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

Voice over Internet Protocol (VoIP)
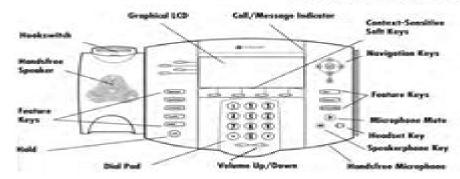
POLYCOM®
TOGETHER, GREAT THINGS HAPPEN.

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: doit.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
Confirm	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**.

Speed Dial List

Received Call List   Placed Call List

Missed Call List

- Alternately, press [Menu] 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 [Do Not Disturb] 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.

Polycom Soundpoint 670 Manual

Annelies Wilder-Smith

Polycom Soundpoint 670 Manual:

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