

IP Telephone User Guide

Business Voice over IP

Polycom SoundPoint IP® 550 and 670



Making a Call

Placing a call requires only two steps which can be performed in any order:

- Dial the number.
- Pick up the handset, or press **[Answer]** or **[Speed]**.
- If your organization has extension dialing:
 - For external calls, dial 9 plus a full national or international number (if allowed by your administrator).
 - For calls within your organization, dial the 4-digit extension number.
- Otherwise, simply dial a full national or international number.

Note: You can switch to a different call mode while a call is in progress by lifting the handset or pressing **[Answer]** or **[Speed]**.

Answering a Call

- For calls to your Primary Line—Lift the handset or press **[Answer]** or **[Speed]** (if connected) key.
- For calls on other lines assigned to your phone—Lift the handset or press the Speeddial or Handset (if connected) key and press the button beside the flashing phone line.

Releasing a Call (Hang Up)

- Replace the handset or press the End Call soft key.

Hold/Returning a Call

- To place a call on Hold—Press the Hold soft key or **[Hold]** on the phone unit.
- While the call is on hold, you can hang up the receiver.
- To reconnect—Press the Resume soft key.

Ad-hoc Conferencing

All users have the ability to add up to 5 parties to an active call.

- Press the Confere. soft key or **[Transfer]** on the phone unit.
- Enter the number of another party (existing call had been placed on hold).
- When the call is answered, you may now converse with the other party while the existing call remains on hold.
- Press the Confere. soft key to join all parties together.

Transfer a Call

All users have the ability to transfer active calls to other numbers (internal or external). Transfers can be done either as "Blind" or unmonitored, or as "Consultative" or "Supervised", where you can consult or announce the transfer before transferring a call.

To initiate a "Consultative/Supervised" transfer (Preferred method):

- During a call, press the Transfer soft key or **[Transfer]** on the phone unit (1st party has been placed on hold).
- Enter the number of the party to whom you want to transfer the call.
- After speaking with the 2nd party, press the Transfer soft key to complete the call.

To initiate a "Blind" transfer:

- During a call, press the Transfer soft key or **[Transfer]** on the phone unit (1st party has been placed on hold).
- Press the Blind soft key.
- Enter the number of the party to whom you want to transfer the call.

Note: Transfer can be cancelled during establishment by pressing the Cancel soft key. The original call is resumed.

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Kathleen Armour



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