

# 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 **[Confere.]** 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 **[Transf.]** 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 **[Transf.]** 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.

# Polycom Ip 550 User Guide

**Sabine Zange**



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## **Table of Contents Polycom Ip 550 User Guide**

1. Understanding the eBook Polycom Ip 550 User Guide
  - The Rise of Digital Reading Polycom Ip 550 User Guide
  - Advantages of eBooks Over Traditional Books
2. Identifying Polycom Ip 550 User Guide
  - Exploring Different Genres
  - Considering Fiction vs. Non-Fiction
  - Determining Your Reading Goals
3. Choosing the Right eBook Platform
  - Popular eBook Platforms
  - Features to Look for in an Polycom Ip 550 User Guide
  - User-Friendly Interface
4. Exploring eBook Recommendations from Polycom Ip 550 User Guide
  - Personalized Recommendations
  - Polycom Ip 550 User Guide User Reviews and Ratings
  - Polycom Ip 550 User Guide and Bestseller Lists
5. Accessing Polycom Ip 550 User Guide Free and Paid eBooks
  - Polycom Ip 550 User Guide Public Domain eBooks
  - Polycom Ip 550 User Guide eBook Subscription Services
  - Polycom Ip 550 User Guide Budget-Friendly Options
6. Navigating Polycom Ip 550 User Guide eBook Formats

- ePub, PDF, MOBI, and More
- Polycom Ip 550 User Guide Compatibility with Devices
- Polycom Ip 550 User Guide Enhanced eBook Features
- 7. Enhancing Your Reading Experience
  - Adjustable Fonts and Text Sizes of Polycom Ip 550 User Guide
  - Highlighting and Note-Taking Polycom Ip 550 User Guide
  - Interactive Elements Polycom Ip 550 User Guide
- 8. Staying Engaged with Polycom Ip 550 User Guide
  - Joining Online Reading Communities
  - Participating in Virtual Book Clubs
  - Following Authors and Publishers Polycom Ip 550 User Guide
- 9. Balancing eBooks and Physical Books Polycom Ip 550 User Guide
  - Benefits of a Digital Library
  - Creating a Diverse Reading Collection Polycom Ip 550 User Guide
- 10. Overcoming Reading Challenges
  - Dealing with Digital Eye Strain
  - Minimizing Distractions
  - Managing Screen Time
- 11. Cultivating a Reading Routine Polycom Ip 550 User Guide
  - Setting Reading Goals Polycom Ip 550 User Guide
  - Carving Out Dedicated Reading Time
- 12. Sourcing Reliable Information of Polycom Ip 550 User Guide
  - Fact-Checking eBook Content of Polycom Ip 550 User Guide
  - Distinguishing Credible Sources
- 13. Promoting Lifelong Learning
  - Utilizing eBooks for Skill Development
  - Exploring Educational eBooks
- 14. Embracing eBook Trends
  - Integration of Multimedia Elements
  - Interactive and Gamified eBooks

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