ShoreTel 530/560 IP Phone Quick Reference

PHONE OPERATION

Place Calls Off and On Hook

Use the Speakerphone or a Headset	Speaker or Headset
Use the Directory	Directory + ↕ to select + Dial
Make a Conference Call	Conference + ext. + Confrn or Conslt
Use the Intercom	Intercom + ext. + Intcom
Redial and Check Missed Calls	Redial + ↕ to select + Dial
Dial Paging Extension	number provided by administrator

Answer Calls

	lift handset or Answer or Speaker or Headset
Send a Call to Voice Mail	To VM
Divert a Call	Transfer + ext. + Transf
Select a Ring Tone	Options + password + # + ↕
Adjust the Volume	Volume ↕
Answer Call Waiting	select appropriate call key
Pick Up the Night Bell	lift handset or Speaker + * 1 4

Interact with Calls

Mute a Call	Mute
Place a Call On or Off Hold	Hold
Transfer a Call	Transfer + ext. + Transf or Conslt
Join Calls	Join
Park Calls	Answer + Park + ext.
Unpark Calls	lift handset or Speaker + UnPark + ext. + UnPark
Silently Monitor	lift handset or Speaker + * 1 7 + ext.
Barge In	lift handset or Speaker + * 1 6 + ext.
Change Call Handling Mode	Mode + ↕ + OK

Change Extension Assignment

+ ext. + password + # + 7 3 1

Unassign Extension and Go Home

Voice Mail + password + # + 7 3 2

Log In and Out of Workgroups

Options + password + # + ↕

Toggle the Hunt Group Status

lift handset or Speaker + * 1 8 + HG ext.

Adjust the Display Contrast

press and hold Mute + ↕

VOICE MAIL

Log Into Main Menu

Voice Mail + password + #

Log In from Another Extension

+ ext. + password +

TROUBLESHOOTING

View Phone Information	Mute + I-N-F-O + #
Reboot Your Phone	Mute + R-E-S-E-T + #

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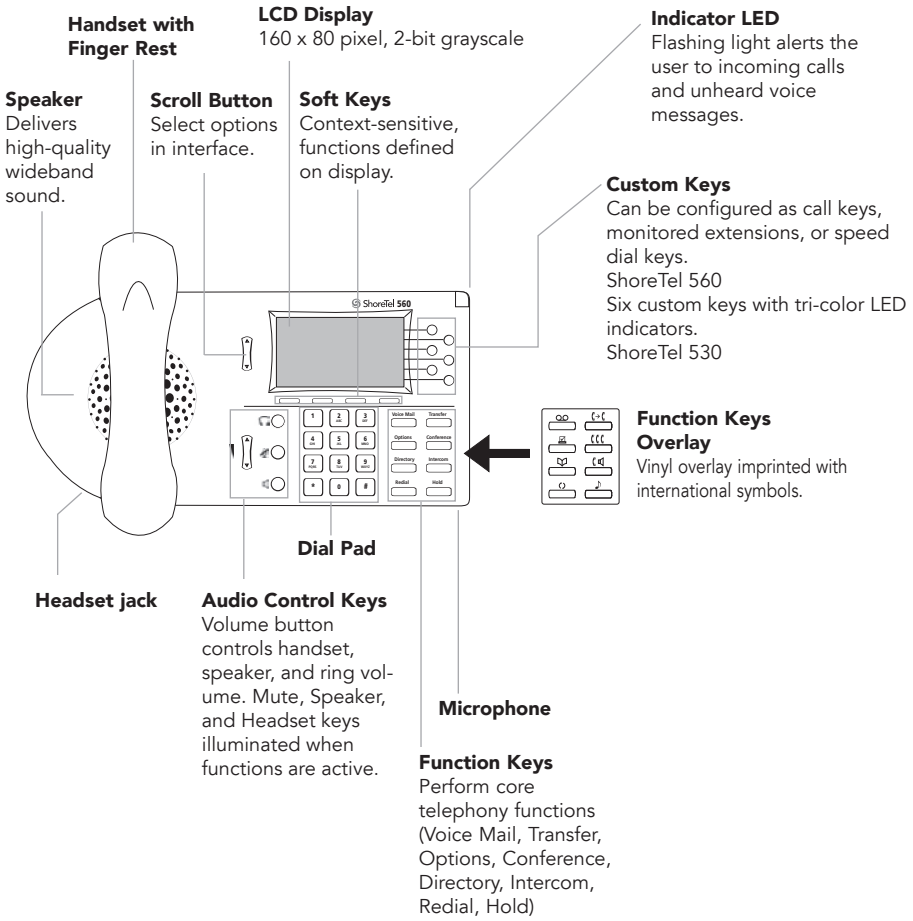
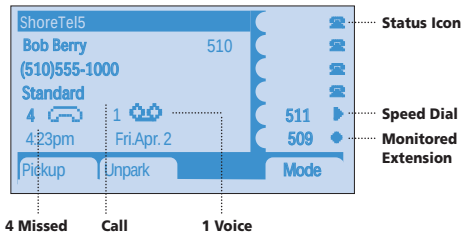


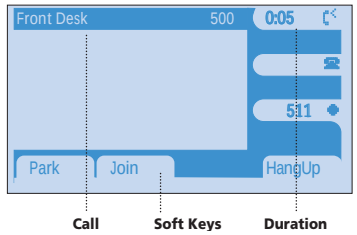
Note: You can connect a supported headset into the 530/560 IP Phone by plugging the headset into the headset jack at the left corner of the phone chassis. Contact your system administrator for details.

GUIDE TO STATUS ICONS

ShoreTel 560 Interface



Outgoing call: ShoreTel 530



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

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