



# IP PHONE 480/480G QUICK REFERENCE

## PHONE OPERATION

### Place Calls

Use the handset, speakerphone, or a headset

Lift handset or press  or  + Ext. or '9' + external number

Use the Directory

 +  to select + 


Make a conference call

 + Ext. or '9' + number +  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 a ringing incoming call to another extension

 + Ext. + 

Adjust volume of handset, headset, or speakerphone when off hook; adjust ringing 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 '9' + number +  or 

Merge existing calls into a conference call



Park a call onto another extension



 + Ext. + 

Unpark a call from another extension

 + Ext. + 

### VOICEMAIL

Check visual voicemail

 + Password + 

Log in to voicemail main menu

 +  + Password + 

Log in from another extension

 +  +  + Ext. + Password + 






### EXTENSION REASSIGNMENT

#### 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 +  +  +  +  +  + 

#### TECHNICAL SUPPORT

call: 503-968-8908, option #2

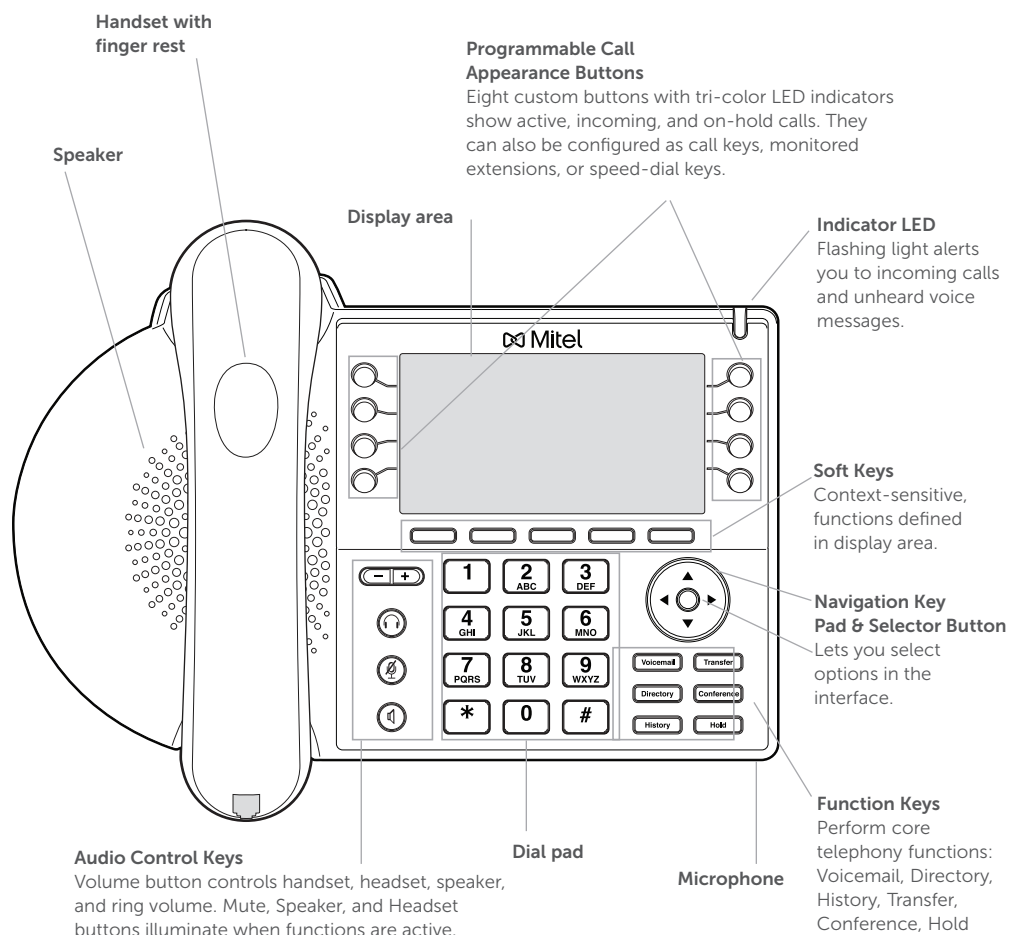
email: helpdesk@sterling.net

#### TRAINING

email: training@sterling.net



# IP PHONE 480/480G QUICK REFERENCE



**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

## GUIDE TO ICONS

### Main Display

- Unheard Voice Messages
- Missed Calls
- Logged in to Workgroup
- Logged into Workgroup/in Wrap-Up
- Logged out of Workgroup
- Available
- In a Meeting or Do not Disturb
- Out of Office
- Vacation
- Custom

### 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

### 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

### 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

