IP PHONE 480/480G QUICK REFERENCE

Mitel®
Powering connections

PHONE OPERATION

Place Calls

Use the speakerphone or a headset	🔊 or 🎧 + Ext.
Use the Directory	[Directory] + ⊙ to select + [Dial]
Make a conference call	[Conference] + Ext. + [Confer] or [Consult]
Make a call from History	[History] + ⊙ to select + [Dial]
Use the Intercom (through Directory)	[Directory] + ⊙ to select + [Open] + [Intercom]

Answer Calls
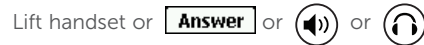
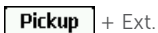|	
Answer a call	Lift handset or [Answer] or 🔊 or 🎧
Send a call to voicemail	[Voicemail] or [To VM] or #
Divert an incoming call	[Transfer] + Ext. + [Transfer]
Adjust volume of handset, headset, or speakerphone when off hook; adjust ringer volume when on hook	[− +] to select
Answer call waiting (incoming call)	Press green blinking call appearance button or [Answer]
Pick up a call for another extension	[Pickup] + Ext.

Interact with Calls

Mute a call	🔇
Place a call on hold	[Hold] or press call appearance button
Take a call off hold	[Hold] or press orange blinking call appearance button
Transfer a call	[Transfer] + Ext. + [Transfer] or [Consult]
Merge calls into a conference call	[Merge]
Park a call on another extension	[Park] + Ext.
Unpark a call	[Unpark] + Ext.
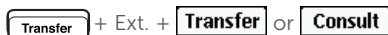
VOICEMAIL

Check visual voicemail	[Voicemail] + Password + [OK]
Log in to voicemail main menu	[Voicemail] + [Call VM] + Password + #
Log in from another extension	[Voicemail] + [Call VM] + # + Ext.+ Password + #
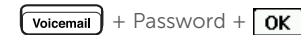
EXTENSION ASSIGNMENT

Using Phone Interface

Assign ext. to Available or Anonymous phone	[Assign] + Ext. + Password + [OK]
Unassign extension	[Options]+Password+[OK]+⊙+[− +]+[Unassign]+[Unassign]
Assign your ext. to an assigned phone	[Options] + [Assign] + Ext.+Password + [OK]
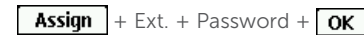
Using Voicemail System

Change ext. assignment	[Voicemail] + [Call VM] + # +Ext.+Password+ # + [7 PQRS][3 DEF][1]
Unassign extension	[Voicemail] + [Call VM] + # +Ext.+Password+ # + [7 PQRS][3 DEF][2 ABC]

CUSTOMIZE YOUR PHONE

Select a ringtone	[Options]+Password+[OK]+⊙+[Ringtone]+[Edit]+⊙+[OK]
Change availability state	[State]+⊙ to select + [OK]
Change avail. state and call forwarding	[Options]+Password+[OK]+⊙+[Availability]+[Edit]+[Edit]+[OK]
Change automatic off-hook setting	[Options]+Password+[OK]+⊙+[Auto off-hook]+[Edit]+⊙+[OK]
Change time zone	[Options]+Password+[OK]+⊙+[Time zone]+[Edit]+⊙+[OK]
Log in or out of workgroup	[Options]+Password+[OK]+⊙+[Agent state]+[Edit]+⊙+[OK]
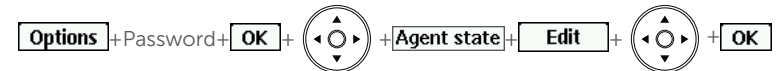
TROUBLESHOOTING

View phone information 🔇 + [4 GHI][6 MNO][3 DEF][6 MNO][#] (INFO#)

Reboot your phone 🔇 + [7 PQRS][3 DEF][7 PQRS][3 DEF][8 TUV][#] (RESET#)
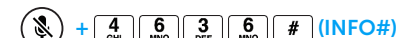
Note: For details about using the phone, see the *IP Phone 480/480g User Guide.*

IP PHONE 480/480G QUICK REFERENCE

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Handset with finger rest

Speaker

Display area

Programmable Call Appearance Buttons
Eight custom buttons with tri-color LED indicators show active, incoming, and on-hold calls. They can also be configured as call keys, monitored extensions, or speed-dial keys.

Indicator LED
Flashing light alerts you to incoming calls and unheard voice messages.

Soft Keys
Context-sensitive, functions defined in display area.

Navigation Key Pad & Selector Button
Lets you select options in the interface.

Function Keys
Perform core telephony functions: Voicemail, Directory, History, Transfer, Conference, Hold

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

Dial pad

Microphone

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)

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

GUIDE TO STATUS ICONS

Main Display

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

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

Monitored Extension

- Monitored extension
- Monitored extension, DND
- Unheard Messages
- Unheard Messages and DND
- Connected call and incoming call
- On a Call
- On a Conference Call
- Monitored extension in a connected call and call answered locally
- Monitored extension on hold and call answered locally
- Monitored extension in a connected call with a call on hold

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