# 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.

Mute — 🔇   🔄 — Redial

Speaker Phone — 🔊   🎧 — Headset

(— ___ +)

Volume Control
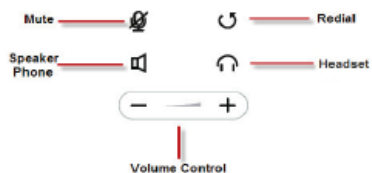
Virtual Keyboard

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.

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.
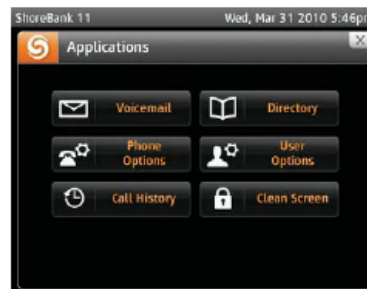5. Click **OK**.
6. Exit to User Options

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.
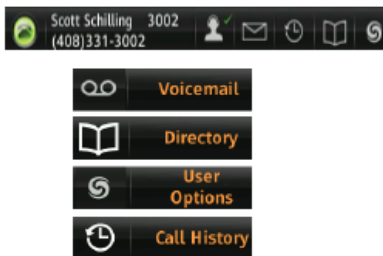
Application Gallery

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.

- **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.
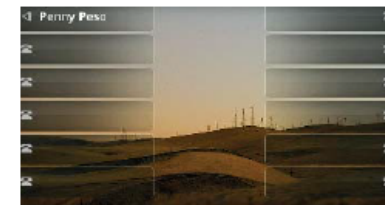
To acess Virtual Keys:

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

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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For troubleshooting help, dial 3663
or email telephone@wcoh.net

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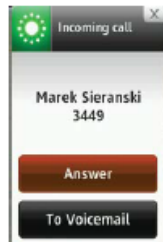
Onhook Dialing

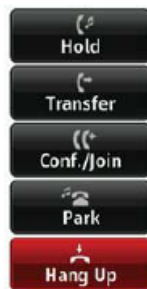Enter digits via the dial pad. A dial tone is not heard.

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.
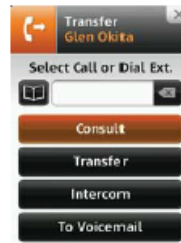
Initiating Conference Calls

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 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.
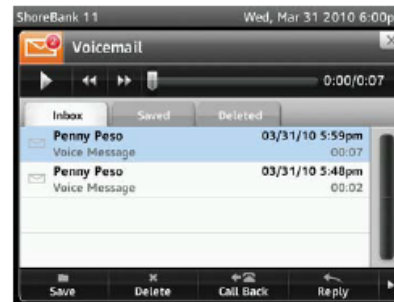
Replying to Voice Mail

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 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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VOICE MAIL OPERATIONS
(Instructions for Voice Mail owners)

New Voice Mail Indicators

Your voice mailbox contains unplayed messages if:

- You hear a stutter tone on the handset.
  OR
- The phone's message waiting light flashes.

Checking Voice Mail

To check voice mail from your extension

1 Press [Voice Mail] or lift the handset and press #.
2 At the prompt, use the dial pad to enter your password. (If you have not been assigned a password, use the default password, **1234**.)
3 Press #.

NOTE If you are logging in for the first time, the system prompts you for a new password and asks you to record your name.

To check voice mail from another extension

1 Press # twice.
2 Enter your extension.
3 Enter your password.
4 Press #.

To check voice mail from an external phone

1 Dial your voice mail access number.
2 Press #.
3 Enter your extension.
4 Enter your password.
5 Press #.

Listening To Messages

At the Main Menu prompt, press **1**. The voice mail system plays urgent messages first, then newly arrived messages.

The system gives the delivery date and time for each message. (You can disable this feature from the Mailbox Options Menu.)

Managing Messages

After listening to a message, you can replay it, send a reply to the person who left the message, forward it to someone else, replay the date and time information, save it, or delete it.

To replay all of your saved messages

- Press **3** at the Main Menu prompt.

As a safeguard against accidental erasures, the system retains deleted messages for a few hours.

To listen to your deleted messages

1 Press **7** at the Main Menu prompt.
2 Press **7**.

Voice mail plays all the deleted messages still available to the system. During playback, you can manage deleted messages as if they were newly arrived messages.

To restore a deleted message

- Press **2**.

To send a recorded message from voice mail

After recording a message, voice mail asks you to supply an address.

1 Address the message to individual recipients by entering their extension numbers.
2 Specify groups of recipients by entering a distribution list number.

To identify a recipient by name, specify a personal distribution list, or broadcast to all extensions, press **0** and follow the prompts.

To mark a message as urgent

- After addressing the message and confirming the addressee(s), press **1**.

To forward the message you're reviewing

1 Press **4** and follow the recorded prompts.

To reply to the message you're reviewing

1 Press **5** and follow the recorded prompts.
2 Press **1** to reply with a voice mail, press **2** to reply with a call back, or press **3** to reply to all with a voice message.

Changing Mailbox Options

Personalize your voice mail by changing your name, password, or personal greeting.

To change personal settings from the Main Menu, press **7** and follow the recorded prompts.

Enabling Office Anywhere (On-Net)

If you have the proper permission, you can assign your extension to any phone on the system.

1 Log in to voice mail from the target phone—an extension other than your own.
2 At the Main Menu prompt, press **7**.
3 Press **3** to re-assign the extension.

- Press **1** to assign the extension.
- Press **2** to un-assign the extension. (The phone reverts to its original extension.)

(Off-Net Extension Re-assignment cannot be configured through the voicemail system and must be configured through PCM. Refer to the *Administration Guide* for details.)

Setting Call Handling and Forwarding

NOTE Use ShoreWare Call Manager to configure the modes with different call forwarding destinations and personal greetings.

You can set one of five distinct call handling modes for your extension. When you record a personal greeting, it is linked to the active call handling mode.

To enable one of the five distinct call handling modes:

- Press **7** at the Main Menu prompt.
- Press **2**, then follow the prompts.

Changing Notification Options

To select a notification profile for the Escalation Notification feature:

- Press **7** at the Main Menu prompt.
- Press **9** for additional mailbox options.
- Press **2**, then follow the prompts.

NOTE You must have notification profiles previously configured before a notification profile can be activated.

Enabling FindMe

To enable or disable FindMe Forwarding so that callers can forward their calls to your destination:

- Press **7** at the Main Menu prompt.
- Press **9** for additional mailbox options.
- Press **5**, then follow the prompts.

NOTE You must have permission to use FindMe Forwarding.

Troubleshooting

If the number of messages in your mailbox exceeds the limit, the system notifies callers that your mailbox is full and unable to accept new messages. (Recently deleted messages remain in the mailbox and are included in the total count.)

If your mailbox is full, first purge any backlog of deleted messages.

To purge deleted messages

1 At the Main Menu prompt, press **7**.
2 Press **8** to remove deleted messages.
3 Press **1** to confirm deletion or * to cancel.

LEAVING A MESSAGE
(Voice mail options when in mailbox)

Leave Message

When dialing into a ShoreTel system, if the person you are trying to reach does not answer, your call will be sent to a mailbox and you will hear a standard greeting. You can select from the following options:

\# Bypass greeting
0 Transfer to assistant
1 Forward to recipient's FindMe destination
9 Transfer to Auto-Attendant

Message Recording

If you choose to leave a recorded message, the following options are available after recording your message:

\# Message options
* Re-record
0 Send message, transfer to assistant
1 Send message, forward to recipient's FindMe destination
9 Send message, transfer to Auto-Attendant

NOTE Hanging up sends the message.

Message Options

When leaving a message, select from the following options:

\# Send message
* Cancel
1 Review
2 Re-record
3 Mark/unmark urgent
0 Send message, transfer to assistant
9 Send message, transfer to Auto-Attendant

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PRESS ↓

Main Menu for Voice Mail Operations

1

Listen to Messages

Select one of the following options during or at the end of a message:

0 Additional options
1 Replay
2 Save
3 Delete
4 Forward
5 Reply
6 Play envelope
7 Move backward
8 Pause
9 Move forward
Skip
* Cancel

5 Reply

Select one of the following :

1 Reply with a voice mail
2 Reply with a call back
3 Reply to all with a voice message

Log In: Internal

a) From your own extension, lift the handset, press #, enter password, and press #
b) From another extension, press # twice, enter extension, enter password, and press #

Log In: External

Call your voice mail access number, enter extension, enter password, and press #

2

Send a Message

Record your message at the tone. When finished, press # and select from the following options:

Accept
1 Review
2 Re-record
* Cancel

 # Accept

Enter the extension or the system distribution list to receive the message:

Conclude addressing
0 Additional addressing options
* Cancel last address
** Cancel

 # Conclude Addressing

Send
1 Mark/unmark urgent
2 Mark/unmark for return receipt
3 Enter additional addresses
* Cancel

0 Addressing Options

1 Address by name
2 Address by personal distribution list
3 Broadcast

1 Address by Name

Spell the name of the person, last name first. Press 7 for Q and 9 for Z. * Cancel

Note: System returns to Addressing after name is entered.

2 Address by Personal Distribution List

Enter the two-digit personal distribution list number.
* Cancel

3

Listen to Saved Messages

Refer to "Listen to Messages" for message options while listening to saved messages.

7

Change Mailbox Options

1 Record greeting
2 Set call handling mode
3 Re-assign extension
4 Set password
5 Enable/disable envelope information
6 Record name
7 Listen to deleted messages
8 Remove deleted messages
9 Additional options
* Cancel

1 Record Greeting

Record your greeting for the currently active mode at the tone. When finished, press # and select from the following options:

Accept
1 Review
2 Re-record
3 Delete
* Cancel

2 Set Call Handling Mode

1 Standard
2 In a meeting
3 Out of office
4 Extended absence
5 Custom
6 No change
* Cancel

3 Re-assign Extension

1 Assign to this telephone
2 Un-assign
3 Assign ext. to last external number
* Cancel

4 Set Password

Enter password twice in response to the prompts.
* Cancel

5 Enable Envelope Info

Press either 1 to enable, or 2 to disable

6 Record Name

Record your name at the tone. When finished, press # and select from the following options:

Accept
1 Review
2 Re-record
3 Delete
* Cancel

8 Remove Deleted Messages

1 Confirm   * Cancel

9 Additional Options

1 Enable or disable Outlook automated call handling
2 Change notification options
3 Change agent state
5 Change Find Me Forwarding state
* Cancel

2 Notification Options

1-9 Enter the number associated with a Notification Profile
0 Disable Notification
No change

3 Agent State

1 Log in and assign extension
2 Log out
3 Log in without assigning extension

5 Find Me Forwarding

1 Enable Find Me Forwarding
2 Disable Find Me Forwarding

8

Log Off

9

Return to Auto-Attendant

0

Transfer to Assistant

#

Hear Mailbox Status

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