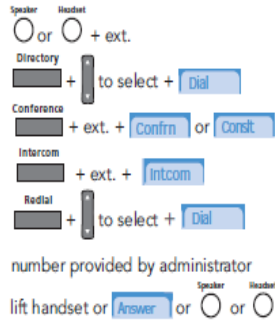


ShoreTel 560/560g IP Phone Quick Reference

PHONE OPERATION

Place Calls

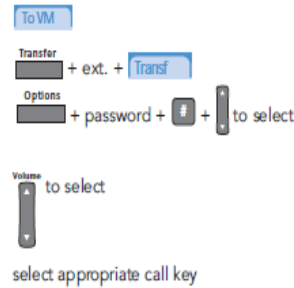
- Use the Speakerphone or a Headset
- Use the Directory
- Make a Conference Call
- Use the Intercom
- Redial and Check Missed Calls
- Dial Paging Extension



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

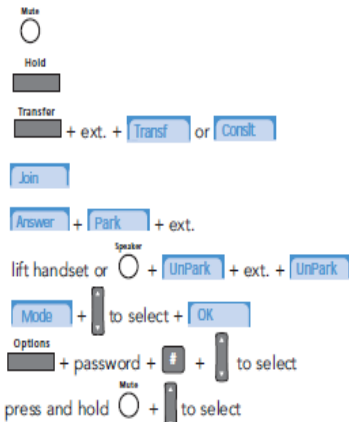
Answer Calls

- Send a Call to Voice Mail
- Divert a Call
- Select a Ring Tone
- Adjust Handset, Headset or Speakerphone Volume



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

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: $** + \text{destination} + **$
- Conference a call: $** + \text{destination} + **$
- Hold a call: $**$
- Hang up: $\# \#$
- Access other star codes: $** + (\text{star code from below})$

QUICK REFERENCE OF COMMON STAR CODES

- Park a call: $*11 + \text{ext.}$
- UnPark a call: $*12 + \text{ext.}$
- Pick Up a Remote Extension: $*13 + \text{ext.}$
- Pick Up the Night Bell: $*14 + \text{ext.}$
- Use the Intercom: $*15 + \text{ext.}$
- Barge In: $*16 + \text{ext.}$
- Silent Monitor: $*17 + \text{ext.}$
- Toggle the Hunt Group Status: $*18 + \text{HG ext.}$
- Whisper Page: $*19 + \text{ext.}$
- 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

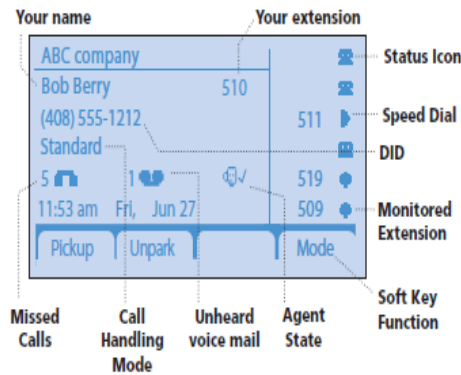
- View Phone Information: $\text{Mute} + \text{I-N-F-O} + \#$
- Reboot Your Phone: $\text{Mute} + \text{R-E-S-E-T} + \#$

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

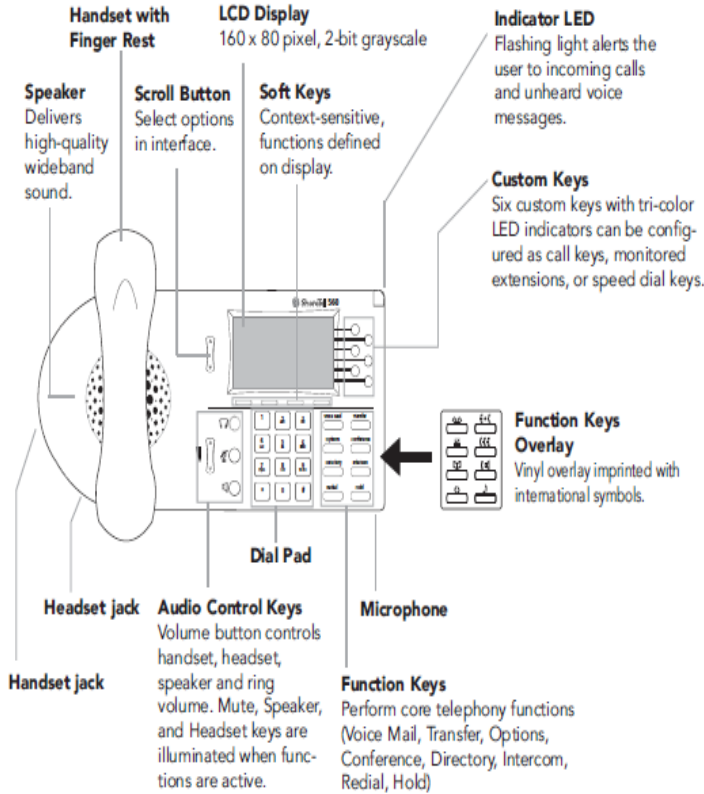
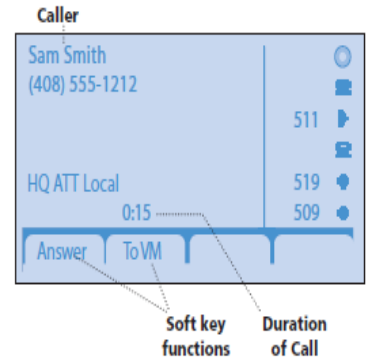
ShoreTel 560/560g IP Phone Quick Reference

GUIDE TO STATUS ICONS

ShoreTel IP 560/560g Idle Interface



ShoreTel IP 560/560g Inbound Call



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)

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

How to setup Voicemail greeting on **ShoreTel 560** phone:

1. Press the Voicemail button
2. Enter current password (1234) followed by #
3. Press 7
4. Press 1
5. Record your voicemail greeting, and press # when finished.

How to setup Name:

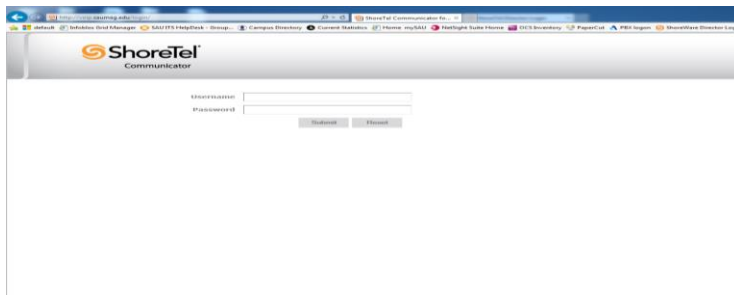
1. Press the Voicemail button
2. Enter current password (1234) followed by #
3. Press 7
4. Press 6
5. Record name, then press #.

How to change Call Handling mode:

1. Press the Voicemail button
2. Enter current password (1234) followed by #
3. Press 7
4. Press 2
5. Press number for desired mode.

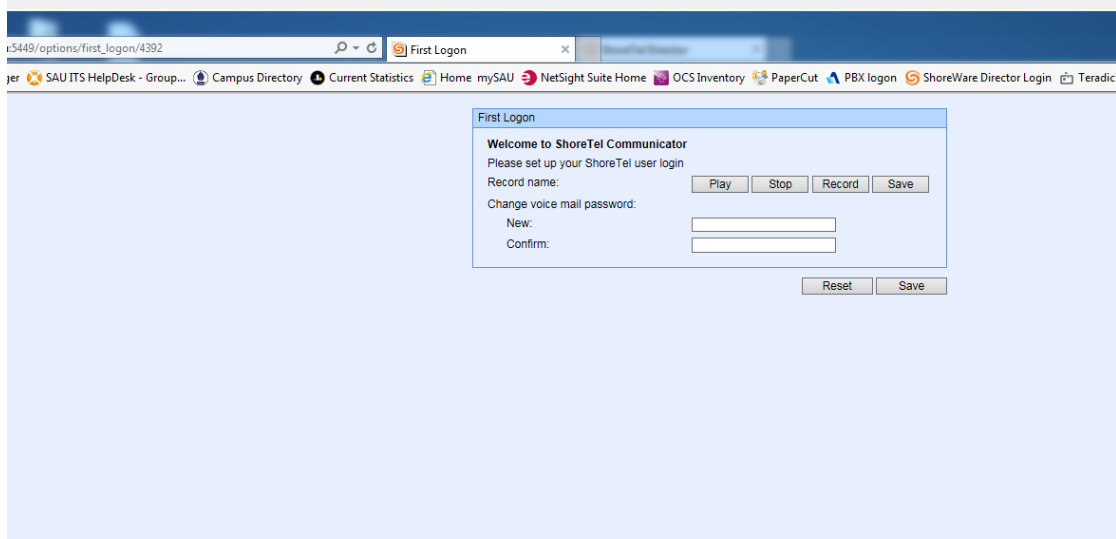
How to setup Voicemail using Website

1. You will need to go to voip.saumag.edu/login

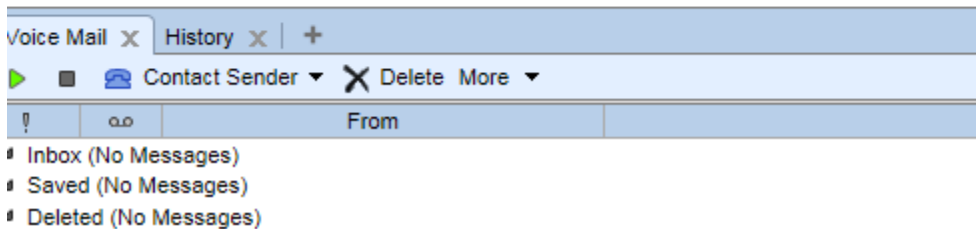
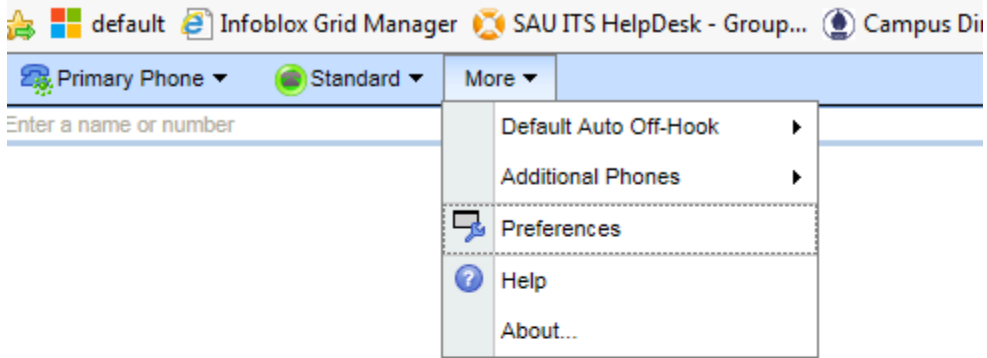


2. Your Username is what you are using to login to your computer/email
3. The password is: **changeme**.

4. Next screen has you change your voicemail password and allows you to record a name



5. After saving new password for voicemail you will be given a new screen where you need to click the more option and then preferences



- To change modes click on Call Handling Mode and select which mode you want to use and click save at the bottom

Call Handling Mode - 4392 - Internet Explorer

http://voip.saumag.edu:5449/options/chm/4392?link_id=chm

My Phones
Incoming Call Routing
Call Handling Mode
Standard
In a Meeting
Out of Office
Extended Absence
Custom
Delegation
Voice Mail
Speed Dial
Telephony
Customization

Call Handling Mode

Please use this page to select your current active call handling mode. To change the details of a particular call handling mode, select the mode you wish to change on the left.

Current call handling mode:

- Standard
- In a Meeting
- Out of Office
- Extended Absence
- Custom

When Call Manager is started:

- Warn when not using Standard Call Handling Mode
- Warn when Standard Call Handling is set to Forward Always

Reset Save

7. To record your greeting choose one of the 5 options: Standard, In a Meeting, Out of Office, Extended Absence, and Custom. Click the record button to record greeting and then click save.

Call Handling Mode Settings - 4392, Standard - Internet Explorer

http://voip.saumag.edu:5449/options/chm_settings/4392/1?link_id=standard

My Phones

- Incoming Call Routing
- Call Handling Mode
 - Standard**
 - In a Meeting
 - Out of Office
 - Extended Absence
 - Custom
 - Delegation
- Voice Mail
- Speed Dial
- Telephony
- Customization

Standard

Record Greeting:

Forward Calls: Always
 When no answer or busy
 Never

Forwarding destination:

Always:

Busy:

No Answer:

Do not record voice messages, only play greeting

Forward after (1-20) rings:

When caller press "0", transfer to:

Scheduled mode change:

Voice mail escalation profile:

Call Handling Note: