

# ShoreTel® 565g IP Phone Quick Reference

## PHONE OPERATION

### Place Calls

Use the Speakerphone or a Headset

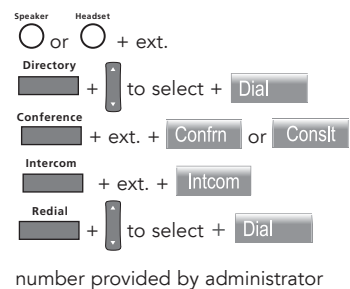
Use the Directory

Make a Conference Call

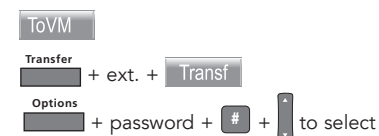
Use the Intercom

Redial and Check Missed Calls

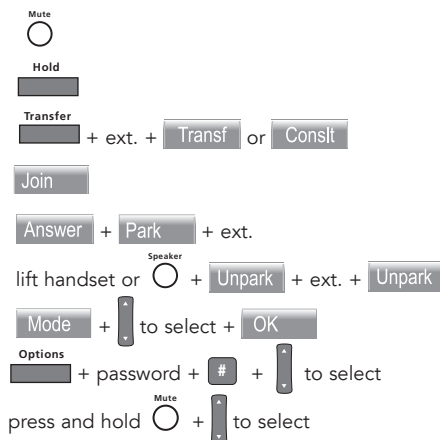
Dial Paging Extension



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



Volume [ ] to select  
select appropriate call key



### 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

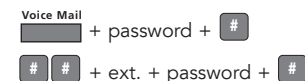
### Adjust the Display Contrast

## 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

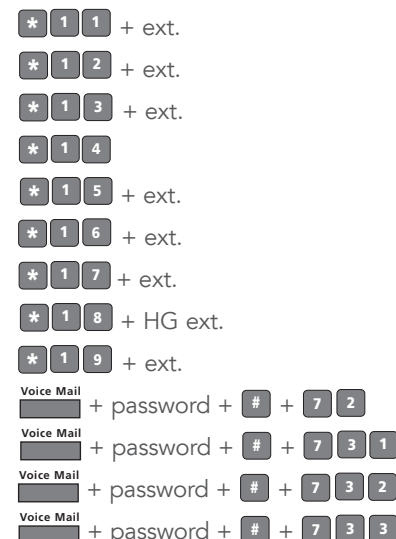
Whisper Page

Change CHM and Forwarding

Change Extension Assignment

Unassign Extension Assignment

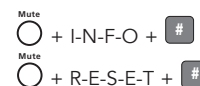
Assign Extension to External Number



## TROUBLESHOOTING

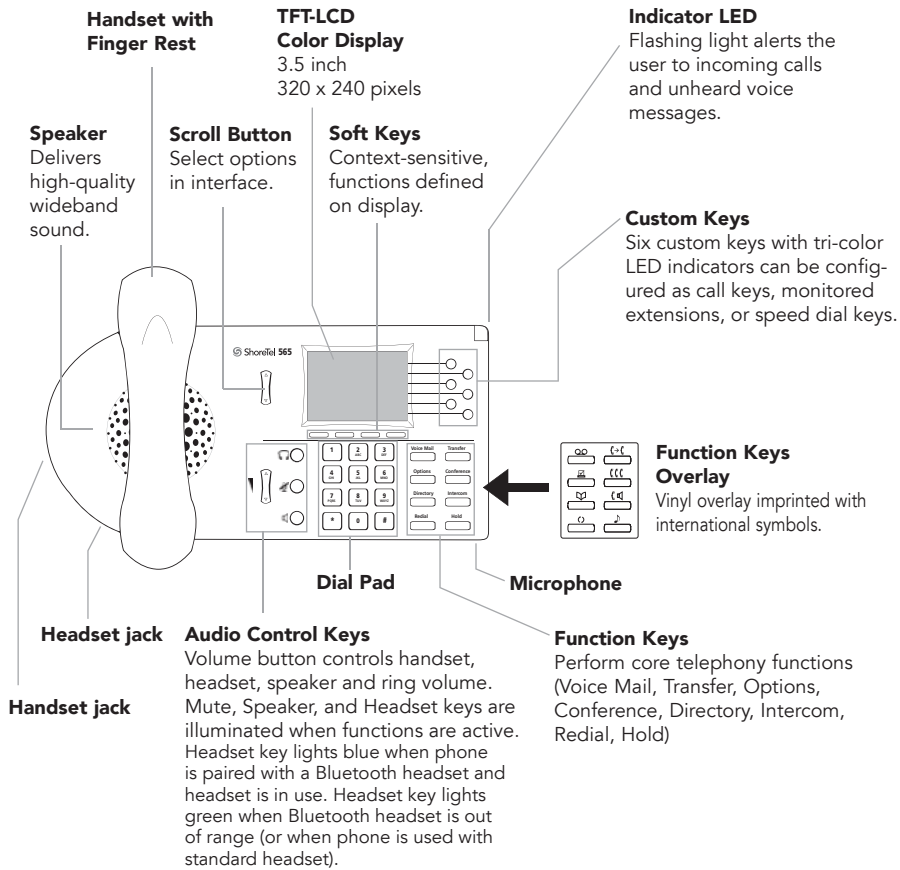
View Phone Information

Reboot Your Phone



**Note:** For additional details on the information contained in this Quick Reference card, please consult the 565g User Guide.

# ShoreTel® 565g IP Phone Quick Reference



**Note:** You can connect supported headsets to the 565g IP Phone via the headset jack at the left corner of the phone chassis. Alternatively, you can use this phone with certain Bluetooth-based headset models. Contact your system administrator for details.

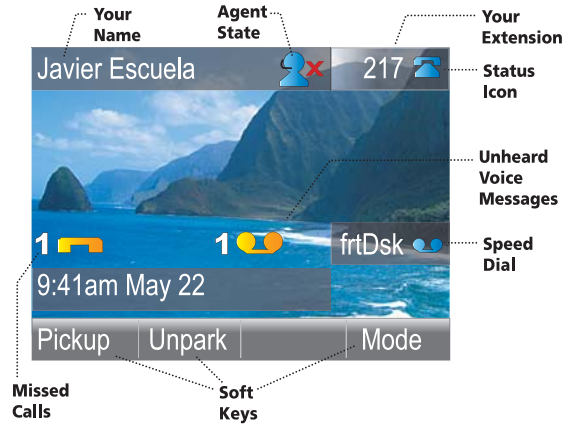
## GUIDE TO LEDS

Your ShoreTel 565g 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.

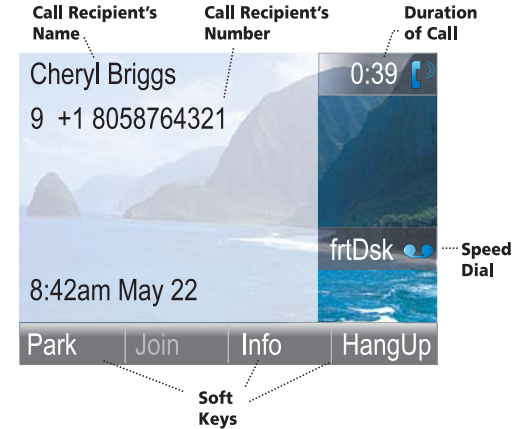
- Steady Green - in use by you
- Blinking Green - (Slow blink: 1s on/1s off) incoming call
- Blinking Orange - (Fast blink: .25s on/.25s off) on hold or call parked
- Steady Orange - extension's call handling mode set to Do Not Disturb
- Steady Red - in use by other party (applies to BCA and Extension Monitor)
- Steady Blue - in use with Bluetooth wireless headset

## GUIDE TO STATUS ICONS

### ShoreTel IP 565g Idle Interface



### ShoreTel IP 565g Outbound Call



### Main Display

- [Icon] Unheard Voice Messages
- [Icon] Missed Calls
- [Icon] Logged Into Workgroup
- [Icon] Logged Into Workgroup, In Wrap-Up
- [Icon] Logged Out of Workgroup

### Custom Keys - Call

- [Icon] On Hook
- [Icon] Off Hook
- [Icon] Inactive / Do Not Disturb
- [Icon] Incoming Call (Animated)
- [Icon] On a Call
- [Icon] On a Conference Call
- [Icon] Call On Hold / Parked
- [Icon] Remote Hold

### Custom Keys - Monitored Extension

- [Icon] Idle
- [Icon] Inactive / Do Not Disturb
- [Icon] Unheard Voice Messages
- [Icon] Do Not Disturb / Unheard Messages
- [Icon] Incoming Call (Animated)
- [Icon] On a Call
- [Icon] Incoming Call and On a Call
- [Icon] On a Conference Call
- [Icon] On a Call and Call Parked

### Custom Keys - Speed Dial

- [Icon] Speed Dial Extension