



# **ShoreTel IP Phone 655 User Guide**

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September 28, 2015

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# CHAPTER

# 1

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## ShoreTel IP Phone 655

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## Introduction

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ShoreTel IP Phone 655 is ShoreTel's flagship IP phone designed for executives and executive assistants. The ShoreTel IP Phone 655 is a new phone that offers advanced audio performance and IP telephony functionality.

ShoreTel IP Phone 655 provides a touch screen user interface with a crisp, responsive feel that is very intuitive and enhances user productivity. The large color touch screen display provides real-time telephony presence information, an advanced voicemail viewer (Visual Voicemail) application.

*Figure 1: ShoreTel IP Phone 655*



## IP Phone 655 Features

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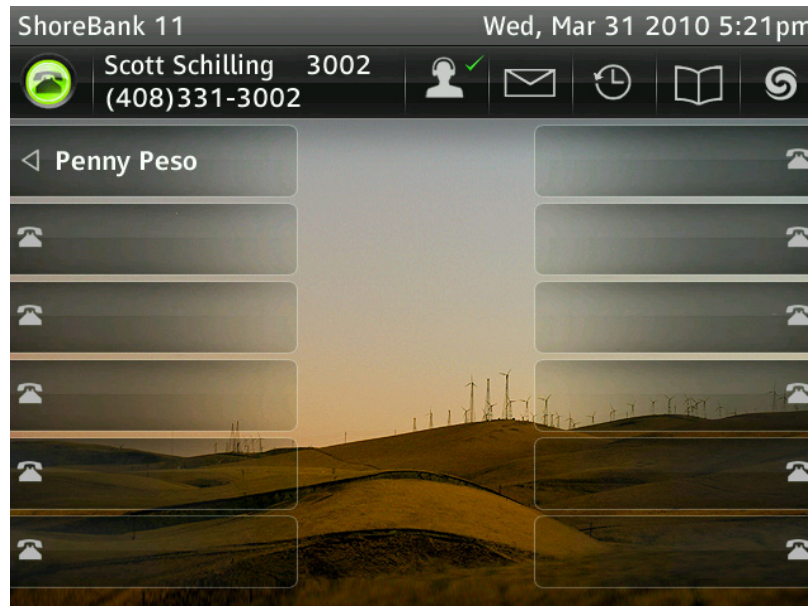
### User Interface

The ShoreTel IP Phone 655 user interface provides a large color display area with touch screen capability. Interaction between the user and the phone is accomplished through the phone's touch sensitive buttons, along with structured menus for managing calls and easy scrolling through long lists. The IP Phone 655 user interface also provides a virtual keyboard for text entry.

## Color Display

The ShoreTel IP Phone 655 has a 5.7" inch 640 x 480 pixel color touch screen display. The touch screen allows for the physical legacy keys to be replaced with touchable screen areas. The IP Phone 655 front panel is shown below.

Figure 2: ShoreTel IP Phone 655 - Color Display



## Virtual Buttons

The ShoreTel IP Phone 655 contains virtual buttons that the user can define to perform specific actions when touched by a user. Custom key settings for virtual buttons can be configured in ShoreTel Director using new entries in the IP Phone drop-down menu, or on the phone via the Users Options menu. These custom key entries will allow the user to use longer labels to describe the custom keys.

## Telephony Presence

Entries in both the directory dialing and redial lists contain an icon that signals the users' telephony presence. This presence information is updated in real-time.

## Call Appearances

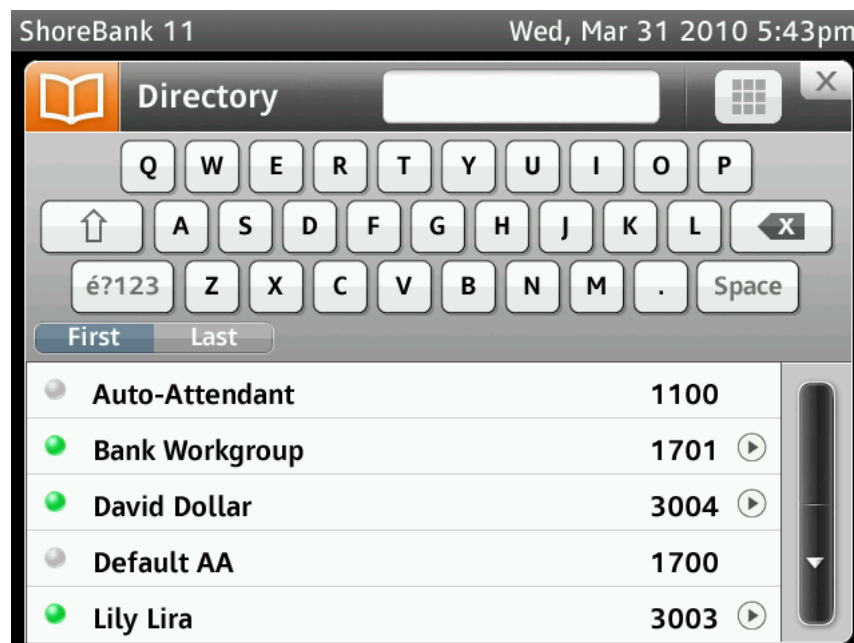
The ShoreTel IP Phone 655 has six custom LEDs positioned on either side of the display giving twelve call appearances.

## Enhanced Directory Lookup

An enhanced directory name lookup feature provides the same functionality as the ShoreTel Connect client QuickDialer implementation. When a user types letters of a contact name, matching entries will be displayed for initial matches on first and last names, along with the associated extension numbers. Results may be sorted by first name or last name.

## Virtual Keyboard

To enhance the directory name lookup screen, a virtual keyboard is provided to allow full alphanumeric character input. The keyboard also supports the ShoreTel Connect client virtual button functionality.



## Application Gallery

In addition to the default telephony application, a number of other applications are provided in the Application Gallery. Entering the Application Gallery is accomplished by pressing the ShoreTel swirl icon button on the main telephony screen (see below).



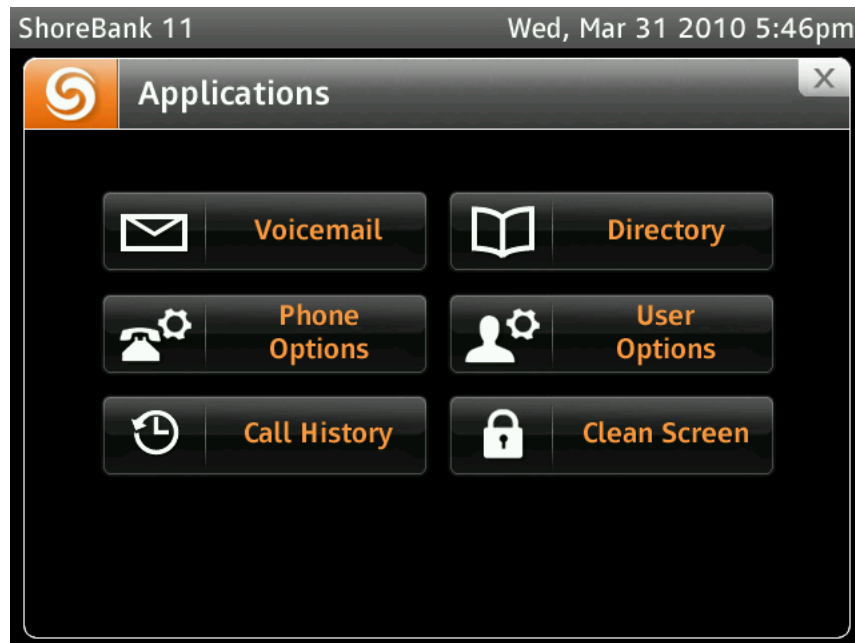
The application gallery contains the following applications:



**Table 1: ShoreTel 11 Application Gallery**

Application Gallery	Application Gallery Descriptions
Voicemail Viewer	Click this button to display the Voicemail Viewer. The voicemail viewer contain three tabs; Inbox, Saved, and Deleted. Use this screen to scroll through voicemails. This screen can also be used to create a new voicemail or to dial a voicemail box by clicking the Compose and Call Voicemail buttons.
Directory	Click this button to display a list of the Contacts directory. The directory screen allows you to scroll through a list of contacts and view contact information, if available. A call to a contact can be made by clicking on the contact's name.
Phone Options	Click this button to access the phone options. This screen allows modification of the phone modes: Office Desk/Wall Mount/Conference Room. The phone's Button Volume, Touch Screen Volume and Touch Screen Vibration can all be adjusted from this screen.
User Options	Click this button to access the available user options. This screen allows management of Availability states, Off Hook options, Ring Tones, Wallpaper, Hands Free options and Programmable Buttons.
Call History	Click this button to display the User's Call History. This screen displays all Call History activity. There are three tabs: All, To, From and Missed.
Clean Screen	This option allows the user to temporarily lock the screen for cleaning purposes. If the phone is left in a lock state for 30 minutes, the phone will revert back to an active state.

*Figure 3: ShoreTel IP Phone 655 Applications Gallery*



## Voicemail Viewer Application

The voicemail viewer application is similar to the ShoreTel Connect client voicemail application. Users are presented with a list of voicemail messages that can be played from the Inbox, Saved or Deleted tabs. A progress bar is displayed with controls to Pause, Skip Forward and Back and Stop messages. The progress pointer may be dragged to a different point along the slider to skip to the corresponding point in the message.

A voicemail password must be set before voicemail can be accessed. However, once signed out of voicemail user's will be prompted to reenter their password the next time voicemail is launched.



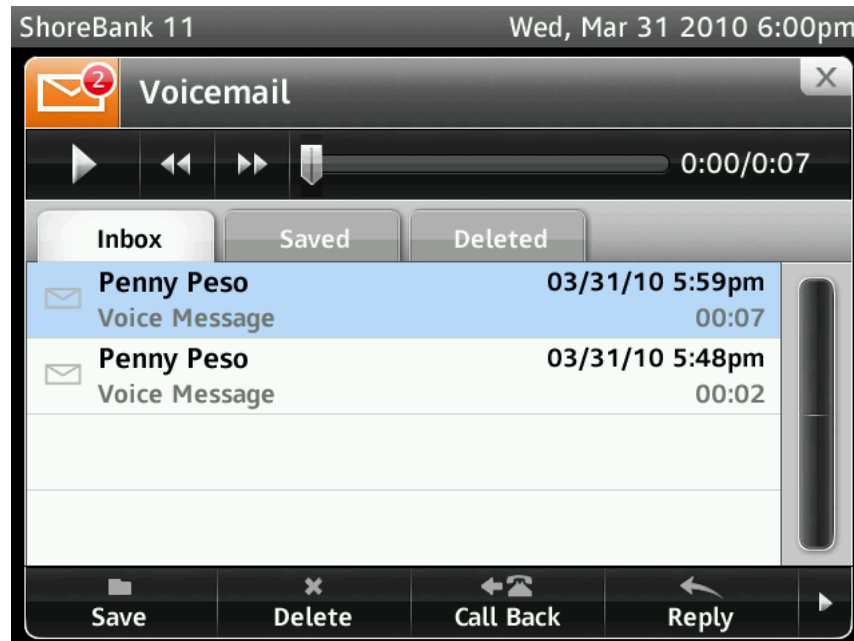
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**Note**

Only individual user voice mailboxes will be accessible. Workgroup mailboxes are not accessible from this screen.

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*Figure 4: ShoreTel IP Phone 655 Voicemail Viewer*



## Beam Forming Microphone

The ShoreTel IP Phone 655 microphone array, located on the top-right-hand corner of the phone, has noise canceling capabilities and has a voice pickup range radius of approximately 15 feet. Beam forming technology provides best-in-class performance that delivers crystal clear audio.

## ShoreTel IP Phone 655 Personalization

Users can customize various aspects of their phone's behavior. The available options (wav files, etc...) are uploaded to the system via ShoreTel Connect Director (one set of files common to all users) and are selectable both on the phone and in ShoreTel Connect Director. (See the *ShoreTel Connect Maintenance Guide* for details about downloading customization files.)

## ShoreTel IP Phone 655 Ringtones

The ShoreTel IP Phone 655 supports up to four custom ringtone pairs that can be defined and managed by the administrator. Ringtone pairs are contained in two wav files. One file for internal incoming calls, and one for external incoming calls. The system administrator must place the wav files in the appropriate ftproot sub-directory (*ftproot/wav/ringtone*) on the HQ server. (See the *ShoreTel Maintenance Guide* for details about downloading custom ring-tone files.)

Ringtone files are distributed automatically from the Headquarters Server to the Distributed Application Server when an administrator initiates the operation in ShoreTel Connect Director.

## ShoreTel IP Phone 655 Wallpaper

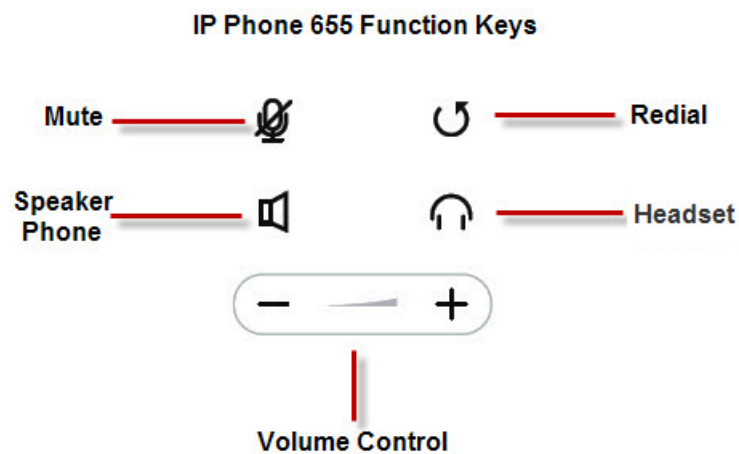
The ShoreTel IP Phone 655 supports up to four (plus one default) custom wallpapers that can be defined and managed by the system administrator. These custom wallpapers are .png files and must be placed in the `ftproot/wallpaper/640x480/` directory on the HQ server. The format of the wallpaper files must be 640 x 480 in dimension. Users can select wallpapers from the stored wallpaper files by navigating to User Options screen in the Application Gallery.

The wallpapers and ringtones that are made available to the phones are configured in ShoreTel Connect Director on the Users Group page. (See the *ShoreTel Connect Maintenance Guide* for details of downloading customization files.)

## Keys

The ShoreTel IP Phone 655 has five keys - voice mute, speaker phone, headset, redial function and call volume control. All keys are backlit when activated.

Figure 5: ShoreTel IP Phone 655 Function Keys



## ShoreTel IP Phone 655 Specifications

The following table provides the key specifications for the ShoreTel IP Phone 655. Details on the phone specifications and functionality can be found in the ShoreTel IP Phone 655 Installation and Users Guide.

ShoreTel IP Phone 655	ShoreTel IP Phone 655 Specifications
Display	5.7" TFT LCD, 640x480 pixel, 16-bit color, touch screen
Custom Keys	12
Maximum Calls	16
Dedicated Function Keys	6
Headsets	Electronic

ShoreTel IP Phone 655	ShoreTel IP Phone 655 Specifications
Personalization	Yes
Speakerphone	Full duplex with beam-forming mic array
<b>XML Application Support</b>	Yes
Applications on idle (Screensaver)	Yes
Ethernet Jack	2-port switch, 10/100/1000BaseT
Codec support	G.711 Mu-law, A-law, G.729 A, Broadvoice-16,32, Linear Wideband (256kbps)
Media Encryption	Secure RTP with AES encryption
Built-in VPN Client	Yes

