**PHONE OPERATION**

**Place calls**
- Use the handset, the speakerphone, or a headset
  - Lift handset or press + or + ext.
- Make a blind conference call
  - Conference + ext. + Conference
- Make a consultative conference call
  - Conference + ext. + wait + to select +
- Use the Directory
  - Directory + to select +
- Dial from History
  - History + to select +

**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 off-screen 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
  - Hold + ext. + hang up or
- Transfer a call (blind)
  - Transfer + ext. + wait + to select +
  - or +
- Transfer a call (with a consultation)
  - Transfer + ext. + wait + to select +
- Divert an incoming call to Voicemail
  - Voicemail or +

**VOICEMAIL**
- Log in to Voicemail Main Menu
  - Voicemail + Password +
- Log in from another extension
  - Voicemail + # + Ext. + Password +
- Log in or out of workgroup
  - Voicemail + Password + # + 7 or 2

**Change availability state**
- Voicemail + Password + # +

**Change extension assignment**
- Voicemail + Password + # +

**Unassign extension assignment**
- Voicemail + Password + # +

**Assign extension to external number**
- Voicemail + 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
  - *
  - *
  - *
- Unpark a call
  - *
  - *
  - *
- Pick up a Remote Extension
  - *
  - *
  - *
- Pick up the Night Bell
  - *
  - *
- Use the Intercom
  - *
  - *
- Barge In
  - *
  - *
- Silent Monitor
  - *
  - *
- Toggle the Hunt Group status
  - *
  - *
  - *
  - *
  - *
- Whisper Page
  - *
  - *
  - *
  - *
  - *
- Silent Coach
  - *
  - *

**TROUBLESHOOTING**
- View phone information
  - # + 4 5 6 5 3 6 5 # (INFO#)
- Reboot your phone
  - # + 7 3 3 3 3 8 # # (RESET#)

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

**Handset with finger rest**

**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.

**Display area**

**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.

**Dial Pad**

**Microphone**

**GUIDE TO LEDS**
Your ShoreTel IP Phone 420/420g 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

**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