Mitel 10577

Mitel IP 480G Gigabit Telephone
USER MANUAL

1. Introduction

This user manual provides comprehensive instructions for the installation, operation, and maintenance of the Mitel IP 480G Gigabit Telephone. Designed for professional communication environments, this device offers advanced features and reliable performance for Voice over IP (VoIP) telephony. Please read this manual thoroughly before using the telephone to ensure proper functionality and to maximize your experience.

Figure 1.1: Front view of the Mitel IP 480G Gigabit Telephone, showcasing its display, keypad, and function buttons.

2. Package Contents

Verify that all items listed below are present in your product package. If any items are missing or damaged, please contact your vendor or Mitel support.

- Mitel IP 480G Gigabit Telephone Unit
- Handset
- Handset Cord (coiled)
- Ethernet Cable

Figure 2.1: The telephone handset and its coiled cord.

Figure 2.2: Standard Ethernet cable included for network connection.

Figure 2.3: The product packaging box.

3. Setup

3.1 Physical Connections

1. **Connect the Handset:** Plug one end of the coiled handset cord into the handset and the other end into the handset port on the side of the telephone base.

2. **Connect to Network/Power:**

   - If using Power over Ethernet (PoE): Connect one end of the Ethernet cable to the LAN port on the back of the telephone and the other end to a PoE-enabled network switch or injector.
   - If not using PoE: Connect one end of the Ethernet cable to the LAN port on the back of the telephone and the other end to your network switch or router. Connect an optional 12V power adapter (not included) to the power port on the back of the telephone and then to a power outlet.

3. **Optional Headset Connection:** If using a headset, connect it to the dedicated RJ-22 headset port on the side of the telephone.

Figure 3.1: Rear view of the telephone, showing the LAN port for network and power connection.

3.2 Initial Power On and Network Configuration

Once connected, the telephone will power on automatically. The backlit display will illuminate, and the phone will begin its boot sequence. During this process, it will attempt to obtain network settings.

- **DHCP:** By default, the phone is configured to obtain an IP address and other network settings automatically via DHCP. This is the most common setup for most networks.
- **Static IP Addressing:** If your network requires a static IP address, you may need to access the phone's network settings menu to manually configure the IP address, subnet mask, gateway, and DNS servers. Consult your network administrator for these details.

4. Operating Instructions

4.1 Basic Call Functions

- **Making a Call:**

   a. Lift the handset or press the **Speakerphone** button.
   b. Dial the desired number using the keypad.
   c. Press the **Dial** or **Send** soft key (if available on display) or wait for the call to connect.

- **Answering a Call:**

    a. When the phone rings, lift the handset or press the **Speakerphone** button.

- **Ending a Call:**

    a. Replace the handset in the cradle or press the **Speakerphone** button again to hang up.

4.2 Feature Keys

The Mitel IP 480G includes dedicated feature keys for enhanced call management:

- **Transfer:** Used to transfer an active call to another extension or external number.
- **Conference:** Initiates a multi-party conference call (supports up to 6 parties).
- **Hold:** Places the current active call on hold.
- **History/Redial:** Accesses a filterable and unlimited call history. Allows redialing previous numbers.
- **Voicemail:** Direct access to your voicemail messages.
- **Directory:** Provides access to a searchable and filterable directory of contacts stored on the system.

4.3 Audio Controls

Manage your audio experience with the following controls:

- **Volume:** Independent volume control for handset, speakerphone, headset, and alert/ring tones. Use the dedicated volume buttons.
- **Mute:** Press to mute your microphone during a call. An LED indicator will illuminate when muted.
- **Speakerphone:** Toggles the speakerphone function on or off. An LED indicator will illuminate when the speakerphone is active.
- **Headset:** Activates or deactivates the headset mode. An LED indicator will illuminate when the headset is active.

4.4 Display Navigation

The 297 x 160 pixels backlit display provides clear information. Use the navigation cluster (up, down, left, right arrows, and select button) to browse menus, directories, and call history. Soft keys located below the display provide context-sensitive options.

5. Maintenance

5.1 Cleaning

To maintain the appearance and functionality of your telephone, clean it regularly.

- Use a soft, damp cloth to wipe down the exterior surfaces.
- Avoid using abrasive cleaners, solvents, or strong chemicals, as these can damage the plastic and finish.
- Do not spray cleaning liquids directly onto the phone.
- Ensure the phone is unplugged from power before cleaning.

5.2 Software Updates

Periodically, Mitel may release software updates to improve performance, add features, or address security vulnerabilities. These updates are typically managed by your system administrator. Do not attempt to manually update the phone's firmware unless instructed by qualified personnel.

6. Troubleshooting

This section addresses common issues you might encounter with your Mitel IP 480G Gigabit Telephone.

Problem	Possible Cause	Solution
Phone does not power on.	No power from PoE switch or power adapter.	Verify that the Ethernet cable is securely connected to a PoE-enabled port or that the optional power adapter is correctly plugged in and receiving power.
No dial tone.	Network connectivity issue; phone not registered with SIP server.	Check network cable connection. Ensure your network is operational. Contact your system administrator to verify SIP registration status.
Cannot make or receive calls.	Network configuration error; SIP account issues.	Confirm network settings (DHCP/Static IP). Verify SIP account credentials with your system administrator.
Poor audio quality (echo, static).	Network congestion; faulty cable; environmental interference.	Check network cable. Ensure sufficient bandwidth. Try a different handset or headset. If issues persist, contact support.

If you encounter problems not listed here or if the suggested solutions do not resolve the issue, please contact your IT department or Mitel technical support for further assistance.

7. Specifications

- **Model:** Mitel IP 480G
- **Part Number:** 10577
- **Dimensions (L x W x H):** Approximately 10 x 7 x 3 inches
- **Weight:** Approximately 1.06 pounds (480 Grams)
- **Color:** Black
- **Material:** Plastic
- **Display:** 297 x 160 pixels backlit display
- **Ethernet Ports:** 10/100/1000 Gigabit Ethernet Switch
- **Power Source:** 802.3af Power over Ethernet (PoE) or optional 12V power adapter (not included)
- **Protocols:** SIP Protocol, VLAN and DiffServ/ToS supported Quality of Service
- **Headset Compatibility:** RJ-22 headset port
- **Speakerphone:** Full duplex speakerphone
- **Feature Keys:** Transfer, Conference (6 party), Hold, History/Redial, Voicemail, Directory
- **Audio Controls:** Independent volume control for handset, speakerphone, headset, alert/rings; Mute (LED indicator); Speakerphone (LED indicator); Headset (LED indicator)
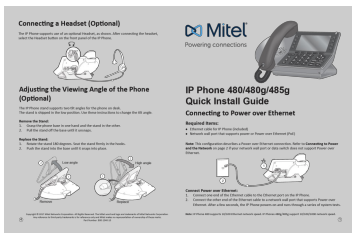
8. Warranty and Support

For information regarding the product warranty, please refer to the warranty card included with your purchase or visit the official Mitel website. Technical support and additional resources can also be found on the Mitel support portal.

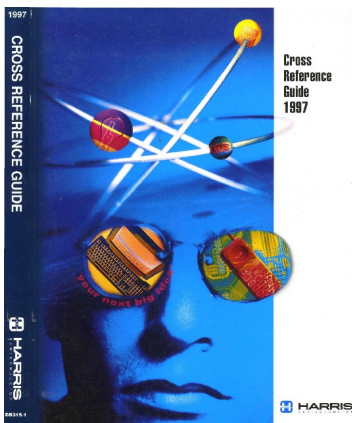**Mitel Official Website:** www.mitel.com

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Connecting a Headset Optional The IP Phone supports use of an optional Headset, as shown. After connecting the headset, select the Headset button on the front panel of the IP Phone. Adjusting the Viewing Angle of the Phone Optional The IP Phone stand supports two tilt angles for the phone on de...

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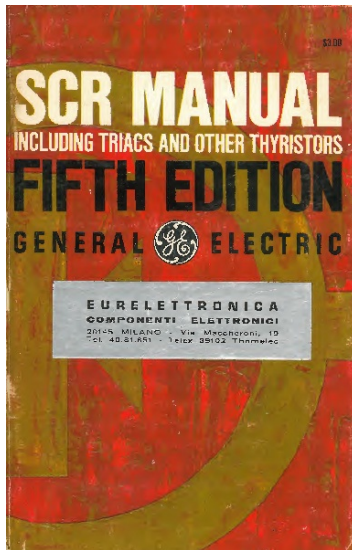lang:en score:16 filesize: 38.91 M page_count: 364 document date: 2019-07-16

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