phones

- Press the **Voicemail** button
- Dial **Voicemail Password** followed by **#**
- Use the **Navigation key** to highlight the voicemail you want to listen to
- Press the **Call VM** *soft key* to listen

Note: You cannot forward a voicemail from the visual voicemail you will need to call into the voicemail system to forward a voicemail

Checking Messages from 480 or 485 MiTel Phones through Voicemail System

- Press the **Voicemail** button
- Press the **Call VM** *soft key*
- Dial Voicemail **Password** followed by **#**
- Press **1** to listen to New Messages

Checking Messages from 420 ShoreTel Phone

- Press the **Voicemail** button
- Dial **#**
- Dial **Extension Number**
- Dial Voicemail **Password** followed by **#**
- Press **1** to listen to New Messages

Checking Messages from another Telephone

- Press the **Voicemail** button
- Press the **Call VM** *soft key (Only from 480 and 485 ShoreTel Phones)*
- Dial **#**
- Dial **Extension Number**
- Dial Voicemail **Password** followed by **#**
- Press **1** to listen to New Messages

Checking Messages from Outside the Office

- Call **502-540-7277**
- Press **# when main greeting plays**
- Dial **Extension Number**
- Dial **Voicemail Password** followed by **#**
- Press **1** to listen to New Messages

ShoreTel Communicator Software

Double click to open and then complete the following steps for Setup.

1ˢᵗ SCREEN – Press **NEXT**

2ᴺᴰ SCREEN - FOLLOW THESE INSTRUCTIONS

1.   **UNCHECK the box that says " Use Windows Credentials"**
2.   Enter Server Name - **172.19.18.107**
3.   Enter User Name –   Your New **5 Digit Extension Number**
4.   Enter Password - **changeme** (lower case)
5.   Press **NEXT**

3ᴿᴰ SCREEN - CHANGE VOICEMAIL PASSWORD

1.   Enter new voicemail password (Originally 1234)
2.   Do not use something that's too basic
3.   Press Next

4ᵗʰ SCREEN – RECORD YOUR NAME *(DO NOT RECORD FULL GREETING HERE)*

1.   Lift your handset
2.   Press **Red Dot** (Record Button)
3.   At beep begin recording
4.   Press **Square Button** (Stop Recording)
5.   Press **Triangle** (Play Button) to play back
6.   Press **NEXT**

FINAL SCREEN

1.   **Check the box** that says "Start ShoreTel Communicator when log on to Windows"

2.   Press **FINISH**

ShoreTel Communicator User Guide

Call Control Buttons
- Answer
- Hang up
- Hold
- Transfer
- Conference
- Video
- IM
- Call Notes

Presence Indicators in Communicator

Green: extension is available & currently in Standard Call Handling Mode

Blinking Green: extension is ringing

Orange: extension is busy (on another call)

Red: extension's call handling mode set to Do Not Disturb

Yellow: extension is being forwarded to another destination (either another extension or cell phone)

▪ **Using Communicator Software for Basic Call Handling Features and Functions**

Making Calls

In Quick Dialer Field-

Choice 1: Type Shoretel Directory Name of User OR Type Outlook Directory Name

Choice 2: Enter ShoreTel extension number or Enter External Phone Number

Press Enter OR Select from the auto fill drop down menu with a single left click.

NOTE: The call will be placed over your speaker OR headset if applicable. To make private you may lift your handset before or after making the call.

Redial

- Click the **Redial** ▼ arrow and the Quick Dialer Panel will show the most recent calls made or received from your phone

- Click on the party desired and the call will be made
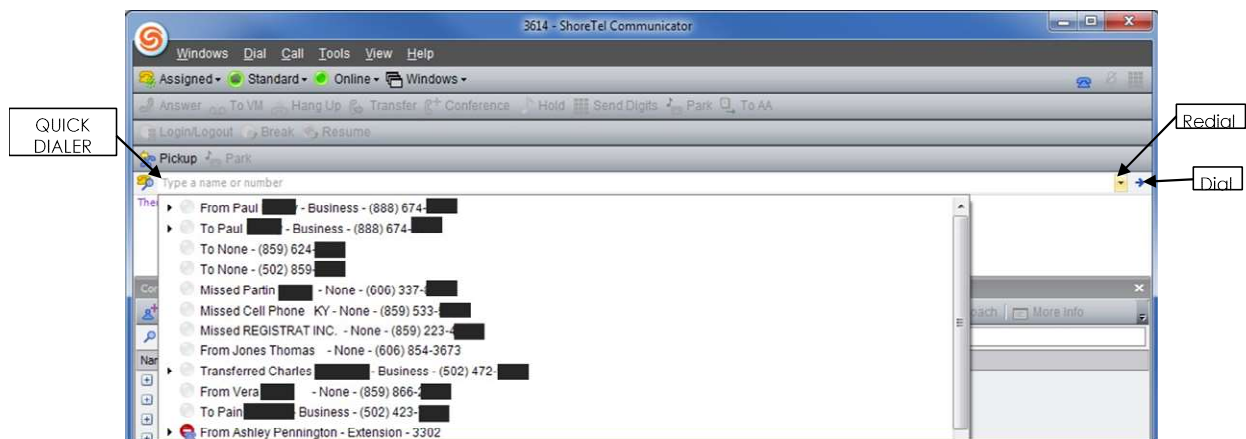
Answering Incoming Calls

- **Headset User**: Press ANSWER on the Pop-Up call will automatically go to headset if assigned as the default
- **Handset User**: Lift Handset
- **Speaker User**: Press ANSWER on the Pop-Up
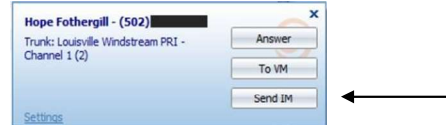
Answering Multiple Calls

- **Double Click on the new incoming call** (first caller will be placed on hold)
- **Converse with caller**
- Choose from one of the following features to manage calls

Placing Calls on Hold

- When a call is placed on hold it's only held at your extension.   Click   and your call will be placed on hold, press   to retrieve call

NOTE: Reminder ring will ring once after **15 seconds** and if ignored will ring in **60 seconds** intervals until call is retrieved

Quick Dialer Panel

Active Call Panel

Call Toolbar

Hold

Call Control Buttons
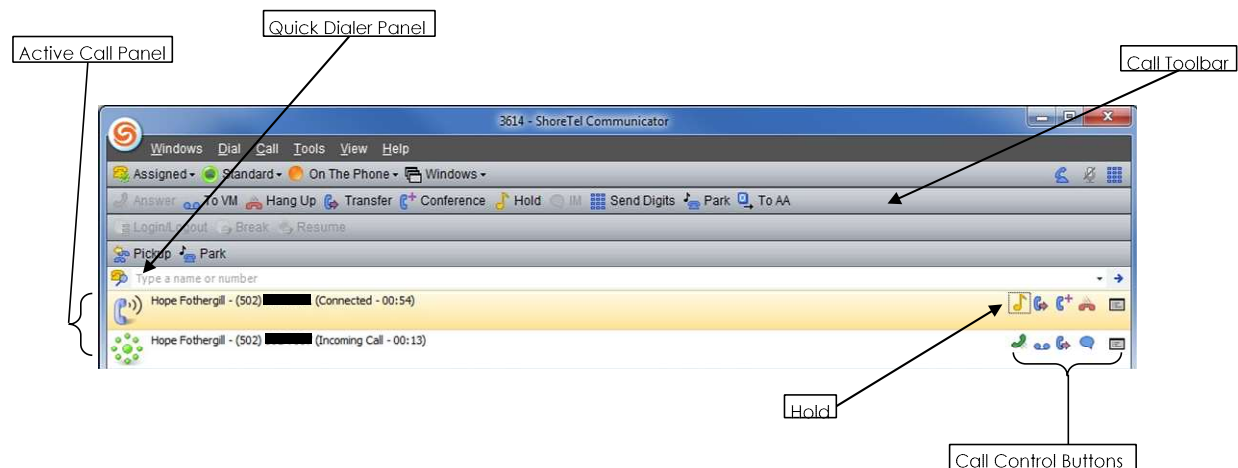
Blind Transfer:

With caller on the line

Double Click on the user extension in CONTACTS WINDOW (call is automatically placed on hold)

Press **Transfer on the Pop-Up** Options

Announce Transfer or Managing Multiple Calls

With caller on the line

- **Double Click on the user extension** OR
- **Type Extension or External Number** in Quick Dialer Field and **press Enter**

* Caller is now on hold

Once Call is Answered:

Choice 1:   Press **Transfer Pop –Up** Option & Hang-up

Choice 2:   Press **Conference** to bring all parties together on a call then **hang-up**

Choice 3:   Press **No Thanks** which keeps your calls separate so that you can toggle
between the calls by double clicking on the held call

No Answer: Press **Hang-up** on Toolbar

Double Click on Held call to return to caller OR

Press **PAGE** / Wait for Tone / **Announce** *(Melissa Dial 1111)*

Press **Hang-up and wait for return call** then press **Join on Phone**
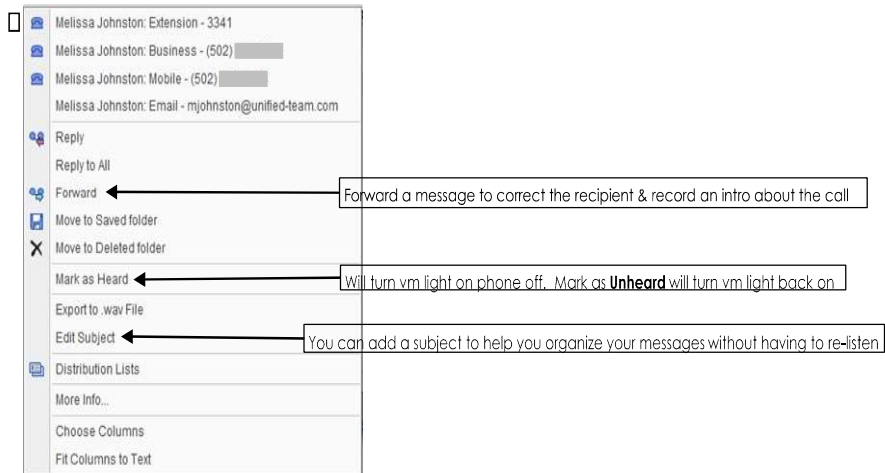
Voicemail Viewer

- Allows managing voicemail messages *(new, saved, & deleted)* and sending of voice mail messages visually through Communicator
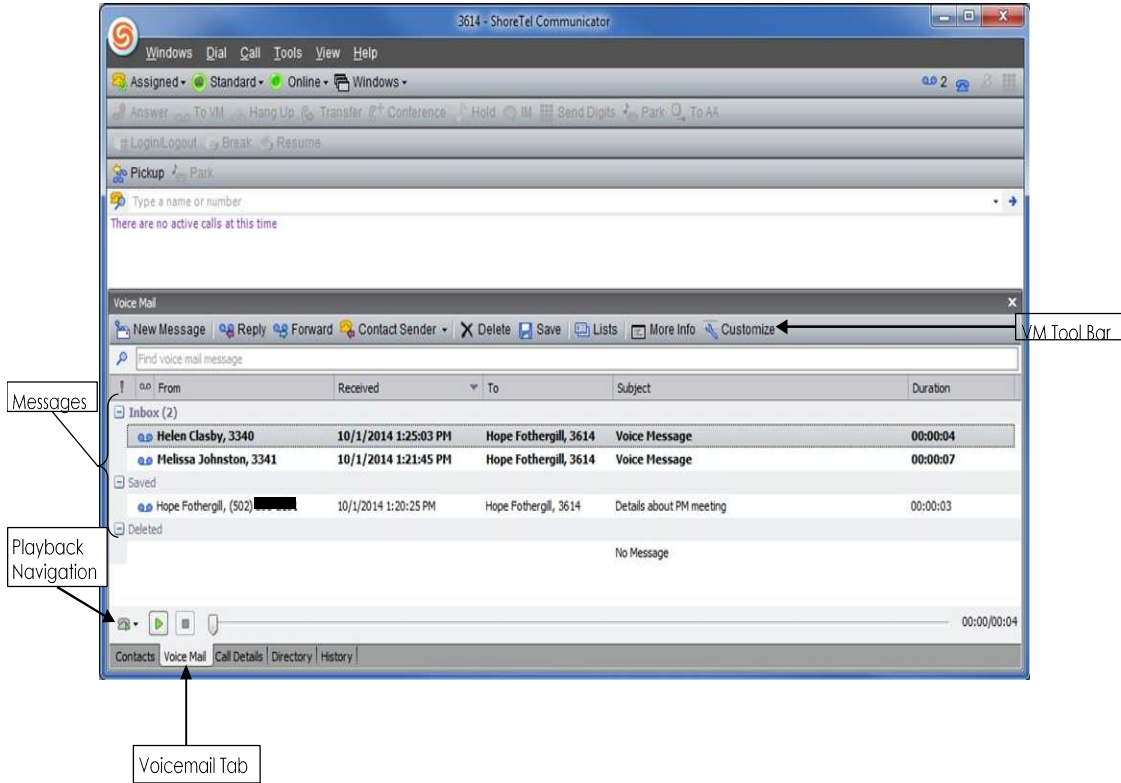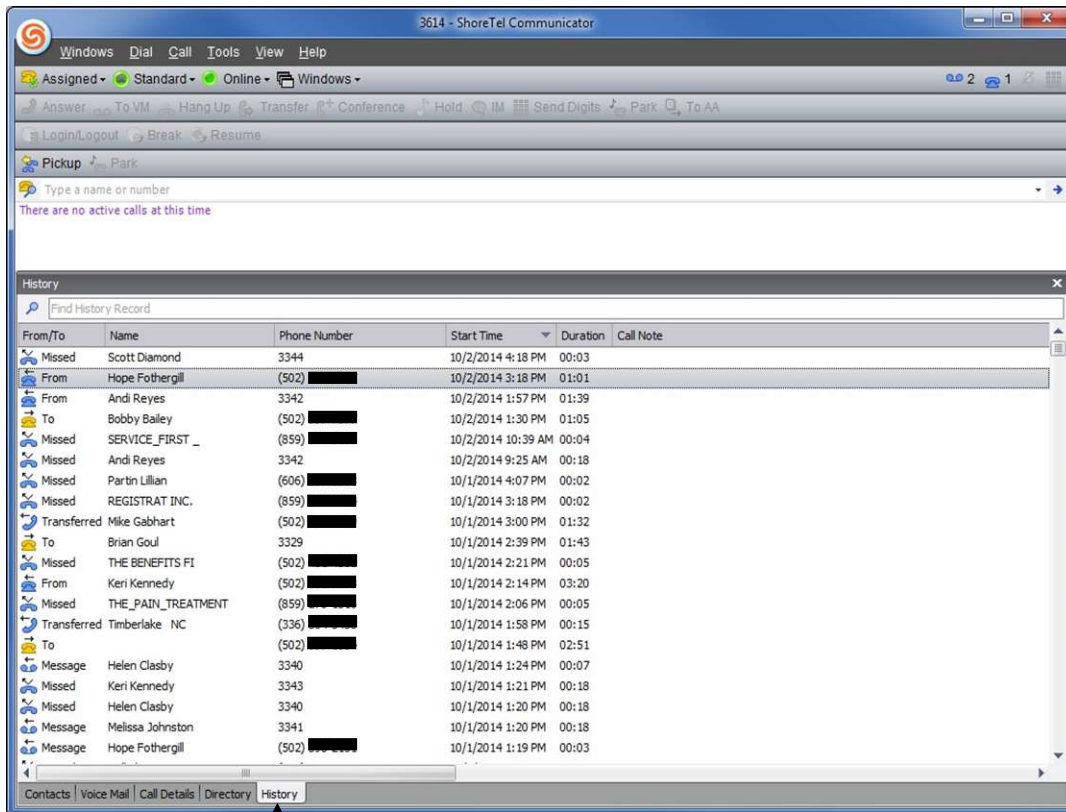

- You can right click on a voicemail for options:

Forward a message to correct the recipient & record an intro about the call

Will turn vm light on phone off. Mark as **Unheard** will turn vm light back on

You can add a subject to help you organize your messages without having to re-listen

History Viewer

- Shows the last incoming and outgoing calls from your extension
    - Includes calls that you may have missed
- Double click on any call to redial

History Tab

- You can right click on a call for options:
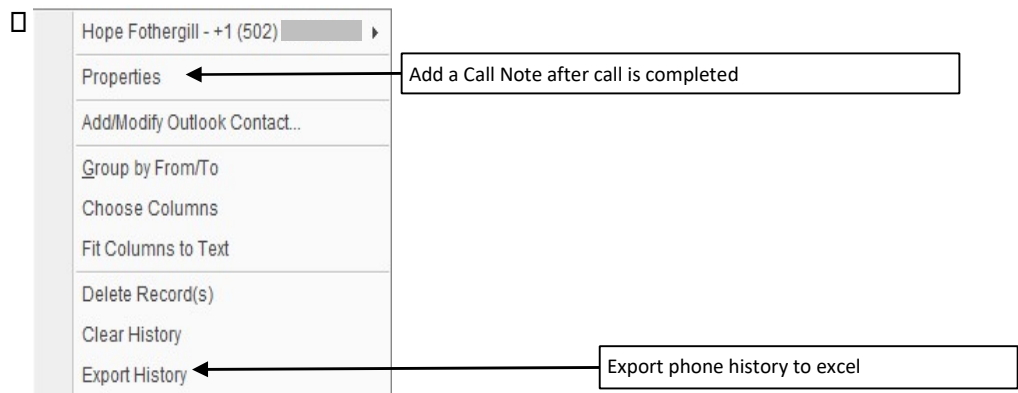
Add a Call Note after call is completed

Export phone history to excel

# Contacts Viewer – Must Be Managed By User DOES NOT AUTO POPULATE

- Allows you to perform tasks such as for handling active calls, send email or voice messages, and create additional contact groups
- You can right click anywhere in the **Contacts** tab for all available options:
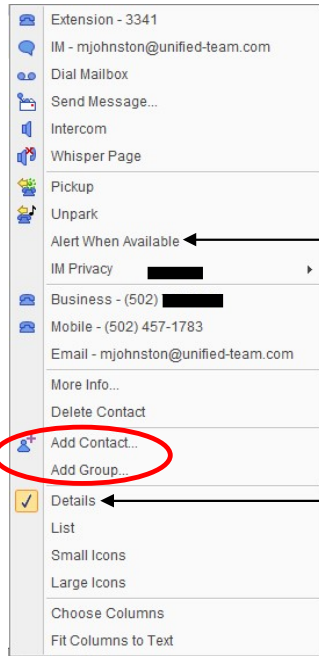
If a contact is unavailable you can trigger a pop up when they become available
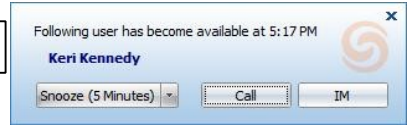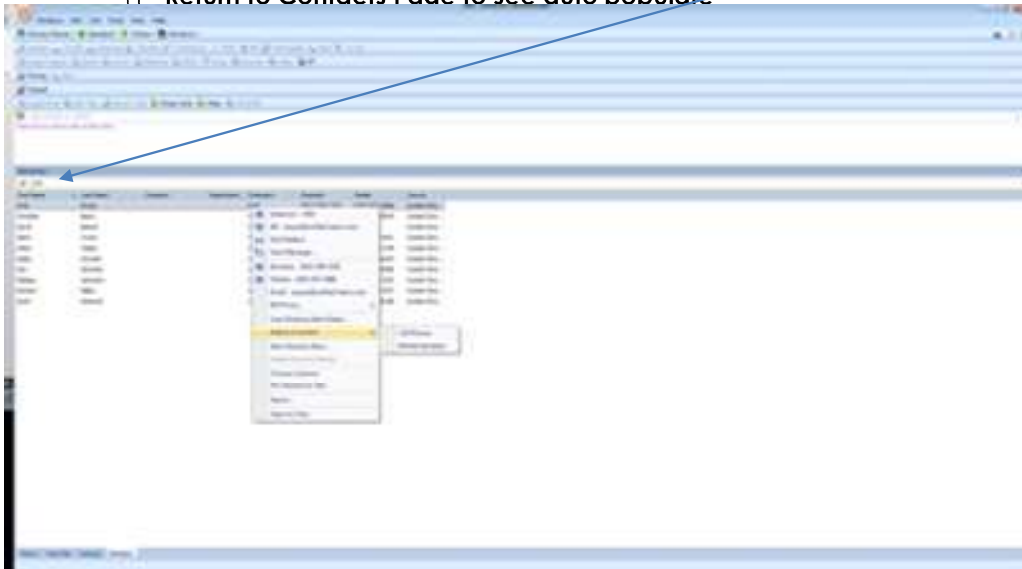
Make sure **Details** is checked
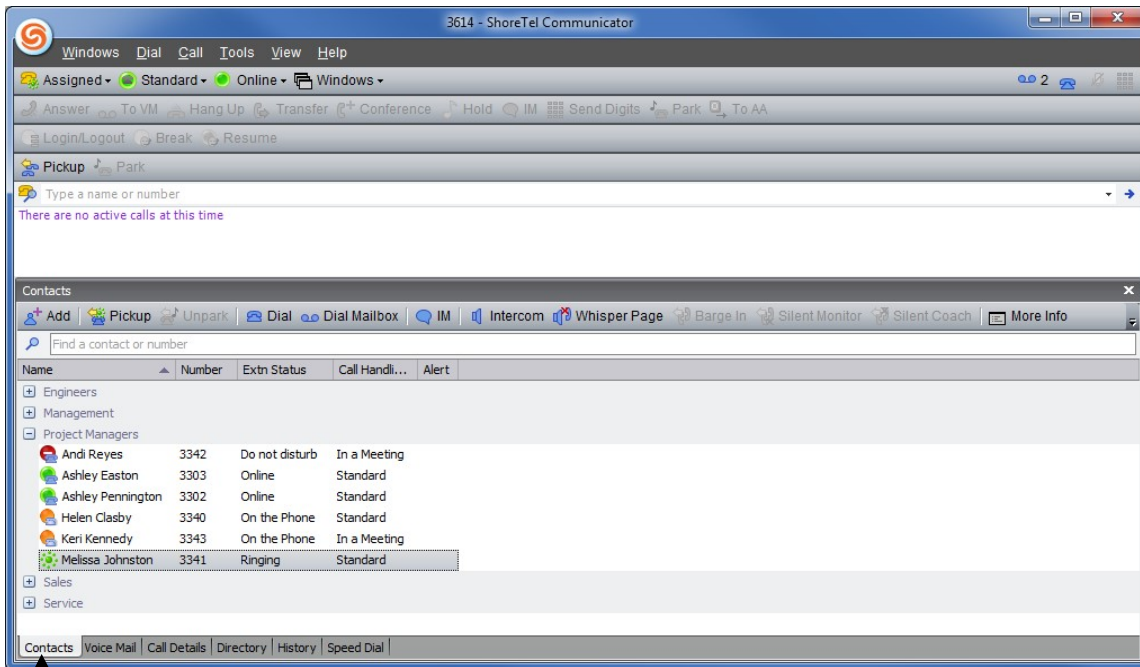
Contacts Tab

## Directory Viewer – Only Used to Build Numerous Contacts at Once

- ☐ In the search field enter the first few digits of your extension number range

  (example 334, see below)

- ☐ **Highlight the chosen Users** using the CTRL and/or SHIFT key
- ☐ **Right Click** and select **Add as a Contact**
- ☐ Return to Contacts Page to see auto populate

Outlook Integration

Must be disabled to prevent Auto Change in your MODE and VM in Email

- • On the **Top Menu bar** select **Tools**
- • Select **Options**

  Select **Outlook** from the list on the left   ☐

  Make sure your Outlook is closed   ☐

  - ▪ Click **Uninstall next to Calendar**
  - ▪ Click **Uninstall next to Voicemail**
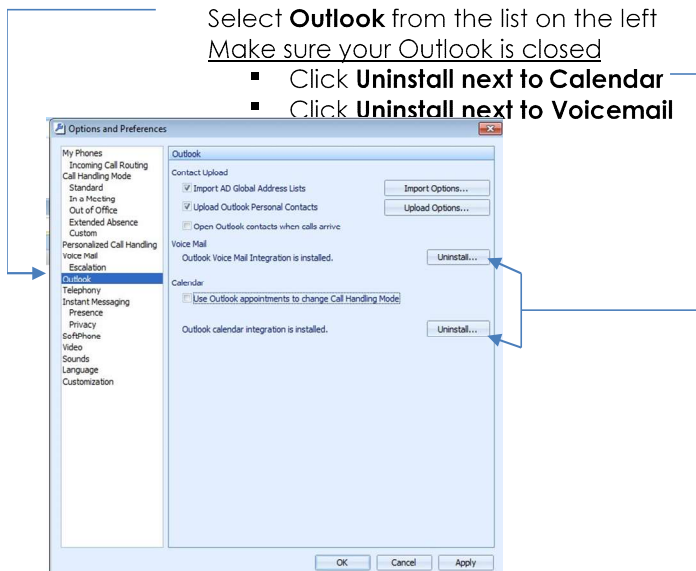
EMERGENCY CALL

Need to call 911? Remember to announce the office location to the 911 operator.

Service

To request Assistance or Service
Email: Service@unified-team.com
Call: 502-459-9141