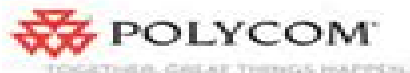


Quick Reference Guide for Polycom® SoundPoint IP® 550/560, 650/670

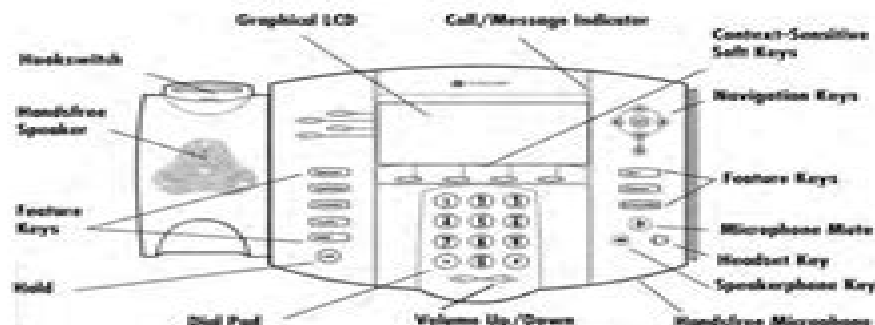
Voice over Internet Protocol (VoIP)



SoundPoint® IP 550/560 and 650/670

The SoundPoint® IP 550/560 model can display up to four line appearances, while the SoundPoint® IP 650/670 model offers up to six line appearances.

This quick reference guide applies to standard phone configurations. Menu options and functionality may vary based on the actual phone setup. Comprehensive SoundPoint® IP 550/560 and SoundPoint® IP 650/670 user guide are available at: dolt.missouri.edu/telecom/voip.



There are four content-sensitive soft keys across the bottom of your phone's LCD display. Soft keys change based on the current state of the phone (idle, ringing, active call, etc.) and by what optional features are installed on the phone. Soft keys commonly provide the following options:

Answer	Answer incoming call via speaker phone	Join	Combine calls into a conference call
Blind	Transfer call without announcement	New Call	Place a new call
Confere	Alternative to the conference button	Reject	Decline to answer incoming
End Call	Disconnect an active call	Resume	Retrieve a held call
Forward	Set up call forwarding	Split	Divide a conference call
Hold	Place active call on hold	Transfer	Alternative to the transfer button

NAVIGATION KEYS

- Press or to scroll.
- Press or to step in/out of menus or toggle enabled/disabled.
- Press for enter or select.
- Press for back or delete.

CALL LISTS

From the idle screen:

- Press for **Speed Dial**.
- Press for **Missed Calls**.
- Press for **Received Calls**.
- Press for **Placed Calls**.



- Alternately, press followed by Call Lists and Missed, Received, or Placed Calls, as desired.

Content stored in call lists is deleted when the phone loses power or is rebooted.

PLACING A CALL

Local Calls:

- Dial the 7-digit phone number.

Long Distance Calls:

- Dial the 10-digit phone number. You will be prompted to enter your long-distance authorization code.

Using the Handset:

- Pick up the handset, and then dial the number. Alternatively, dial the number first, and then pick up the handset.

Using the hands-free Speakerphone:

- With the handset on-hook, press , any assigned line key, or the **New Call** soft key. Then, enter the number.
- or
- Dial the number, and then press or the **Dial** soft key.

Using the optional Headset:

- With the headset connected, press , any assigned line key, or the **New Call** soft key.
- or
- Dial the number, and then press .

During a call, you can alternate between modes by pressing or or picking up the handset.

ANSWERING A CALL

Handset: Pick up the handset.

Speakerphone: Press , the line key, or the **Answer** soft key.

Headset (optional): Press .

Incoming calls may be ignored by pressing the **Reject** soft key or during ringing.

CALL WAITING

To answer a call waiting call:

1. Press to highlight the call.
2. Press the **Answer** soft key.
3. The original call is now on hold and you are connected with the new call.

You can toggle between calls by using the or and pressing the **Resume** soft key. You can also conference the calls together by pressing the **Join** soft key.

ENDING A CALL

Press the **End Call** soft key or, depending on the call mode, press , press , or hang up the handset.

Continued on the next page.

Polycom Soundpoint Phone Manual

Judd E. Hollander



Polycom Soundpoint Phone Manual:

Hybrid IP PBX , Video Conferencing over IP: Configure, Secure, and Troubleshoot Michael Gough, 2006-06-07 This book demystifies the technology behind video conferencing and provides single users and small enterprises with the information they need to deploy video conferencing efficiently and cost effectively For many years the promise of high quality low cost video conferencing has been an attractive solution for businesses interested in cutting travel costs while maintaining the benefits of face to face contact Unfortunately most solutions never lived up to the promise due primarily to lack of internet bandwidth and poorly developed protocols That's not all changed The capacity has been created the hardware works and businesses are more eager than ever to cut down on travel costs Budget conscious methods for deploying Video over IP in small to medium enterprises Coverage of Cisco Microsoft Skype AOL Google VidiTel and many other products How to identify and resolve nagging quality of service issues such as transmission delays and out of synch video to voice feeds

Network World , 1996-10-07 For more than 20 years Network World has been the premier provider of information intelligence and insight for network and IT executives responsible for the digital nervous systems of large organizations Readers are responsible for designing implementing and managing the voice data and video systems their companies use to support everything from business critical applications to employee collaboration and electronic commerce VoIP Hacks Theodore Wallingford, 2005-12-22 Voice over Internet Protocol VoIP is gaining a lot of attention these days as more companies and individuals switch from standard telephone service to phone service via the Internet The reason is simple A single network to carry voice and data is easier to scale maintain and administer As an added bonus it's also cheaper because VoIP is free of the endless government regulations and tariffs imposed upon phone companies VoIP is simply overflowing with hack potential and VoIP Hacks is the practical guide from O'Reilly that presents these possibilities to you It provides dozens of hands on projects for building a VoIP network showing you how to tweak and customize a multitude of exciting things to get the job done Along the way you'll also learn which standards and practices work best for your particular environment Among the quick and clever solutions showcased in the book are those for gauging VoIP readiness on an enterprise network using SIP H.323 and other signaling specifications providing low layer security in a VoIP environment employing IP hardphones analog telephone adapters and softPBX servers dealing with and avoiding the most common VoIP deployment mistakes In reality VoIP Hacks contains only a small subset of VoIP knowledge enough to serve as an introduction to the world of VoIP and teach you how to use it to save money be more productive or just impress your friends If you love to tinker and optimize this is the one technology and the one book you must investigate *Network World* , 2002-10-28 For more than 20 years Network World has been the premier provider of information intelligence and insight for network and IT executives responsible for the digital nervous systems of large organizations Readers are responsible for designing implementing and managing the voice data and video systems their companies use to support everything from

business critical applications to employee collaboration and electronic commerce **Practical Asterisk 1.4 and 1.6** Stefan Wintermeyer, Stephen Bosch, 2009-12-20 Using the open source Asterisk platform you can deploy a state of the art VoIP PBX on a low cost PC or server for a fraction of the cost of conventional PBX systems The only drawback to Asterisk is its notoriously poor documentation Practical Asterisk 1 4 and 1 6 is the solution to that problem This book provides all the detailed real world ground level information you need to plan install configure and reliably operate Asterisk in any environment This tutorial and reference systematically introduces each of Asterisk s key building blocks and shows how to use them to implement a full spectrum of communications solutions from conferencing to call queuing voicemail and fax to IVR Leading Asterisk consultants Stefan Wintermeyer and Stephen Bosch draw on their extensive experience presenting detailed usage examples and practical tips not available anywhere else Coverage includes Detailed instructions for configuring a basic Asterisk system A start to finish business case example demonstrating Asterisk design for real world deployment A thorough introduction to dialplan applications and functions How to use the new Asterisk Extensions Language to build concise readable and maintainable dialplans Using Asterisk s diverse network and IP telephony protocols audio codecs and wire transports Configuring Asterisk s powerful voicemail features Building a sophisticated Interactive Voice Response IVR system with Asterisk Defining and utilizing call queues in call center environments Using Asterisk s built in conferencing functions Controlling Asterisk from external applications scripts or the system shell Interacting with external applications through the Asterisk Gateway Interface Setting up extension monitoring and hints for SIP telephones Upgrading existing systems to the latest versions of Asterisk Whether you re a network professional telephony expert software developer or power user Practical Asterisk 1 4 and 1 6 will provide you with the most thorough detail and practical Asterisk guidance available anywhere *Asterisk* Jim Van Meggelen, Leif Madsen, Jared Smith, 2007-08-28 Provides information on Asterisk an open source telephony application *Network World* , 2001-02-12 For more than 20 years Network World has been the premier provider of information intelligence and insight for network and IT executives responsible for the digital nervous systems of large organizations Readers are responsible for designing implementing and managing the voice data and video systems their companies use to support everything from business critical applications to employee collaboration and electronic commerce **InfoWorld** , 2005-05-02 InfoWorld is targeted to Senior IT professionals Content is segmented into Channels and Topic Centers InfoWorld also celebrates people companies and projects **Network World** , 2001-02-12 For more than 20 years Network World has been the premier provider of information intelligence and insight for network and IT executives responsible for the digital nervous systems of large organizations Readers are responsible for designing implementing and managing the voice data and video systems their companies use to support everything from business critical applications to employee collaboration and electronic commerce

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