

# Welcome to ShoreTel Sky

IP485 ShoreTel Phone

Default password for voicemail is **39138**

Hello,

To get started, please follow the directions below to change your Voicemail Password, add your System Name, and set your Voicemail Greeting.

Note: You can press \* at any time to return to the previous menu

## 1. Change your Voicemail Password

Your new password must be 6-8 digits

- A. Press the voicemail function key
- B. Enter the default password 39138
- C. When prompted Press 3 – to change your password
- D. Enter current password – default 39138
- E. Listen to prompt and enter your new password hit #
- F. Enter your new password a second time and hit #.

## 2. Record your System Name\*

- A. Press the voicemail function key
- B. Press 4
- C. Press 2 to record your name
- D. When prompted record your name and press #
- E. When prompted press 3 to save your System Name

\*Your **System Name** will be heard by a caller when they use the spell by name option in the automated directory (Example: Jane Smith). Without this function set up, your name will not be in the Search by Name directory.

## 3. Record your Voicemail Greeting

- A. Press the voicemail function key
- B. Press 4
- C. Press 1 to record your voicemail greeting (or select standard greeting)
- D. When prompted record your greeting and press #
- E. When prompted press 3 to save your Voicemail Greetings

Reminder: We Are Now 5 Digit Dialing



# ShoreTel Sky - IP485 ShoreTel Phone

## VoiceMail Message Controls

<b>Message Playback Options</b>		
<b>1</b> <i>Go to previous message</i> <b>REWIND</b>	<b>2</b> <i>Reply to voicemail</i>	<b>3</b> <i>Call back sender</i>
<b>4</b> <i>Replay message</i>	<b>5</b> <i>Play time and sender info</i> <b>PAUSE</b>	<b>6</b> <i>Forward to voicemail</i>
<b>7</b> <i>Delete message</i>	<b>8</b> <i>Go to next message</i> <b>FAST FORWARD</b>	<b>9</b> <i>Save message</i>
<b>*</b> <i>Return to previous menu</i>	<b>0</b> <i>Skip to end of message</i>	<b>#</b> <i>Skip time and sender info</i> <b>SKIP TO NEXT MSG</b>

Use the options in *italics* above before and after listening to a voicemail message.  
Use the options in **UPPER CASE** above only while listening to a voicemail message.

### HOW TO ACCESS YOUR VOICEMAIL FROM OUTSIDE

1. Dial 929-236-0152
2. When prompted for your "user ID" enter your 5 digit extension followed by the # sign
3. When prompted for your password enter your voicemail PIN followed by #
4. Press 1 for new messages

### PORTAL LOGIN

1. In a browser type portal.shoretelsky.com
2. Username is your 10 digit phone number
3. Password is your voicemail password

### HOW TO GET HELP

1. Press the "Help" softkey on the phone and you will be connected to ShoreTel Support\*
2. Visit support.shoretel.com, on the bottom right-hand corner is a CHAT WITH US button.
3. Check out "How to Videos" at <https://tutorperini.egnyte.com/fl/GldkTjt56Z>
4. Open a Tutor Perini heldesk ticket by sending an email to [helpdesk@tutorperini.com](mailto:helpdesk@tutorperini.com)

\*Remember, we are part of ShoreTel Sky

## **Voicemail to Voicemail Forwarding from your ShoreTel phone**

**You have the option of forwarding a message to one extension, or multiple extensions**

### **To transfer to one extension**

1. After you have listened to a voicemail message, press 6 on your keypad.
2. When prompted, enter the extension to which you wish to forward the message followed by pressing # # (press the # sign twice).
3. Wait for forwarding confirmation, then hang up the call.



### **To transfer to more than one extension.**

1. After you have listened to a voicemail message, press 6 on your keypad.
2. When prompted, enter the extension to which you wish to forward the message followed by pressing # key.
3. If you wish to forward to more than one extension, enter the next extension followed by the # key.
4. To complete the forwarding process, press '#' again.
5. Wait for forwarding confirmation, then hang up the call.

# ShoreTel IP Phone 485g Quick Reference

## PHONE OPERATION

### Place Calls

Use the speakerphone or a headset  or  + Ext.

To call an outside number, enter 9-1-area code + phone number

Use the Directory  +  to select + 

Make a conference call (while on a call)  + Ext. +  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 

Divert an incoming call  + Ext. + 

Adjust volume of handset, headset, or speakerphone  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 

Join calls 


Park a call on another extension  + Ext.

Unpark a call  + Ext.

## VOICEMAIL

Check visual voicemail  + Password + 

Log in to voicemail main menu  + Password + 

Log in to voicemail from another extension Dial your Ext. + Press \* during greeting + Password + 

## CUSTOMIZE YOUR PHONE

Set do-not-disturb mode 



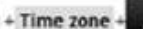



Set call-forwarding options  +  +  +  +  +  +  + 

Change automatic off-hook setting  +  +  +  +  + 

Set headset type  +  +  +  +  + 

Select a ringtone  +  +  +  +  +  + 

Change wallpaper  +  +  +  +  +  + 

Change time zone  +  +  +  +  +  + 

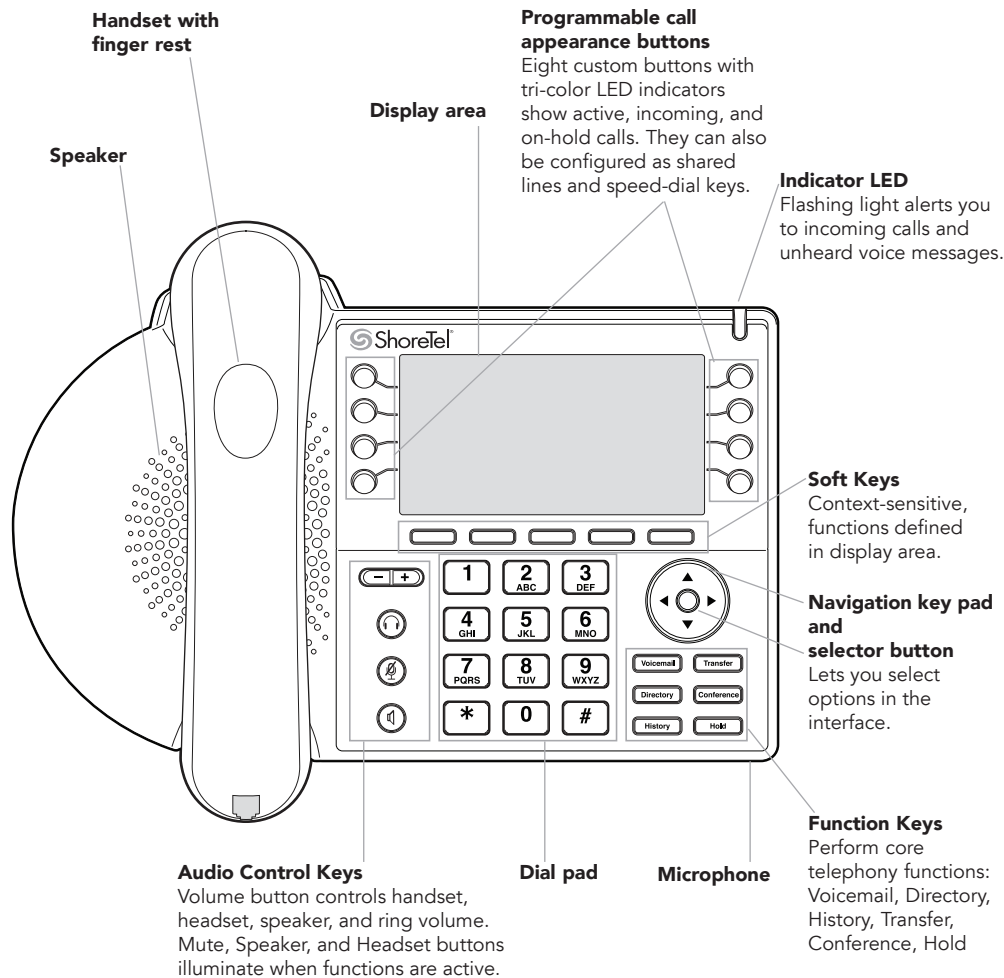
## YOUR SHORETEL PORTAL LOGIN

1. In a browser, type: [portal.shoretelsky.com](http://portal.shoretelsky.com)
2. Username is your 10 digit phone number
3. Password is your voicemail password

## HOW TO GET HELP

1. Press the "Help" softkey on the phone and you will be connected to ShoreTel Sky Support (remember, you are using the ShoreTel Sky phone system)
2. Visit: [support.shoretelsky.com](http://support.shoretelsky.com)
3. Check out "How to Videos" at <https://tutorperini.egnyte.com/fl/GldkTjt56Z>
4. Open a Tutor Perini helpdesk ticket by sending an email to: [helpdesk@tutorperini.com](mailto:helpdesk@tutorperini.com)

# ShoreTel IP Phone 485g Quick Reference



**Note:** You can connect supported headsets to the IP Phone 485g via the headset jack on the back of the phone.

## GUIDE TO LEDS

Your ShoreTel 485g IP phone provides color cues to help you determine call appearance status:

- Steady Green: The phone is in use (dialing or off hook).
- Blinking Green: Incoming call
- Blinking Orange: The call is on hold or parked.
- Steady Orange: The extension is set to Do Not Disturb mode, or the phone is in a No Service state.
- Steady Red: The shared line is in use by the other party.

## GUIDE TO STATUS ICONS

### Main Display

- Unheard Voice Messages
- Missed Calls
- Standard Mode
- Do Not Disturb (DND) Mode

### Call Appearance

- Idle, On Hook
- Off Hook, Dialing
- Inactive / Do Not Disturb
- Incoming Call
- Connected Call
- Connected Conference Call
- On Hold
- Speed Dial Extension

### Shared Line

- Shared Line
- Incoming Call
- On a Call

### Call History

- Inbound Call
- Outgoing Call
- Missed Call