

# ShoreTel 530/560 IP Phone Quick Reference

## PHONE OPERATION

### Place Calls Off and On Hook

Use the Speakerphone or a Headset

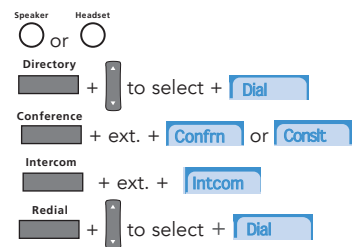
Use the Directory

Make a Conference Call

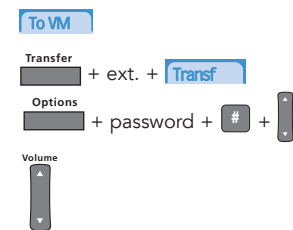
Use the Intercom

Redial and Check Missed Calls

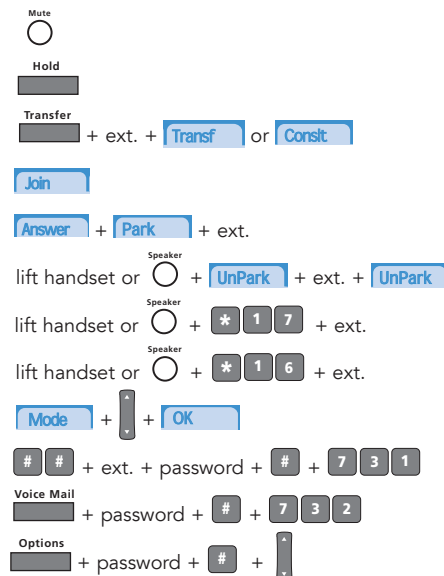
Dial Paging Extension



number provided by administrator  
lift handset or  or  or



select appropriate call key  
lift handset or  +



### Answer Calls

Send a Call to Voice Mail

Divert a Call

Select a Ring Tone

Adjust the Volume

Answer Call Waiting

Pick Up the Night Bell

### Interact with Calls

Mute a Call

Place a Call On or Off Hold

Transfer a Call

Join Calls

Park Calls

Unpark Calls

Silently Monitor

Barge In

Change Call Handling Mode

### Change Extension Assignment

### Unassign Extension and Go Home

### Log In and Out of Workgroups

### Toggle the Hunt Group Status

### Adjust the Display Contrast

## VOICE MAIL

### Log Into Main Menu

### Log In from Another Extension

## TROUBLESHOOTING

View Phone Information

Reboot Your Phone

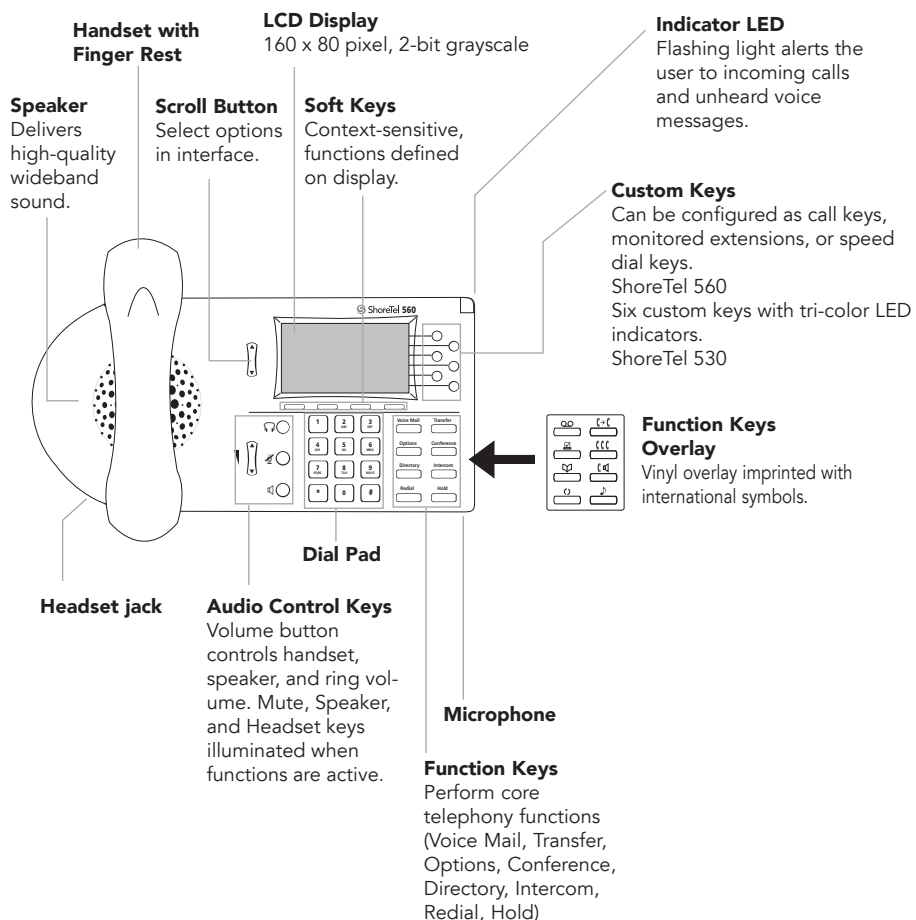
lift handset or  +    + HG ext.  
press and hold  +

Voice Mail  + password +   
  + ext. + password +

Mute  + I-N-F-O +   
Mute  + R-E-S-E-T +

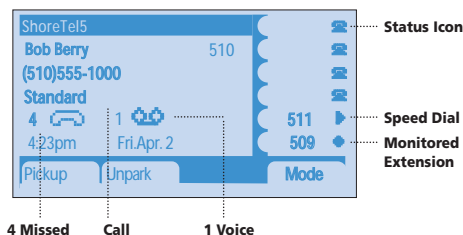
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## GUIDE TO STATUS ICONS

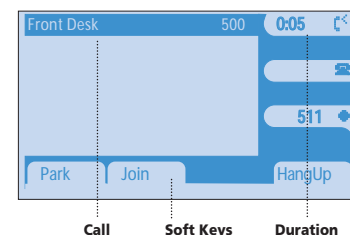


**Note:** You can connect a supported headset into the 530/560 IP Phone by plugging the headset into the headset jack at the left corner of the phone chassis. Contact your system administrator for details.

### 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