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.

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 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.

To access 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.

Main Display Area
The main display area displays status information. All icons are touch sensitive and provide access to all applications and settings.

• 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.

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

**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.

**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.

**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.

**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.
   - **You can conference up to 5 other members into the conference.

**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.

**Call Management**
During the call, touch the connected call tab and a number of options appear.