ShoreTel 560/560g IP Phone Quick Reference

PHONE OPERATION

Place Calls

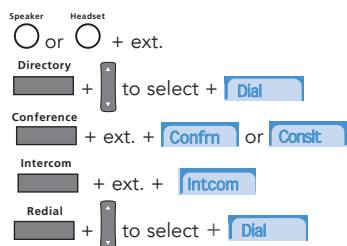Use the Speakerphone or a Headset   (Speaker) ○ or (Headset) ○ + ext.

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

Select a Ring Tone   [Transfer] + ext. + [Transf]

   [Options] + password + [#] + [▲▼] to select

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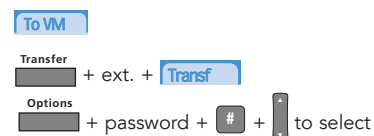
Answer Call Waiting   select appropriate call key

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.
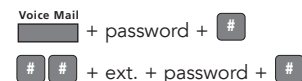
OFFICE ANYWHERE CODES

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]

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]
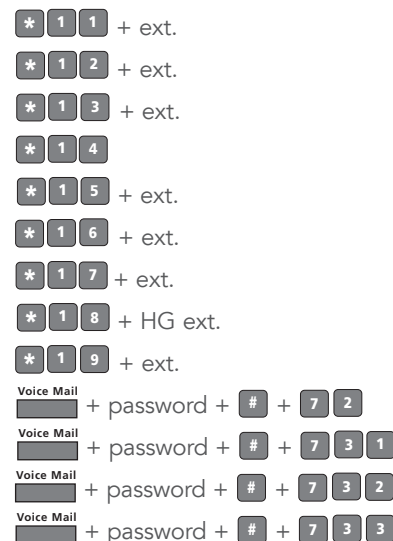
TROUBLESHOOTING

View Phone Information   (Mute) ○ + I-N-F-O + [#]

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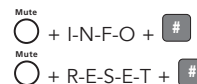
Note: For additional details on the information contained in this Quick Reference card, please consult the 560/560g User Guide.

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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 configured as call keys, monitored extensions, or speed dial keys.

Function Keys Overlay
Vinyl overlay imprinted with international symbols.

Dial Pad

Headset jack

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

Microphone

Handset jack

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.
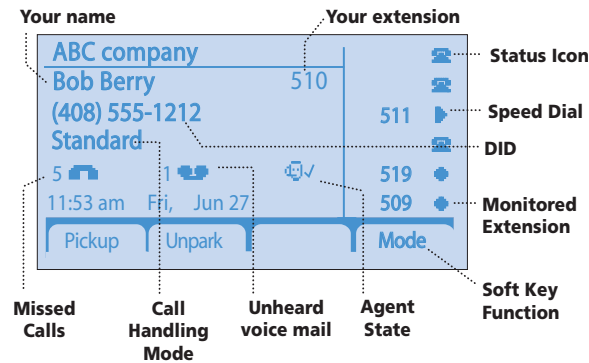
GUIDE TO LEDS

Your ShoreTel 560/560g IP phone 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.
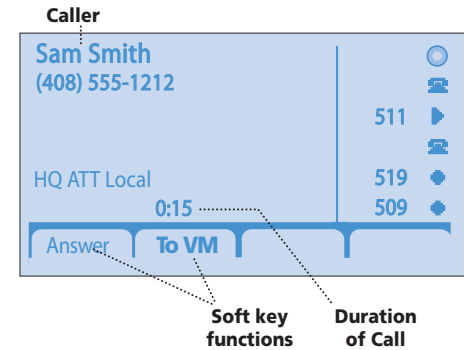
- 🟢 Steady Green - in use by you
- 🟢 Blinking Green - (Slow blink: 1s on/1s off) incoming call
- 🟠 Blinking Orange - (Fast blink: .25s on/.25s off) on hold or call parked
- 🟠 Steady Orange - extension's call handling mode set to Do Not Disturb
- 🔴 Steady Red - in use by other party (applies to BCA and Extension Monitor)

GUIDE TO STATUS ICONS

ShoreTel IP 560/560g Idle Interface

Your name — **ABC company** — Your extension
Bob Berry   510
(408) 555-1212   511
Standard
5 📞   1 📞   ☑️   519
11:53 am   Fri,   Jun 27   509
Pickup   Unpark   Mode

Status Icon
Speed Dial
DID
Monitored Extension
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

Icon	Description
📼	Unheard Voice Messages
☎	Missed Calls
✔📞	Logged Into Workgroup
⏳📞	Logged Into Workgroup, In Wrap-Up
⊘📞	Logged Out of Workgroup

Custom Keys - Call

Icon	Description
☎	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

Icon	Description
◆	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

Icon	Description
▶	Speed Dial Extension

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