Quick Reference Guide
Polycom SoundPoint IP 550/560

simply bits
Now You're Thinkin' Smart!

	Item	Description
1	Message Waiting Indicator	Indicates new Voice Mail messages.
2	▲ ▽ ◁ ▷	Scroll through displayed information or options.
	✓	Selects a field of displayed data.
	✕	Deletes displayed data.
3	Feature Buttons:	Access important features using these buttons.
	Directories	Access to local directories and call lists.
	Applications	Access to special applications. (Contact the phone system administrator).
	Conference	Allows connection to multiple parties for conference calls.
	Transfer	Transfers current call to third party.
	Redial	Dials most recently dialed party.
	Menu	Access phone features and customization.
	Messages	Access Voice Mail.
	Do Not Disturb	Cancels ringing and diverts all incoming calls directly to voice mail.
4	Microphone Mute 🎙	Toggles the Mute feature on or off.
5	Headset Button	Toggles the headset mode for the optional headset.
6	Speakerphone Button	Toggles the hands-free speakerphone mode.
7	Hands-free Microphone	Picks up audio during a hands-free speakerphone call. Place the phone on a hard, flat surface for best results.
8	Volume Keys	Adjusts the volume of the handset, headset, ringer and speakerphone.
9	Keypad	Provides the digits, letters and special characters in context-sensitive applications.
10	Hold Button (Hold)	Places a call on hold or resumes a held call
11	Speaker	For ringer and hands-free audio output.
12	Soft Keys	Labels change automatically to identify their context-sensitive features.
13	LCD Screen	Shows information about calls, messages, soft keys, time, date and other relevant data.
14	Line / Speed Dial Keys	Use these buttons to access up to three phone extensions or speed dials.
15	Line Indicators	Multi-color LEDs display the dynamic call state and remote user status.
16	Hookswitch	When the handset is returned to the cradle, this button is depressed to hang up the active call.

Basic Features

To Place a Call:

Lift the handset, dial the extension or phone number, and then press the **Send** soft key. **-OR-** Dial the extension or phone number, and then lift the handset.

Press the (◀)) button, **Line** key or **New Call** soft key, dial the extension or phone number, and then press the **Send** soft key. **-OR-** Dial the extension or phone number, and then press the (◀)) button, **Line** key or **Dial** soft key.

Press the (headset) button, dial the extension or phone number, and then press the **Send** soft key. **-OR-** Dial the extension or phone number, and then press the (headset) button.

To Answer a Call:

Lift the handset to answer the call.

Press the (◀)) button **-OR-** press the **Answer** soft key **-OR-** press the flashing **Line** key.

Press the (headset) button **-OR-** with the headset mode activated, press the **Answer** soft key **-OR-** with the headset mode activated, press the flashing **Line** key.

To Reject a Call:

- Press the **Reject** soft key—the call will immediately be connected to the voice mail configured for the ringing extension.

To End a Call:

Hang up the handset **-OR-** press the **End Call** soft key.

Press the (◀)) button **-OR-** press the **End Call** soft key.

Press the (headset) button **-OR-** press the **End Call** soft key.

To Redial the Last Call Placed:

- Press the [Redial] button—a call to the last number dialed is attempted.

To Mute a Call:

- Press the (🎙) button—the call will be muted and the LCD screen will indicate that the call is muted.

To Place a Call on Hold:

- Press the (Hold) button **-OR-** press the **Hold** soft key—the call will be placed on Hold, the LCD display on the phone will change to indicate that the call is on Hold, and the hold icon ☎ will display for the Line that is on Hold.

To Resume a Call on Hold:

- Press the (Hold) button **-OR-** press the **Resume** soft key **-OR-** press the **Line** key for the held call.

Basic Features (continued)

To Conference in a Second Party:

- Establish the call with the first party (either by calling the first party or after answering the call from the first party).
- Press the `Conference` button or the **Confrnc** soft key.
- Call the second party—wait until the call is answered.
- Press the `Conference` button or the **Confrnc** soft key—all parties are connected.

To Perform a Blind Transfer:

- Press the `Transfer` button or the **Trnsfer** soft key.
- Press the **Blind** soft key.
- Dial the extension or phone number of the transfer recipient and then press the **Send** soft key—the call will immediately begin to ring on the recipient phone.

To Perform an Attended Transfer:

- Press the `Transfer` button or the **Trnsfer** soft key.
- Dial the extension or phone number of the transfer recipient and then press the **Send** soft key—wait for the transfer recipient to answer the call and announce the caller.
- Press the `Transfer` button or the **Trnsfer** soft key again—the call will be connected to the transfer recipient.

To Configure & Enable Always Forward:

- From the idle screen, press the **Forward** soft key.
- Press the △ and ▽ buttons to select **Always**, and then press the **Select** soft key.
- Enter the destination extension or phone number you want to forward all calls to in the **Contact** field, and then press the **Enable** soft key— the status line of the LCD display will begin to scroll and display a message, "Call Forward Enabled" and an animated call forward icon ⬓ will display next to the forwarded line.

To Enable / Disable Do Not Disturb (DND):

- Press the `Do Not Disturb` button—a message "(X) Do Not Disturb" will begin to scroll on the status line of the LCD screen, and a flashing icon ✕ will appear next to the **Line** key to indicate that DND mode is enabled.

To Park a Call:

- During an active call, dial **#72**—the system will respond with a prompt indicating which parking lot number to dial to retrieve the call (780x).
- Listen to the system prompt and remember which parking lot location the active call has been assigned.

To Retrieve a Parked Call:

- Dial the parking lot location (**780x**)—the parked call will be connected with that phone.

Voice Mail Quick Reference

When the phone receives a new voice mail message, the phone will play a warning tone (which will repeat every 4 minutes), the Message Waiting Indicator (MWI) red LED will flash and a new message icon ✉ will appear next to the **Line** key for the extension that received the voice mail.

To Listen to Voice Mail:

- Press the `Messages` button—a summary screen will indicate how many new messages have been received, and how many old messages are being saved.
- Press the **Connect** soft key—the phone will connect to the voice mail box.

To Access Voice Mail from a Different Internal Phone:

- Dial **7999**—the system will prompt for an extension.
- Dial the extension—the system will prompt for a password.
- Dial the password—the system will prompt with the Voice Mail Main Menu.

Voice Mail Main Menu:

1 New Messages (*or if no New Messages, Old Messages*)

2 Change Folders
    0 New Messages
    1 Old Messages
    2 Work Messages
    3 Family Messages
    4 Friends Messages
    # Cancel

3 Advanced Options (*used only during message playback*)
    * Return to Main Menu

0 Mailbox Options
    1 Record Unavailable Message
    2 Record Busy Message
    3 Record Name
    4 Manage Temporary Greeting
        1 Record Temporary Greeting
        2 Erase Temporary Greeting (*available only if a Temporary Greeting is present*)
    5 Change Password
    * Return to Main Menu

* Help

Exit Voice Mail

Options After Recording a Message / Greeting:

1 Accept the Message / Greeting

2 Listen to the Message / Greeting

3 Re-record the Message / Greeting

Options During Playback (any folder):

3 Advanced Options
    1 Send Reply (*available only if message was sent or forwarded from an internal extension*)
    3 Hear Message Envelope
    * Return to Main Menu

4 Play Previous Message (*available only if multiple messages present in current folder*)

5 Repeat Current Message

6 Play Next Message (*available only if multiple messages present in current folder*)

7 Delete Current Message

8 Forward Message to Another Mailbox

9 Save Message in a Folder:
    0 New Messages
    1 Old Messages
    2 Work Messages
    3 Family Messages
    4 Friends Messages
    # Cancel

* Rewind 3 Seconds

Skip Forward 3 Seconds