## 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

#### **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

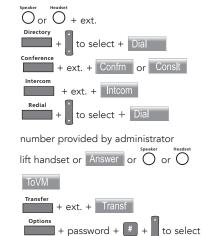
Park Calls

Unpark Calls

Change Call Handling Mode

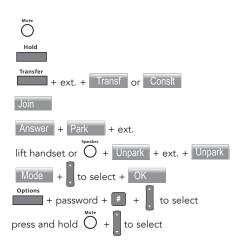
Log In and Out of Workgroups

**Adjust the Display Contrast** 





select appropriate call key



#### **VOICE MAIL**

Log Into Main Menu

==== + password + ==== (# | # | + ext. + password + | # |

Log In from Another Extension

Note: For more information about voice mail features, please consult the Voice Mail Quick Reference.

#### **OFFICE ANYWHERE CODES**

\* \* + destination + # # Transfer a call \* \* + destination + \* \* Conference a call

Hold a call Hang up

\* + (star code from below) 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

8 + HG ext.

+ password + #

+ password + # password + #

+ password + # + 7 3 3

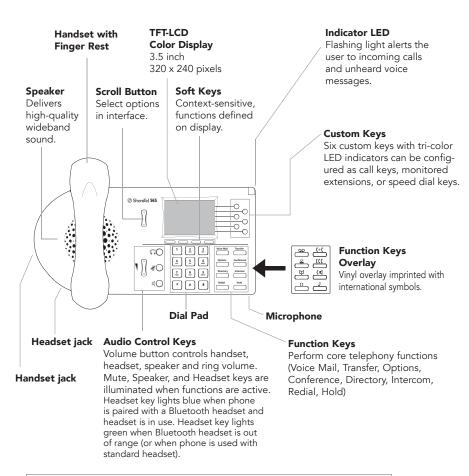
#### **TROUBLESHOOTING**

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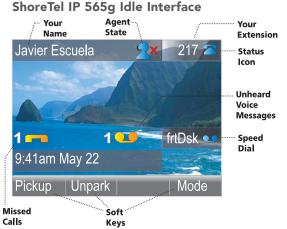
**Note:** You can connect supported headsets to the 565g IP Phone via the headset jack at the left corner of the phone chassis. Alternatively, you can use this phone with certain Bluetooth-based headset models. Contact your system administrator for details.

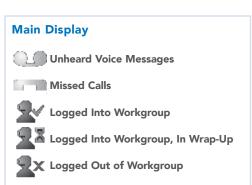
### **GUIDE TO LEDS**

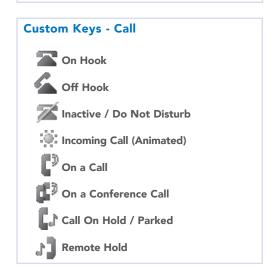
Your ShoreTel 565g IP phone provides color cues to help you determine the operational status. Note that these patterns apply to ShoreTel 6.1 (build 11.15.2603.0) and higher.

- 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
- O 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

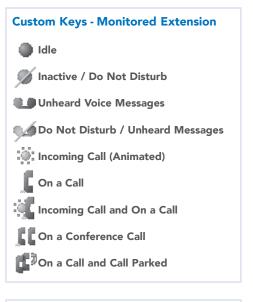
### **GUIDE TO STATUS ICONS**















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