# ShoreTel 560/560g IP Phone Quick Reference

#### **PHONE OPERATION**

#### **Place Calls**

Use the Speakerphone or a Headset

Use the Directory

Make a Conference Call

Use the Intercom

Redial and Check Missed Calls

Dial Paging Extension

#### **Answer Calls**

Send a Call to Voice Mail

Divert a Call

Select a Ring Tone

Adjust Handset, Headset or Speakerphone Volume

Answer Call Waiting

#### Interact with Calls

Mute a Call

Place a Call On or Off Hold

Transfer a Call

Join Calls

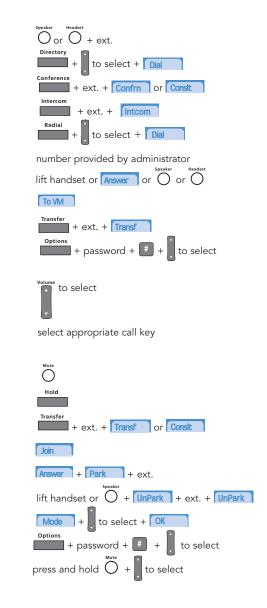
Park Calls

Unpark Calls

Change Call Handling Mode

Log In and Out of Workgroups

**Adjust the Display Contrast** 



#### **VOICE MAIL**

Log Into Main Menu

+ password + # # # + ext. + password + #

Log In from Another Extension

**Note:** For more information about voice mail features, please consult the Voice Mail Quick Reference.

#### **OFFICE ANYWHERE CODES**

Transfer a call

Conference a call

Hold a call

Hang up

Access other star codes

\* \* + destination + \* \*

\* \*

# #

\* + (star code from below)

### QUICK REFERENCE OF COMMON STAR CODES

Park a call

UnPark a call

Pick Up a Remote Extension

Pick Up the Night Bell

Use the Intercom

Barge In

Silent Monitor

Toggle the Hunt Group Status

Whisper Page

Change CHM and Forwarding

Change Extension Assignment

Unassign Extension Assignment

Assign Extension to External Number

#### **TROUBLESHOOTING**

View Phone Information

Reboot Your Phone

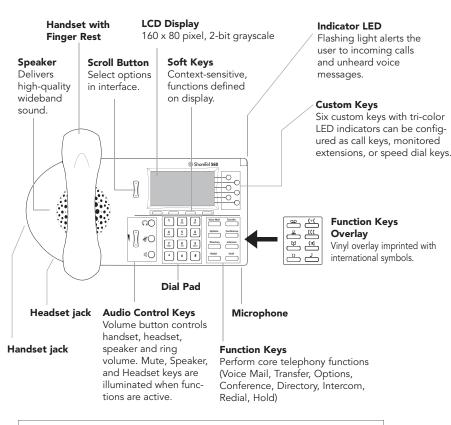
Mute + I-N-F-O + #

O + R-E-S-E-T + #

**Note:** For additional details on the information contained in this Quick Reference card, please consult the 560/560g User Guide.



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**Note:** You can connect a supported headset into the 560/560g IP Phone by plugging the headset into the headset jack at the left corner of the phone chassis. Contact your system administrator for details.

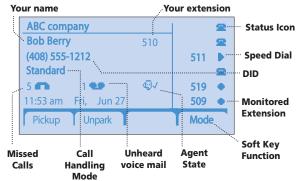
# **GUIDE TO LEDS**

Your ShoreTel 560/560g IP phone provides color cues to help you determine the operational status. Note that these patterns apply to ShoreTel 6.1 (build 11.15.2603.0) and higher.

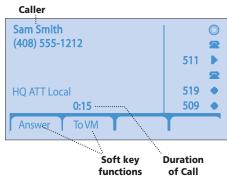
- Steady Green in use by you
- € Blinking Green (Slow blink: 1s on/1s off) incoming call
- Blinking Orange (Fast blink: .25s on/.25s off) on hold or call parked
- O Steady Orange extension's call handling mode set to Do Not Disturb
- Steady Red in use by other party (applies to BCA and Extension Monitor)

## **GUIDE TO STATUS ICONS**

ShoreTel IP 560/560g Idle Interface



### ShoreTel IP 560/560g Inbound Call



Main Display
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- Unheard Voice Messages
- Missed Calls
- **√** Logged Into Workgroup
- Logged Into Workgroup, In Wrap-Up
- Logged Out of Workgroup

## Custom Keys - Call

- On Hook
- Off Hook
- Inactive / Do Not Disturb
- Incoming Call (Animated)
- On a Call
- On a Conference Call
- Call On Hold / Parked
- Remote Hold

## **Custom Keys - Monitored Extension**

- Idle
- Inactive / Do Not Disturb
- Unheard Voice Messages
  - Do Not Disturb / Unheard Messages
  - Incoming Call (Animated)
- J On a Call
- Incoming Call and On a Call
- On a Conference Call
- Call On Hold / Parked

## **Custom Keys - Speed Dial**

Speed Dial Extension

