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**

**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 CHM 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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GUIDE TO STATUS ICONS
ShoreTel IP 560/560g Idle Interface

- Unheard Voice Messages
- Missed Calls
- Logged Into Workgroup
- Logged Into Workgroup, In Wrap-Up
- Logged Out of Workgroup
- On Hook
- Off Hook
- Inactive / Do Not Disturb
- Incoming Call (Animated)
- On a Call
- On a Conference Call
- Call On Hold / Parked
- Remote Hold
- Speed Dial Extension

- IDLE
- INACTIVE / DO NOT DISTURB
- UNHEARD VOICE MESSAGES
- MESSAGES
- ON HOOK
- OFF HOOK
- INCOMING CALL (ANIMATED)
- ON A CALL
- ON A CONFERENCE CALL
- CALL ON HOLD / PARKED
- REMOTE HOLD
- SPEED DIAL EXTENSION

GUIDE TO LEDS

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)