# ShoreTel® IP Phone 655 Quick Reference

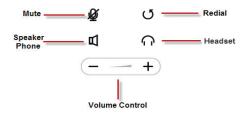
#### Introduction

ShoreTel IP Phone 655 provides a large color touch screen display. Interaction between you and the phone is accomplished through the phone's touchable buttons along with structured menus. The ShoreTel IP Phone 655 interface also provides a virtual keyboard for text entry.

Note: The standard USB port on the rear of the phone is not currently used. The two microUSB ports are to be used only for the SM-1 Satellite Microphones.

#### **Function Keys**

ShoreTel IP Phone 655 provides five pre-defined keys to control the volume of the call, mute the phone, activate the headset or speaker phone, or redial a call.



#### Virtual Keyboard

A virtual keyboard is provided to enhance the directory lookup. Use the keyboard to enter alphanumeric input to filter entries.

When touching a name in the list, a pop-up dialog box appears prompting you for more options.

Click the Keyboard icon to open.

| ShoreBank 11  | Wed, Mar 31 2010 5:43pn      |
|---|------------------------------|
| Directory   |                              |
| Q W E R T<br>A S D F<br>67123 Z X C V<br>First Last | YUIOP<br>GHJKL<br>BNM, Space |
| Auto-Attendant                                      | 1100                         |
| Bank Workgroup                                      | 1701 💿                       |
| David Dollar  | 3004 🕑 🗕                     |
| Default AA  | 1700                         |
|   | 1100                         |

## **Configuring Wallpaper**

You can change the wallpaper from stored wallpaper files by navigating to User Options screen in the Application Gallery.

To configure Wallpaper:

- 1. Touch the ShoreTel icon.
- 2. Touch the **User Options** button and enter your password.
- 3. Choose Change Wallpaper.
- 4. Choose one of the Wallpaper options listed.
- 5. Click **OK**.
- 6. Exit to User Options

| ShoreTel 11                            | Mon, May 17 2010 12:52p |
|--|-------------------------|
| Change Wallpa                          | per 🐱                   |
| Current:<br>Footsteps<br>Preview<br>OK | Change to:              |
|  | Standard                |
|  | Bristlecone             |
|  | Winter Hut              |
|  | Footsteps               |
|  | Barn                    |
| Preview                                | Winter Hut<br>Footsteps |

#### **Application Toolbar**

The application toolbar is displayed at the top right of the main screen. Icons are touch sensitive and provide access to all applications and settings.

| 3 | Scott Schilling<br>(408)331-300 | 3002 <b>1</b> 🗹 🙂 🛄 | 6 |
|---|---------------------------------|---------------------|---|
|   | مە                              | Voicemail           |   |
|   |                                 | Directory           |   |
|   | 9                               | User<br>Options     |   |
|   | ூ                               | Call History        |   |
|   |                                 |                     |   |

## **Application Gallery**

You can also access applications by pressing the ShoreTel Swirl icon button to enter the Application Gallery.



- Voice Mail: Displays Voice Mail Viewer with 3 tabs: Inbox, Saved, and Deleted.
- **Phone Options:** Allows modification of phone modes.
- **Call History:** Displays history of all call activity.
- **Directory:** Displays list of contacts.
- **User Options:** Allows modification of available user options.
- **Clean Screen:** Temporarily locks screen for cleaning purposes.

## Main Display Area

The main display area displays status information. All icons are touch sensitive and provide additional options and information.

- Call Handling Mode: Displays current call handling mode. If selected, allows you to change the mode.
- **Missed Call Indicator:** Displays number of missed calls. If selected, allows you to view missed calls list.
- Voice Mail Count Indicator: Displays number of unheard voice mails. If selected, allows you to login to voice mail.

# **Configuring Virtual Keys**

You have the option to configure 12 virtual keys to perform a specific action when pressed.



To acess Virtual Keys:

- 1. Touch the ShoreTel icon.
- 2. Touch the User Options button.
- 3. Choose Program Buttons.
- 4. Enter your password.

| ShoreTel 11      | Tue, May 18 2010 11:15an |
|------------------|--------------------------|
| User Options     | X                        |
| Call Handling    | Standard 💽 🗍             |
| Auto Off-Hook    | Speaker 🕑                |
| Change Ring      | Standard 🕑               |
| Change Wallpaper | Footsteps 🕑 🗕            |
| Program Buttons  | ۲                        |
| Agent State      | ۲                        |
| Handsfree Mode   | On / Off                 |

To configure a key:

- 1. Choose the button to program.
- 2. Use the arrow key to choose the button function and configure.
- 3. Enter the parameters.
- 4. Type in the label.
- 5. Press Done.



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#### **Onhook Dialing**

Enter digits via the dial pad. A dial tone is not heard.



#### **Incoming Call**

When you receive a call, the LED blinks green and the line appearance tab expands to show information about the caller.

You have the option to answer the call or transfer the caller to your voice mail.



#### **Call Management**

During the call, touch the connected call tab and a number of option appear.



# **Transferring Calls**

To transfer a call:

- 1. Touch the call tab.
- 2. Touch Transfer.
- 3. Enter the name or number of the person to whom to transfer the call.
- 4. Choose one of the following:

**Consult:** Consult with the selected party before transferring the call.

Transfer: Transfer the call.

**Intercom:** Transfer the call to the Intercom.

To Voicemail: Transfer the call to voicemail of the selected party.



# **Initiating Conference Calls**

To initiate a conference call:

- 1. Touch the call tab.
- 2. Touch Conf/Join.
- 3. Enter the number or name of the person to join the conference.
- 4. Choose one of the following:

**Consult:** Consult with the selected party.

**Conference:** Conference the selected party.

You can conference up to 5 other member into the conference.

### Managing your Voice Mail

Access your voice mail by pressing the voice mail icon on the Application toolbar or through the Application Gallerv.

- 1. Enter your password.
- Press the voice mail you want to listen to.
- 3. Use the directional icons to move forward, backward, and pause the message.
- 4. Press the Save, Delete, Call Back, or Reply key.



## **Replying to Voice Mail**

- 1. Select the voice mail to respond to.
- 2. Press **Reply**. Record your reply by pressing the red record button.
- 3. Choose to send the message as urgent, private, or ask for return receipt.
- 4. Press Send.

Press the **Play** button to listen to your recording before sending the message.

# **Setting Call Handling Mode**

You can change your Call Handling Mode by pressing the Call Handling Mode on the Main Display area or by pressing Phone options in the Application Gallery.



#### **Configuring Call Handling** Mode

To configure a Call Handling mode:

- 1. Choose Call Handling Mode option.
- 2. Press the arrow key to the right of the option.
- 3. Choose an option for forwarding calls if you are not available.
- 4. Enter the forwarding destination.



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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 7,376,5129, Canadian patent 2,316,558, United States patent 7,379,540, and United States patent 7,386,114, United States patent 7,450,574 and United States patent 7,450,703. This product is also covered by other pending patent applications. ShoreTel, Inc. All rights reserved. PN 800-1470-01

