

ShoreTel 560/560g IP Phone Quick Reference

PHONE OPERATION

Place Calls

Use the Speakerphone or a Headset

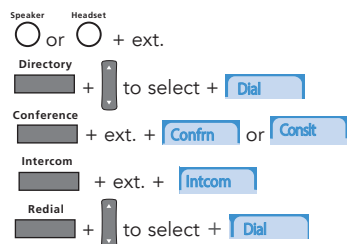
Use the Directory

Make a Conference Call

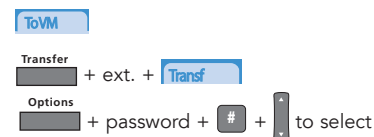
Use the Intercom

Redial and Check Missed Calls

Dial Paging Extension



number provided by administrator
lift handset or Answer or Speaker or Headset



Volume to select
select appropriate call key



select Merge
Answer + Park + ext.
lift handset or Speaker + UnPark + ext. + UnPark
State + * to select + OK
Options + password + # + * to select
press and hold Mute + * to select

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

Merge Calls

Park Calls

Unpark Calls

Change Availability State

Log In and Out of Workgroups

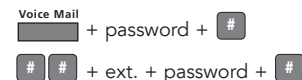
Adjust the Display Contrast

VOICE MAIL

Log Into Main Menu

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



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

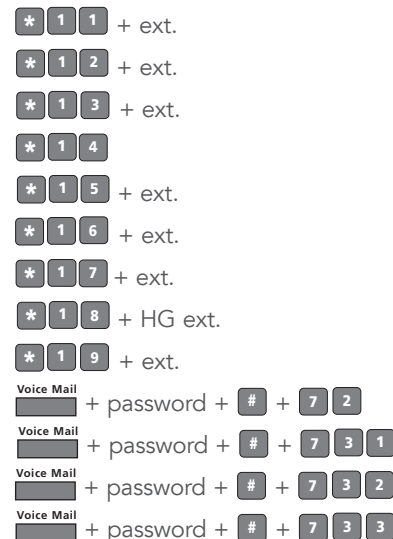
Whisper Page

Change Avail. State and Forwarding

Change Extension Assignment

Unassign Extension Assignment

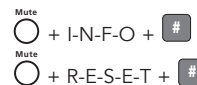
Assign Extension to External Number



TROUBLESHOOTING

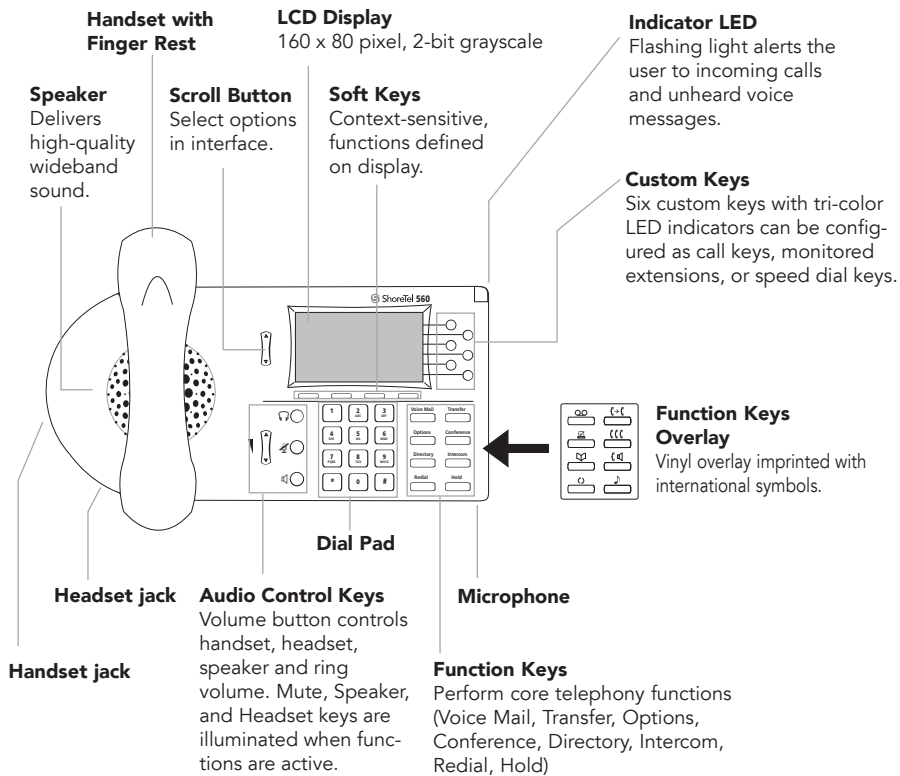
View Phone Information

Reboot Your Phone



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.

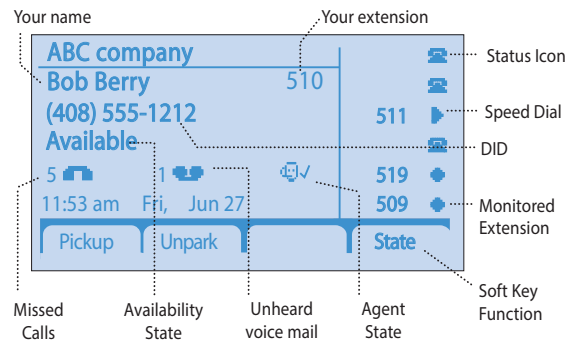
GUIDE TO LEDS

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.

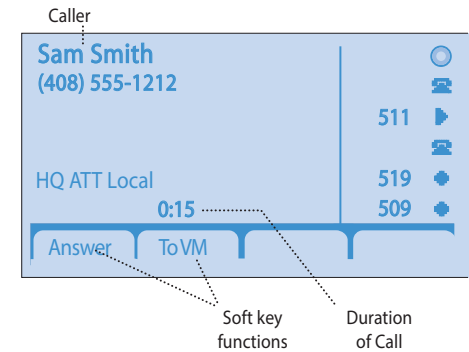
- Steady Green - in use by you
- ◌ Blinking Green - (Slow blink: 1s on/1s off) incoming call
- ◌ Blinking Orange - (Fast blink: .25s on/.25s off) on hold or call parked
- Steady Orange - extension's availability state set to Do Not Disturb
- Steady Red - in use by other party (applies to BCA and Extension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

GUIDE TO STATUS ICONS

ShoreTel IP 560/560g Idle Interface



ShoreTel IP 560/560g Inbound Call



Main Display

- 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)
- ☎ On a Call
- ☎ Incoming Call and On a Call
- ☎ On a Conference Call
- ☎ Call On Hold / Parked

Custom Keys - Speed Dial

- ▶ Speed Dial Extension