IP PHONE 655 QUICK REFERENCE

Introduction

The 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 IP 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

The IP Phone 655 provides five pre-defined keys to control the volume of the call, mute the phone,
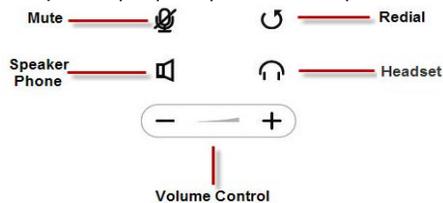
Virtual Keyboard

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.

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

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.
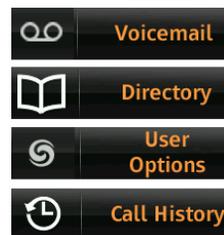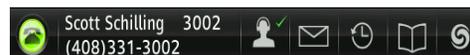
Application Gallery

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.

- **Availability State:** Displays current state. Select to change the state.
- **Missed Call Indicator:** Displays number of missed calls. Select to view missed calls list.
- **Voice Mail Count Indicator:** Displays number of unheard voice mails. Select to log in to voice mail.

Configuring Virtual Keys

You have the option to configure 12 virtual keys to perform a specific action when pressed.
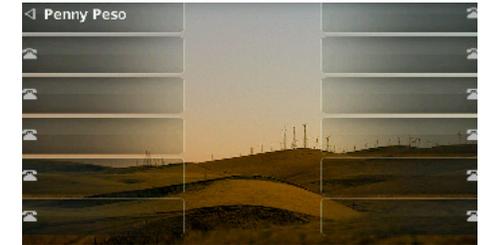
To acess Virtual Keys:

1. Touch the ShoreTel icon.
2. Touch the **User Options** button.
3. Choose **Program Buttons**.
4. Enter your password.
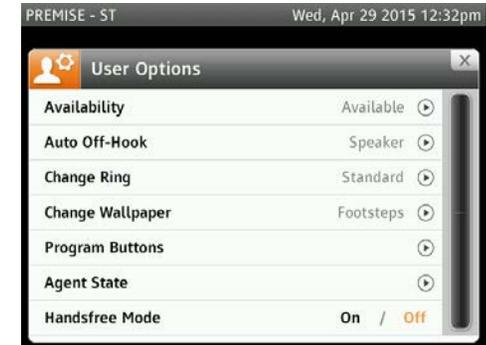
To configure a key:

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.
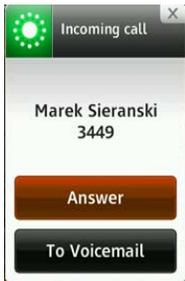
Call Management

During the call, touch the connected call tab and a number of options 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.
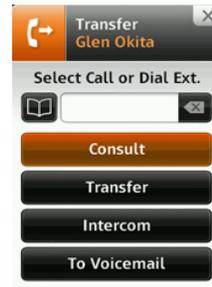
Initiating Conference Calls

To initiate a conference call:

1. Touch the call tab.
2. Touch **Conf/Merge**.
3. Enter the number or name of the person to merge (join) into the conference.
4. Choose one of the following:

Consult: Consult with the selected party.

Conference: Conference the selected party.

Managing your Voice Mail

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

1. Enter your password.
2. 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.
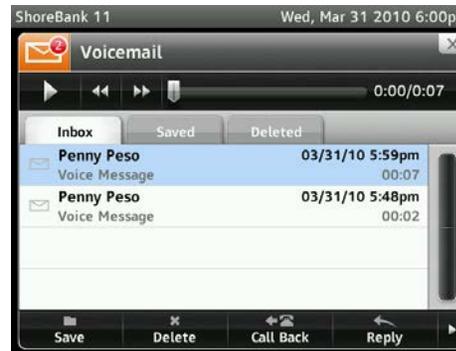
Replying to Voice Mail

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 Availability State

You can change your availability state by pressing the Availability icon on the Main Display area or by pressing User Options in the Application Gallery.

Configuring Availability

You can configure your Availability State as follows:

1. Touch the ShoreTel icon.
2. Touch the **User Options** button.
3. Choose the Availability option.
4. Press the arrow key to the right of the option.
5. Choose an option for forwarding calls if you are not available.
6. Enter the forwarding destination.

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