ShoreTel 560/560g IP Phone Quick Reference

PHONE OPERATION

Place Calls

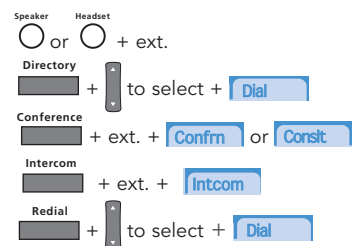Use the Speakerphone or a Headset — **Speaker** ○ or **Headset** ○ + ext.

Use the Directory — **Directory** + ▲▼ to select + `Dial`

Make a Conference Call — **Conference** + ext. + `Confrn` or `Conslt`

Use the Intercom — **Intercom** + ext. + `Intcom`

Redial and Check Missed Calls — **Redial** + ▲▼ to select + `Dial`

Dial Paging Extension — number provided by administrator

Answer Calls

lift handset or `Answer` or **Speaker** ○ or **Headset** ○

Send a Call to Voice Mail — `To VM`

Divert a Call — **Transfer** + ext. + `Transf`

Select a Ring Tone — **Options** + password + `#` + ▲▼ to select

Adjust Handset, Headset or Speakerphone Volume — **Volume** ▲▼ to select
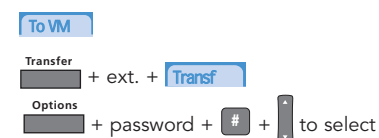
Answer Call Waiting — select appropriate call key

Interact with Calls

Mute a Call — **Mute** ○

Place a Call On or Off Hold — **Hold**

Transfer a Call — **Transfer** + ext. + `Transf` or `Conslt`

Join Calls — `Join`

Park Calls — `Answer` + `Park` + ext.

Unpark Calls — lift handset or **Speaker** ○ + `UnPark` + ext. + `UnPark`

Change Call Handling Mode — `Mode` + ▲▼ to select + `OK`

Log In and Out of Workgroups

Options + password + `#` + ▲▼ to select

Adjust the Display Contrast

press and hold **Mute** ○ + ▲▼ to select

VOICE MAIL

Log Into Main Menu — **Voice Mail** + password + `#`

Log In from Another Extension — `#` `#` + ext. + password + `#`

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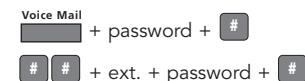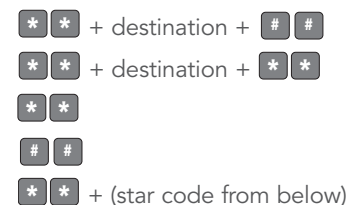
OFFICE ANYWHERE CODES

Transfer a call — `*` `*` + destination + `#` `#`

Conference a call — `*` `*` + destination + `*` `*`

Hold a call — `*` `*`

Hang up — `#` `#`

Access other star codes — `*` `*` + (star code from below)

QUICK REFERENCE OF COMMON STAR CODES

Park a call — `*` `1` `1` + ext.

UnPark a call — `*` `1` `2` + ext.

Pick Up a Remote Extension — `*` `1` `3` + ext.

Pick Up the Night Bell — `*` `1` `4` + ext.

Use the Intercom — `*` `1` `5` + ext.

Barge In — `*` `1` `6` + ext.

Silent Monitor — `*` `1` `7` + ext.

Toggle the Hunt Group Status — `*` `1` `8` + HG ext.

Whisper Page — `*` `1` `9` + ext.

Change CHM and Forwarding — **Voice Mail** + password + `#` + `7` `2`

Change Extension Assignment — **Voice Mail** + password + `#` + `7` `3` `1`

Unassign Extension Assignment — **Voice Mail** + password + `#` + `7` `3` `2`

Assign Extension to External Number — **Voice Mail** + password + `#` + `7` `3` `3`
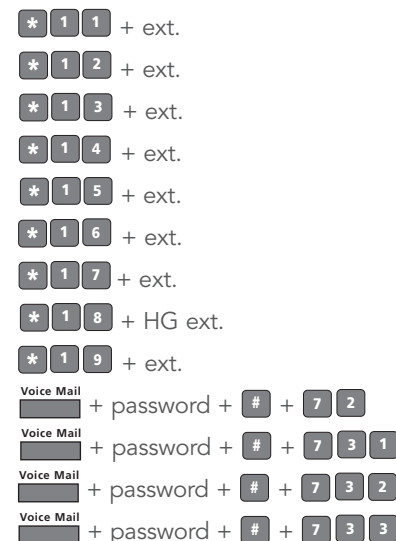
TROUBLESHOOTING

View Phone Information — **Mute** ○ + I-N-F-O + `#`

Reboot Your Phone — **Mute** ○ + R-E-S-E-T + `#`
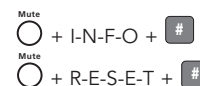
Note: For additional details on the information contained in this Quick Reference card, please consult the 560/560g User Guide.

ShoreTel

ShoreTel 560/560g IP Phone Quick Reference

Handset with Finger Rest

LCD Display
160 x 80 pixel, 2-bit grayscale

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

Speaker
Delivers high-quality wideband sound.

Scroll Button
Select options in interface.

Soft Keys
Context-sensitive, functions defined on display.

Custom Keys
Six custom keys with tri-color LED indicators can be config-ured as call keys, monitored extensions, or speed dial keys.

Function Keys Overlay
Vinyl overlay imprinted with international symbols.

Dial Pad

Headset jack

Handset jack

Audio Control Keys
Volume button controls handset, headset, speaker and ring volume. Mute, Speaker, and Headset keys are illuminated when func-tions are active.

Microphone

Function Keys
Perform core telephony functions (Voice Mail, Transfer, Options, Conference, Directory, Intercom, Redial, Hold)

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.
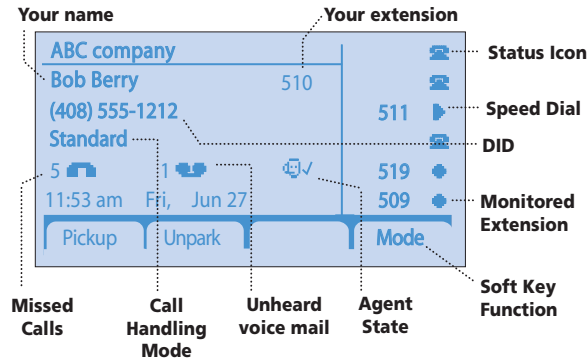
GUIDE TO LEDS

Your ShoreTel 560/560g IP phone also provides color cues to help you determine the operational status as follows:
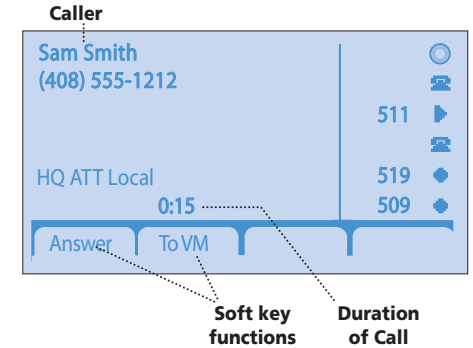
- 🟢 Steady Green - in use by you
- 🟢 Blinking Green - (Fast) on hold or call parked
- 🟢 Blinking Green - (Slow) incoming call
- 🔴 Steady Red - in use by owner
- 🔴 Blinking Red - incoming call, owner on a call
- 🟠 Steady Orange - extension's call handling set to Do Not Disturb mode
- 🟠 Blinking Orange - incoming call

GUIDE TO STATUS ICONS

ShoreTel IP 560/560g Idle Interface

Your name

Your extension

ABC company		🖥	Status Icon
Bob Berry	510	🖥	
(408) 555-1212	511 ▶		Speed Dial
Standard		🖥	DID
5 📞 1 📞 ☑	519 ◆		Monitored Extension
11:53 am Fri, Jun 27	509 ◆		
Pickup	Unpark	Mode	Soft Key Function

Missed Calls

Call Handling Mode

Unheard voice mail

Agent State

ShoreTel IP 560/560g Inbound Call

Caller

Sam Smith	○
(408) 555-1212	🖥
	511 ▶
	🖥
HQ ATT Local	519 ◆
0:15	509 ◆
Answer	To VM

Soft key functions

Duration of 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 |

ShoreTel, Inc., 960 Stewart Drive Sunnyvale, California 94085 USA Phone: +1.408.331.3300 +1.800.425.9385 Fax: +1.408.331.3333 www.shoretel.com

PN 800-1067-02

ShoreTel