

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 **Call**.
- 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 **Call**.

Answering a Call

- For calls to your Primary Line—Lift the handset or press **Answer** or **Call** (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 **Conference** 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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Telecommunications Survival Guide Pete Moulton, 2001 Explains the telecommunication revolution in plain language covering all of today's most important new telecommunications networking and high speed Internet technologies Explanations are geared to the profit principle with business examples showing how technologies can be applied to save costs and develop new business Coverage includes voice communications LANs data communications of WANs wireless networking and the Internet For business professionals at all organizational levels Moulton is president of a company that produces a weekly radio show and a companion TV program c Book News Inc PC Mag ,2001-03-06 PCMag.com is a leading authority on technology delivering Labs based independent reviews of the latest products and services Our expert industry analysis and practical solutions help you make better buying decisions and get more from technology *Rich's High-tech Business Guide to Silicon Valley and Northern California* ,2003 PC Mag ,2001-03-06 PCMag.com is a leading authority on technology delivering Labs based independent reviews of the latest products and services Our expert industry analysis and practical solutions help you make better buying decisions and get more from technology **Network World** ,2000-03-13 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 **Business Publication Advertising Source** ,2003-11 **Configuring Cisco Voice Over IP, Second Edition** Paul J. Fong, 2002 Configuring Cisco Voice Over IP Second Edition provides network administrators with a thorough understanding of Cisco's current voice solutions This book is organized around the configuration of all of Cisco's core VoIP products including Cisco CallManager software Cisco 7910 series of phones and server based IP PBXs In addition AVVID coverage has been added An update to a bestselling title in a growth market Continued competitive pressure on ISPs to deliver VoIP will create strong demand information on topic Voice Over IP is expected to make great inroads in 2002 Voice over IP got its start at the time of the first edition of the book it is now real and more companies are adopting it since IT managers have become less skeptical of IP telephony's reliability and more aware of the potential cost savings and application benefits of a converged network Voip wares now promise easier quality of service QoS deployment and a multitude of new IP phones and conferencing stations for corporations Cisco and IBM recently announced a package deal that could help businesses quickly roll out IP voice in a small or midsize office Since getting into the IP telephony market two years ago Cisco has seen quick success in selling its voice over IP products into its vast installed base of IP LAN equipment customers The firm was the top vendor of IP phones in the first quarter of this year and second in IP PBX system shipments behind 3Com according to Cahners In Stat *Deploying the Snom ONE IP Telephone System* Hollis Publishing Company, 2010 *Developing Cisco IP Phone Services* ,2002 *Packet Guide to Voice*

Over IP Bruce Hartpence, 2013 Go under the hood of an operating Voice over IP network and build your knowledge of the protocols and architectures used by this Internet telephony technology With this concise guide you will learn about services involved in VoIP and get a first hand view of network data packets from the time the phones boot through calls and subsequent connection teardown With packet captures available on the companion website this book is ideal whether you are an instructor student or professional looking to boost your skill set Each chapter includes a set of review questions as well as practical hands on lab exercises Learn the requirements for deploying packetized voice and video Understand traditional telephony concepts including local loop tip and ring and T carriers Explore the Session Initiation Protocol SIP VoIP's primary signaling protocol Learn the operations and fields for VoIP's standardized RTP and RTCP transport protocols Delve into voice and video codecs for converting analog data to digital format for transmission Get familiar with Communications Systems H.323 SIP's widely used predecessor Examine the Skinny Client Control Protocol used in Cisco VoIP phones in networks around the world

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