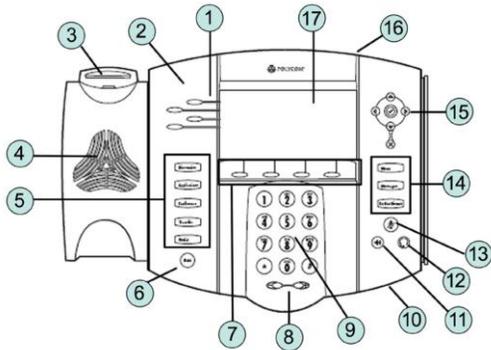


Polycom® SoundPoint® IP550 – IP650

Quick User Guide



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|--------------------------------|------------------|--------------------------|
| 1. Line Indicators | 7. Soft Keys | 14. Feature Keys |
| 2. Line Speed Dial Buddies | 8. Volume Keys | 15. Display Control Keys |
| 3. Handset Hook | 9. Dial Pad | 16. Message Indicator |
| 4. Speakerphone | 10. Microphone | 17. Graphic Display |
| 5. Arrow Keys | 11. Speakerphone | |
| 6. Hold | 12. Handset | |
| | 13. Mute | |

Placing a Call:

Using the Handset

Pick up the handset and enter number to be dialed or Dial the number first and then pickup the handset.

Using the Hands-Free Speakerphone

1. Press or an assigned Line Key
2. Dial a number.

or Dial the number, then press

Answering a Call:

Using the Handset

Pick up the handset.

Using the Hands-Free Speakerphone

Press:

- , or the **Line Key**, or the **Answer** soft key

Conference Call:

- Call the first party
- Press the **Confrc** soft key, this will place the call on hold
- Place a call to the second party.
- Once the second party answers press the **Confrc** soft key again to join both parties on the line

Call Hold and Resume:

- During a call, press .
- Press again or the **Resume** soft key to resume the call

Call Transfer:

- During a call, press the **Trnsfr** soft key. This will place the active call on hold.
- Place a call to the number/extension to which you want to transfer the call
- After speaking to the second party, press the **Trnsfr** soft key to complete the transfer.

Blind Call Transfer:

- During a call, press the **Trnsfr** soft key. This will place the active call on hold.
- Press the **Blind** soft key.
- Place a call to the number/extension to which you want to transfer the call, the call then transfer to the new number.

Voicemail Initial Setup:

- Dial * and you extension number
- Enter your default password (your extension number)
- Follow prompts to change your password, and record your greetings.

Voicemail:

- Dial * and you extension number
- Enter your password
- Follow prompts to listen to your messages.

Microphone Mute:

- During a call, press . You can hear all other parties while Mute is enabled.
- To turn off Mute, press again.

Call Forwarding:

To enable Call Forwarding

Using the display control keys, the center check will allow you to select.

- From the idle phone , press the **Forward** soft key.
- Select a Forwarding Type from **Always, No Answer** or **Busy** press the **Select** soft key to edit.
- For all types, select **Contact** enter a number to forward all future calls to.
- Press the **Enable** soft key.

To disable Call Forwarding

- From the idle phone , press the **Forward** soft key.
- Select a Forwarding Type from **Always, No Answer** or **Busy** press the **Select** soft key to edit.
- Press the **Disable** soft key.

Do Not Disturb:

To enable or disable Do Not Disturb

- Press , then select **Features**, then **Do Not Disturb**
- When Do Not Disturb is enabled you will see a [X] next to your extension number on the left of the display



Additional in-depth training available contact 781-290-4600