

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**.



- Alternatively, 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:

- Press to highlight the call.
- Press the **Answer** soft key.
- 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.

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