

ShoreTel® 565g IP Phone Quick Reference

PHONE OPERATION

Place Calls

Use the Speakerphone or a Headset

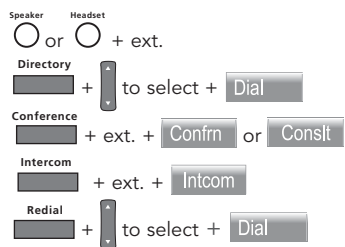
Use the Directory

Make a Conference Call

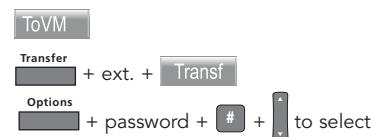
Use the Intercom

Redial and Check Missed Calls

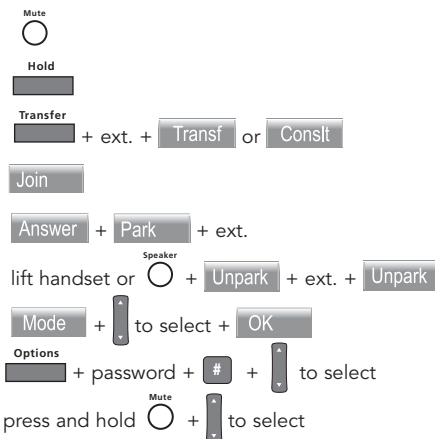
Dial Paging Extension



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

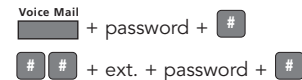
Adjust the Display Contrast

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

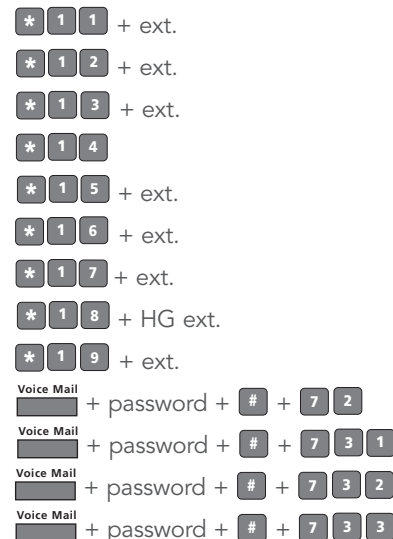
Whisper Page

Change CHM and Forwarding

Change Extension Assignment

Unassign Extension Assignment

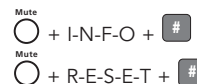
Assign Extension to External Number



TROUBLESHOOTING

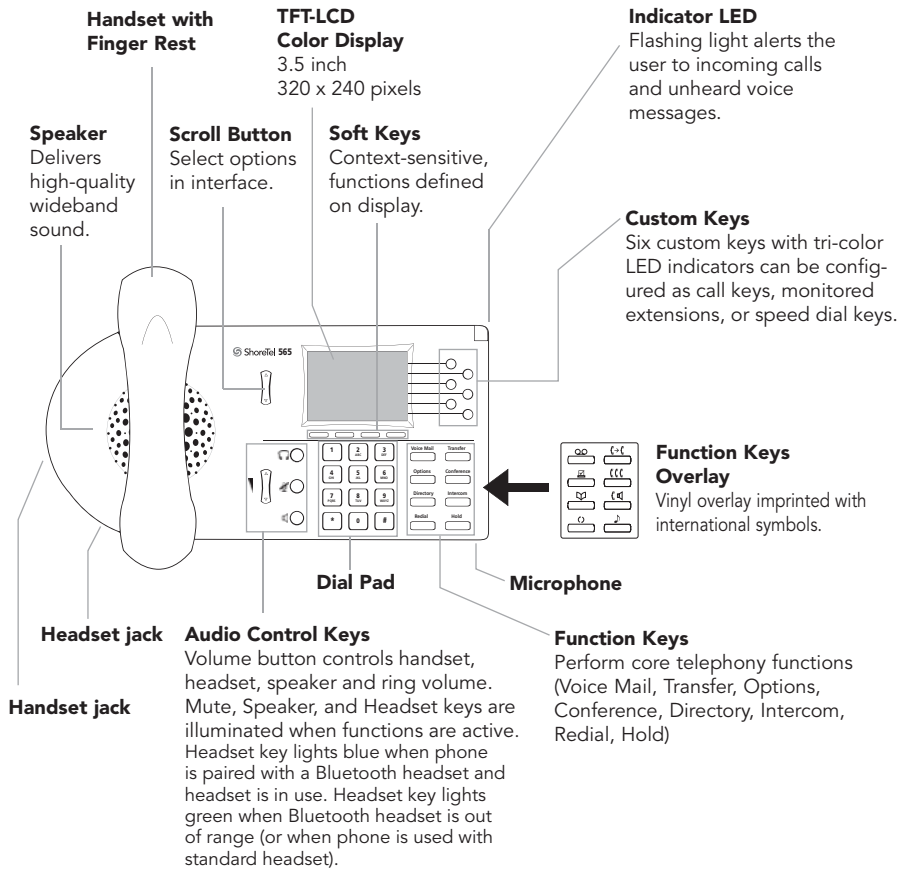
View Phone Information

Reboot Your Phone



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

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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.

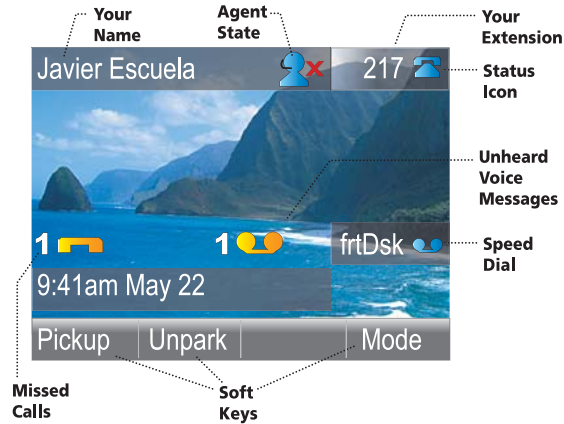
GUIDE TO LEDS

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.

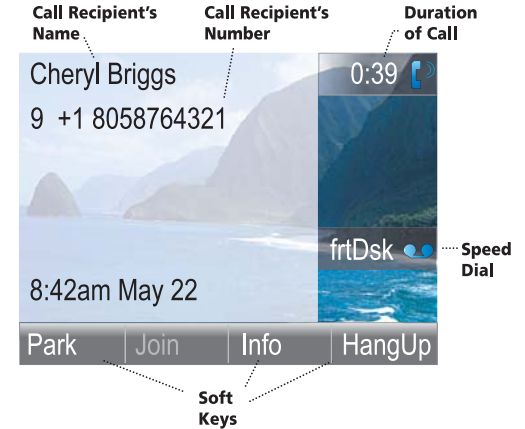
- Steady Green - in use by you
- Blinking Green - (Slow blink: 1s on/1s off) incoming call
- Blinking Orange - (Fast blink: .25s on/.25s off) on hold or call parked
- Steady Orange - extension's call handling mode set to Do Not Disturb
- Steady Red - in use by other party (applies to BCA and Extension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

- [Message icon] Unheard Voice Messages
- [Missed call icon] Missed Calls
- [Workgroup icon] Logged Into Workgroup
- [Workgroup icon with clock] Logged Into Workgroup, In Wrap-Up
- [Workgroup icon with X] Logged Out of Workgroup

Custom Keys - Call

- [Phone icon] On Hook
- [Phone icon] Off Hook
- [Phone icon with slash] Inactive / Do Not Disturb
- [Message icon] Incoming Call (Animated)
- [Phone icon] On a Call
- [Phone icon with group] On a Conference Call
- [Phone icon with slash] Call On Hold / Parked
- [Music icon] Remote Hold

Custom Keys - Monitored Extension

- [Phone icon] Idle
- [Phone icon with slash] Inactive / Do Not Disturb
- [Message icon] Unheard Voice Messages
- [Message icon with slash] Do Not Disturb / Unheard Messages
- [Message icon with dots] Incoming Call (Animated)
- [Phone icon] On a Call
- [Message icon with dots] Incoming Call and On a Call
- [Phone icon with group] On a Conference Call
- [Phone icon with slash] On a Call and Call Parked

Custom Keys - Speed Dial

- [Speed dial icon] Speed Dial Extension