**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**

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**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**

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**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**

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**TROUBLESHOOTING**

**View Phone Information**

**Reboot Your Phone**

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**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

GUIDE TO STATUS ICONS

ShoreTel IP 565g Idle Interface

- Your Name: Javier Escuela
- Agent State: 217
- Your Extension: 217
- Status Icon: "frtDisk"
- Unheard Voice Messages: 1
- Speed Dial: 1
- Mode: Pickup | Unpark

ShoreTel IP 565g Outbound Call

- Call Recipient's Name: Cheryl Briggs
- Call Recipient's Number: 9 +1 8058764321
- Duration of Call: 0:39

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

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.

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