

ShoreTel IP Phone 420/420g Quick Reference

PHONE OPERATION

Place calls




Use the handset, the speakerphone, or a headset

Lift handset or press  or  + ext.

Make a blind conference call

 + ext. + 

Make a consultative conference call

 + ext. + wait +  to select + 

Use the Directory

 +  to select + 

Dial from History

 +  to select + 

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

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 offscreen 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



Transfer a call (blind)

 + ext. + hang up or 

Transfer a call (with a consultation)

 + ext. + wait +  to select + 

Divert an incoming call to Voicemail



 or 

Adjust the display contrast

Press and hold  +  or 

VOICEMAIL








Log in to Voicemail Main Menu

 + Password + 

Log in from another extension

 +  + Ext. + Password + 






Log in or out of workgroup

 + Password +  +  +  +  +  or 






Change availability state

 + Password +  +  



Change extension assignment

 + Password +  +   

Unassign extension assignment

 + Password +  +   

Assign extension to external number

 + 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

   + ext.




Unpark a call

   + ext.




Pick up a Remote Extension

   + ext.

Pick up the Night Bell

Use the Intercom

   + ext.




Barge In

   + ext.

Silent Monitor

   + ext.




Toggle the Hunt Group status

   + Hunt Group's ext.

Whisper Page

   + ext.

Silent Coach








   + ext.

TROUBLESHOOTING

View phone information

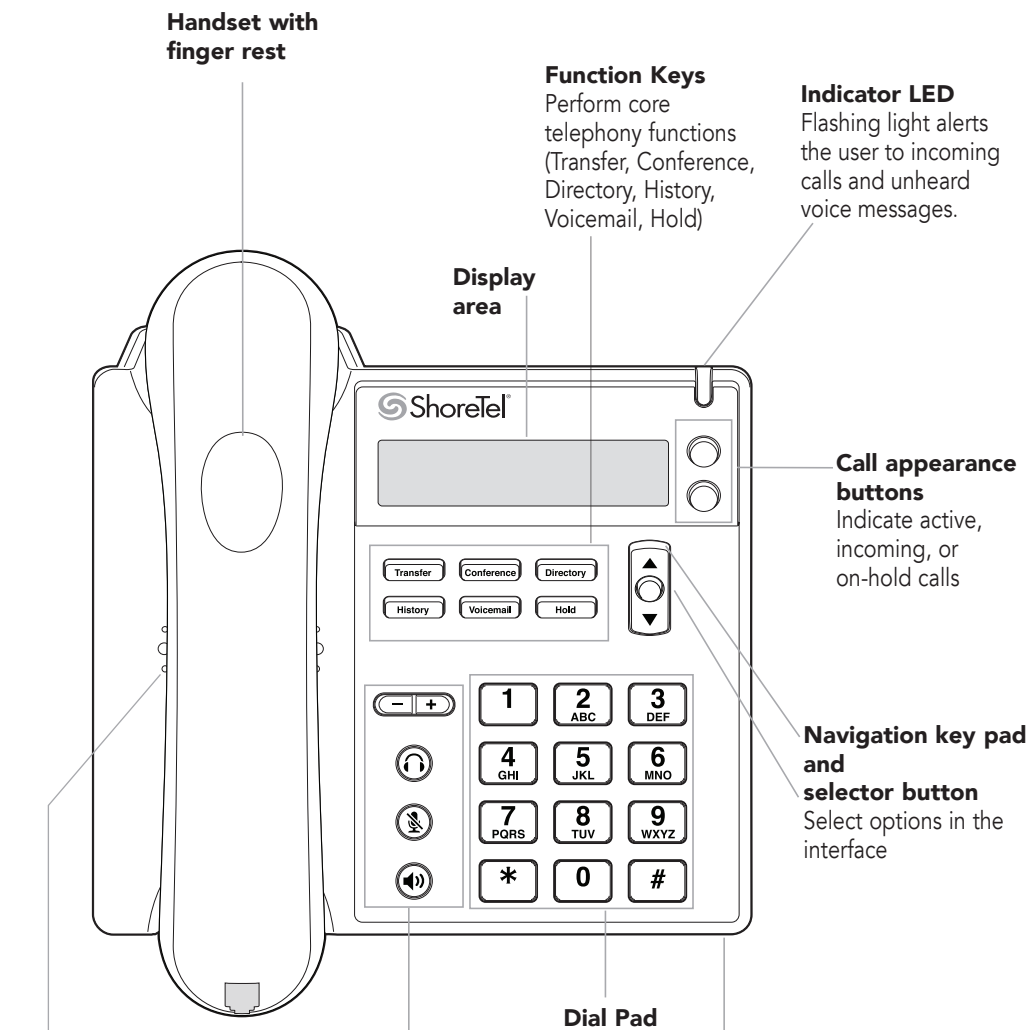
 +      (INFO#)

Reboot your phone

 +       (RESET#)

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

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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.

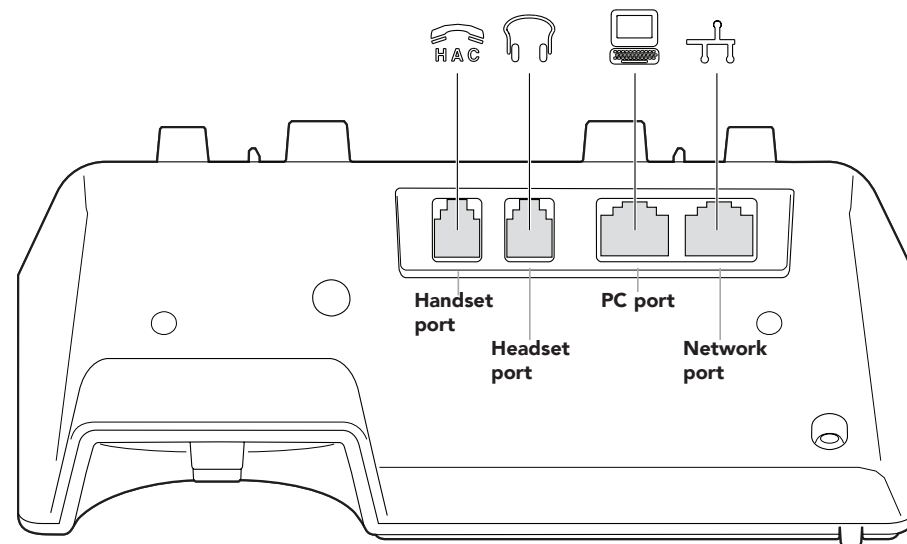
Microphone

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