



SoundPoint® IP 550

Quick User Guide

Basic Phone Features
Customizing Your Phone

Applies to phones running SIP 2.0.3 or later.

For detailed information please consult the comprehensive SoundPoint IP 550 User Guide available at:
www.polycom.com/voip/

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BASIC PHONE FEATURES

PLACING A CALL

Using the Handset:

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

Using the hands-free Speakerphone:

1. With the handset on-hook, press:
 - any assigned line key, or
 - the **NewCall** soft key.
2. Dial the number.

Or dial the number, and then press the **Dial** soft key.

Using the optional Headset:

1. With the headset connected, press:
 - any assigned line key, or
 - the **NewCall** soft key.
2. Press .
3. Dial the number.

Or dial the number, and then press .

During a call, you can alternate between handset, headset, or hands-free modes by pressing the  or  keys, or picking up the handset.

ANSWERING A CALL

Using the Handset:

Pick up the handset.

Using the Speakerphone:

Press:

-  button, or
- the line key, or
- the **Answer** soft key.

Using the optional Headset:

Press .

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

ENDING A CALL

Using the Handset:

Hang up or press the **EndCall** soft key.

Using the Speakerphone:

Press  or the **EndCall** soft key.

Using the optional Headset:

Press  or the **EndCall** soft key.

MICROPHONE MUTE

During a call, press . Mute applies to all modes: handset, headset, and hands-free. You can hear all other parties while Mute is enabled.

To turn off Mute, press  again.

CALL HOLD AND RESUME

1. During a call, press  or the **Hold** soft key.

2. Press  again, the **Resume** soft key, or the line key to resume the call.

LOCAL CONFERENCE CALLS*

To create a three-way local conference call:

1. Call the first party.
2. Press  or the **Confrc** soft key to create a new call (the active call is placed on hold).
3. Place a call to the second party.
4. When the second party answers, press  or the **Confrc** soft key again to join all parties in the conference.

*When a conference has been established, pressing the **Split** soft key will split the conference into two calls on hold.*

Placing the call on hold on the conference originator's phone will place the other parties in the conference on hold.

*A conference may be created at any time between an active call and a call which is on hold (on the same line or another line) by pressing the **Join** soft key.*

Ending the call on the conference originator's phone will allow the other parties to continue the conference.

* - Conferencing is an optional feature that must be configured on the call server. Particulars and menu options may vary.

CALL TRANSFER

1. During a call, press  or the **Trnsfer** soft key (the active call is placed on hold).
2. Place a call to the party to which you want to transfer the call.
3. After speaking with the second party, press  or the **Trnsfer** soft key to complete the transfer.

*Press the **Blind** soft key to transfer the call without speaking to the second party.*

*Transfer may be cancelled during establishment by pressing the **Cancel** soft key. The original call is resumed.*

CALL FORWARDING

To enable call forwarding:

1. Press the **Forward** soft key from the phone's idle display or press  and select **Features**, and then **Forward**.
2. Enter a number to forward all future calls to.
3. Press the **Enable** soft key to confirm Call Forwarding. A moving arrow icon appears for that line to confirm Call Forwarding is enabled.

To disable call forwarding:

1. Press the **Forward** soft key from the phone's idle display or press  and select **Features**, and then **Forward**.
2. Press the **Disable** soft key.

Call forwarding is not available on shared lines.

*If call forwarding is configured on the call server (invoked using * code dialing or from a PC-based application), then particulars and menu options may vary.*

REDIAL

Press the **Redial** soft key or  button to redial the most recently dialed number.

DO NOT DISTURB

Press the **Do Not Disturb** button to prevent the phone from ringing on incoming calls. A Do Not Disturb icon appears for all lines to confirm that Do Not Disturb is enabled.

Press the **Do Not Disturb** button again to turn off Do Not Disturb.

CALL LISTS

Press **Directories** followed by Call Lists and Missed, Received, or Placed Calls, as desired. Information on respective calls will be displayed.

From this screen, choose the appropriate soft key:

1. **Edit** to amend the contact number before dialing.
2. **Dial** to place the call.

Or press **More**, then:

3. **Info** to view detailed call information.
 4. **Save** to store the contact to the Contact Directory.
 5. **Clear** to delete the call from the list.
- Press **More** and **Exit** soft keys to return to the idle display.

To quickly view respective call lists from the idle display:

Press **▶** for Placed Calls.

Press **◀** for Received Calls.

Press **⌂** for Missed Calls.

VOICE MAIL*

Message Waiting Indicator on the front of the phone and individual line indicators will flash and the stutter dial tone in place of normal dial tone will sound to indicate that message(s) are waiting at the message center.

To listen to voice messages:

1. Press **Messages**.
2. Follow voice prompts to listen to messages.

* - Voice Mail is an optional feature that must be configured on the call server. Particulars and menu options may vary.

SPEED DIALING

To assign a speed dial index, see **CONTACT DIRECTORY** below.

To dial a contact assigned to a line key, press the corresponding line key.

*To quickly view the speed dial list from the idle display, press **⌂**.*

CUSTOMIZING YOUR PHONE

CONTACT DIRECTORY

To add a contact in your local phone directory:

1. Press **Directories**, and then select **Contact Directory**.
2. Press the **More** soft key, then the **Add** soft key to enter another contact into the phone's database.
3. Enter first and/or last name from the dial pad. Press the **1/A/a** soft key to select between numeric and upper / lower case alphanumeric modes. Press the **Encoding** soft key to access special characters in other languages if necessary.
4. Enter a unique contact phone number (not already in the directory).
5. Change the Speed Dial Index if desired. It will automatically be assigned the next available index value.
6. Modify the remainder of the fields (Ring Type, Divert Contact, Auto Reject, and Auto Divert) if desired.
7. Press the **Save** soft key to confirm or the **Cancel** soft key to abandon the changes, then press **Directories** or the **Exit** soft keys to return to the idle display.

*Contacts can be easily added from Call Lists. For more information, see **CALL LISTS** section above.*

To search for a contact:

1. Press **Directories**, and then select **Contact Directory**.
2. Press the **More** soft key, and then the **Search** soft key.

3. Using the dial pad, enter the first few characters for First or Last names.
4. Press the **Search** soft key to search for contacts. Dial successful matches from the resulting search screen.

To edit a contact:

1. Press **Directories**, and then select **Contact Directory**.
2. Search for contact (see above).
3. Press the **Edit** soft key and make the necessary changes.
4. Press the **Save** soft key to confirm or the **Cancel** soft key to abandon the changes, then press **Directories** or the **Exit** soft keys to return to the idle display.

VOLUME ADJUSTMENT

Press the **Volume** keys to adjust handset, headset, and hands-free speaker volume during a call. Pressing these keys in idle state adjusts the ringer volume.

To conform to regulatory requirements, handset and headset volume will return to a preset level after each call, but the configuration can be changed by your system administrator. Hands-free volume settings will be maintained across calls.

RING TYPE

You can select different rings to match your preferences and distinguish between calls on lines.

To change the incoming ring:

1. Press **Menu**.
2. Select **Settings**, followed by **Basic**, and then **Ring Type**.
3. Using **⬅** or **➡**, highlight the desired ring type. Press the **Play** soft key to hear the selected ring type.
4. Press the **Select** soft key to change to the selected ring type.
5. Press **Menu** or the **Exit** soft keys to return to the idle display.

DISTINCTIVE RINGING / CALL TREATMENT

You can set distinctive incoming ringing tones for different contacts in your local directory.

To set a distinctive ring for a local contact:

1. Press **Directories**, and then select **Contact Directory**.
2. Search for the contact (see **CONTACT DIRECTORY** above).
3. Press the **Edit** soft key and scroll down to Ring Type.
4. Enter a number corresponding to one of the ring types available (see **RING TYPE** above).
5. Press the **Save** soft key or the **Cancel** soft key to abandon the change, then press **Directories** to return to the idle display.

HEADSET MEMORY MODE

For permanent or full-time headset users, there is an option to default all calls to the headset.

To enable Headset Memory Mode:

1. Press **Menu** and select **Settings** followed by **Basic**, **Preferences**, and **Headset Memory**.
2. Use the **Up** or **Down** arrow keys and press the **Select** soft key to enable Headset Memory Mode.

To disable Headset Memory Mode:

Repeat steps 1 and 2 and select **Disable**.

To activate Headset Memory Mode:

Press **⌂** twice.

