**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**

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**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.

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**OFFICE ANYWHERE CODES**

**QUICK REFERENCE OF COMMON STAR CODES**

**TROUBLESHOOTING**

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

**ShoreTel IP 560/560g Idle Interface**

<table>
<thead>
<tr>
<th>Your name</th>
<th>Your extension</th>
<th>Status Icon</th>
</tr>
</thead>
<tbody>
<tr>
<td>ABC company</td>
<td>Bob Berry</td>
<td>510</td>
</tr>
<tr>
<td>(408) 555-1212</td>
<td>Standard</td>
<td>519</td>
</tr>
<tr>
<td>Monitored Extension</td>
<td>Mode</td>
<td></td>
</tr>
</tbody>
</table>

**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
- On a Conference Call
- Call On Hold / Parked

**Custom Keys - Speed Dial**
- Speed Dial Extension

**ShoreTel IP 560/560g Inbound Call**

**Handset with Finger Rest**
Delivers high-quality wideband sound.

**LCD Display**
160 x 80 pixel, 2-bit grayscale

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

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

**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)

**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.

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This product is covered by one or more of the following patents: United States Patent 6,996,059, United States Patent 7,003,091, United States Patent 7,167,486, United States Patent 7,379,540, and United States Patent 7,386,114. ShoreTel, Inc. All rights reserved.