

Polycom SoundPoint 550 Quick Guide



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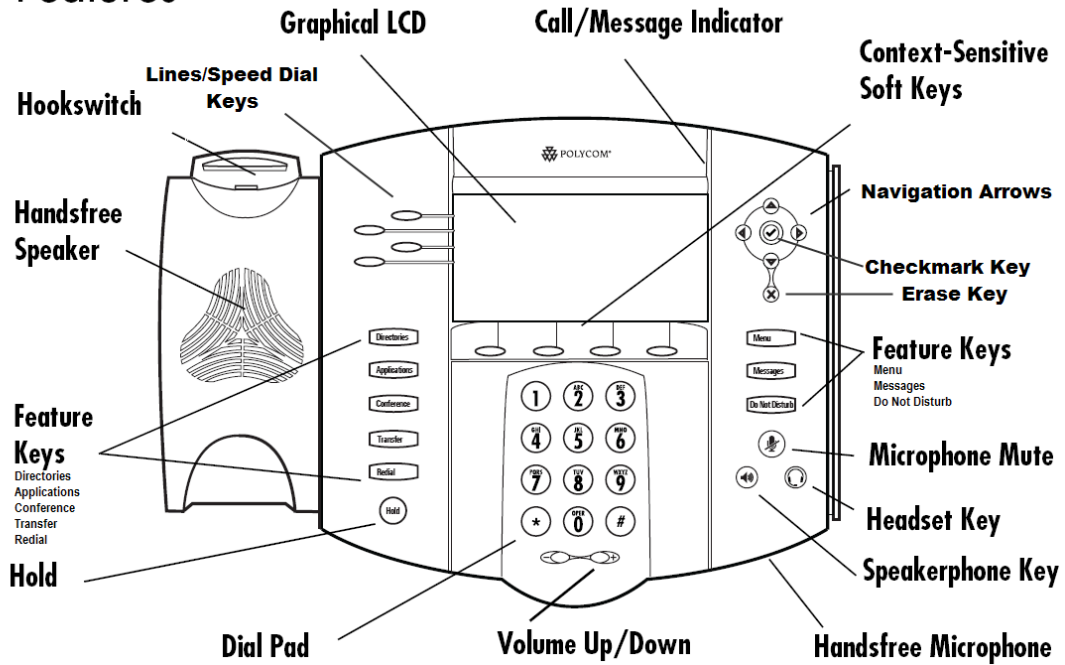
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Images in this guide are taken from the Polycom website at www.polycom.com.

Features



Graphical LCD Display	View standard phone information such as time, date, total number of missed calls, and select various softkeys.
Call/Message Indicator	Shows thin red light when you have a message waiting.
Lines/Speed Dial Keys	Use for additional telephone lines or one-touch dialing to frequently called numbers.
Softkeys	Activate various features and functions. Softkeys change depending on the calling feature or option selected.
Navigation Arrows	Scroll through menu options, and when the phone is idle, use to view call lists and to access the Speed Dial Information List.
Menu	Activate features for basic phone settings, such as ring tone and backlit display.
Messages	One-touch access to Penn voice mail.
Do Not Disturb	Prevent the telephone phone from ringing. Calls divert to voice mail, if activated.
Directories	Access Contact Directory and Calling Lists (Missed, Received, Placed calls).
Applications	Access the Penn Online Directory, Yahoo weather, and Yahoo news.
Conferences	Create a three-way conference call.
Transfer	Transfer a call with (consult) or without (blind transfer) speaking to the person to receive the call.
Redial	Redial the last phone number dialed.
Hold	Place a caller on hold.
Microphone Mute	Toggle the microphone on and off during a conversation. When on, callers can't hear you.
Headset	Listen hands-free by inserting the plug of the headset into the headset jack and then toggling the Headset key on or off.
Speakerphone	Toggle the speakerphone off and on.
Volume	Adjust the volume during a conversation.
Dial Pad	Use the 12 keys for dialing and to enter both alphabetic and special characters in the Contact Directory.

Phone Basics

Making Calls

- Lift handset, then dial number
or
- Dial number, then lift handset
or
- Use the hands-free speakerphone:
 - With the handset on hook, press any **Line key** or the **New Call softkey**, then dial the number
or
 - Dial number, and then press the **Dial softkey**.

Answering Calls

- Lift handset
or
- Press the **Answer softkey**
or
- Press the **Line key**
or
- Press the **Speaker key**.

Ending Calls

- Hang up
or
- Press the **End Call softkey**.

Rejecting/Silencing a Ringing Call

You can ignore an incoming call and stop it from ringing.

Press the **Reject softkey** to silence the ring of an incoming call. If voice mail is configured for the line, the unanswered call will default to voice mail and will show up in your Received Calls List. Silencing the current call does not affect future calls (future calls will ring as usual).

Note: This feature does not work on lines that appear on multiple sets.

Redialing Last Outgoing Number

To call the last number dialed from your phone, press the **Redial key**.

Muting a Call

During a call, press the **Mute key**. The key lights up and a flashing microphone on the display indicate that the other



party (or parties) cannot hear you.

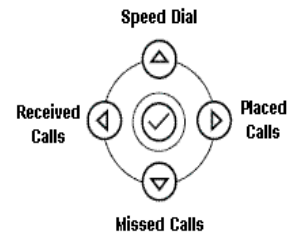
Activating Do Not Disturb

If voice mail is configured for the line, all calls will default to voice mail when Do Not Disturb (DND) is activated.

1. Press the **Do Not Disturb key** to prevent the phone from ringing. A Do Not Disturb icon will appear to confirm that DND is enabled.
2. To cancel DND, press the **Do Not Disturb key**.

Navigation Arrows

When the phone is idle, you can press the appropriate navigation arrow to access the Missed, Placed, and Received Call Lists or the Speed Dial Info List.



When the phone is in use, press the appropriate navigation arrows to scroll through lists or to highlight options within a menu or list.

Voice Mail Message Retrieval

Reminder: If you have elected to receive voice mail as email only, you cannot listen to messages using a telephone. You must log into email to listen to your messages.

- From your Polycom phone:
 1. Press the **Messages key**
 2. Wait for the prompt
 3. Enter your password.
- From someone else's Polycom phone:
 1. Press the **Messages key**
 2. At the prompt, press the **# key** on the dial pad
 3. Enter your mailbox number
 4. Enter your password.

Call Lists

When the phone is idle, the display will show how many new entries are in your Missed Calls List: "5 new missed calls" (showing the actual number of

missed calls). The count is reset once you access your Missed Calls List.

Accessing the Call Lists

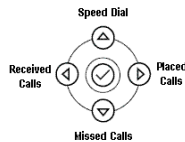
You can view and track calls you missed, received, or placed. If the call was from another PennNet Phone subscriber, the person's name and the last 5 digits of phone number are displayed. For calls from non-PennNet Phone callers, only the phone number is displayed.

1. Press the **Directories key**
2. Press **2** for **Call Lists**
3. Select the appropriate key to correspond to the calling list you want to view:
 - **1 - Missed Calls:** Shows incoming calls that you did not answer (even if the caller did not leave a voice mail message)
 - **2 - Received Calls:** Shows incoming calls that you did answer.
 - **3 - Placed Calls:** Shows calls recently placed from your telephone.



Tip: Accessing Call Lists

- ❖ From the display, press the navigation arrows on the dial pad as follows:
Down – Missed Calls
Left – Received Calls
Right – Placed Calls
- ❖ Within the Call Lists menu, press the corresponding number on the dial pad. For example, press 3 to access Placed Calls.



Making a Call from the Call List

1. Press the **Directories key**
2. Press **2** for **Call Lists**
3. Press the appropriate key on the dial pad for the calling list:
 - **1 - Missed Calls**
 - **2 - Received Calls**
 - **3 - Placed Calls**
4. Use the **navigation arrows** to scroll through the list and select the number you want to call
5. If needed, press the **Edit softkey** and then the **<< softkey** to modify the number before dialing
6. Press the **Dial softkey** to place the call.

Clearing Call Lists

You can clear all entries from a call list or a single entry. When erasing any entry from a call list, the system does not ask for confirmation: the list is immediately cleared when the Clear softkey is pressed.

To clear all entries in a call list:

1. Navigate to the call list you want to clear
2. Select the **More softkey**
3. Select **Clear softkey**
4. Select the list you want to clear.

To clear a single entry from a call list:

1. Navigate to the call list and highlight the call you want to erase
2. Press the **More softkey**
3. Press the **Clear softkeys**
4. To return to the display, press **More > Exit softkeys**.

Contacts

Adding Contacts

To manually add a new entry to your Contact Directory:

1. Press the **Directories key**
2. Press **1** for **Contact Directory**
3. Press the **More > Add softkeys**
4. Enter first and last name using the dial pad. Press the **1/A/a softkey** to move between numeric and upper and lowercase alphanumeric modes
5. Enter the phone number in the Contact field
6. The entry is automatically assigned the next available **Speed Index number**. If desired, you can change or delete the assigned **Speed Dial Index number**
7. If desired, modify other features for this entry: **Ring Type, Divert Contact, Auto Reject, and Auto Divert**).
8. Press the **Save** or **Cancel softkeys** to confirm or reject the changes
9. To return to the display, press the **Exit softkey**.

Adding Contacts from a Call List

To add a new entry:

1. Press the **Directories key**
2. Select **Call Lists**
3. Select **Missed Calls, Received Calls, or Placed Calls**
4. Use the **navigation arrows** and scroll through the list to find the contact
5. Press the **More softkey**
6. Press the **Save** or **Cancel softkeys** to confirm or reject the changes
7. To return to the display, press the **Exit softkey**.

Editing Contacts

To edit an existing entry:

1. Press the **Directories key**
2. Select **Contact Directory** or **Call Lists**
3. To locate an entry, use the **navigation arrows** or the **Search softkey (More > Search)**
4. Press the **Edit softkey**, and update the listing using the dial pad
5. Press the **Save** or **Cancel softkeys** to confirm or reject the changes
6. To return to the display, press the **Exit softkey**.

Deleting Contacts

To delete an existing entry:

1. Press the **Directories key**
2. Press **1** for **Contact Directory**
3. Highlight the contact
4. Press the **More > Delete softkeys**
5. To return to the display, press the **Exit softkey**.

Searching the Contact Directory

To find contacts by name:

1. Press the **Directories key**
2. Press **1** for **Contact Directory**
3. Press the **More > Search softkeys**
4. Using the dial pad, enter the first few characters for the first or last name
5. Press the **Search softkey**
6. Select the appropriate **softkey**:
 - **Dial** – to place a call
 - **Edit** – to change contact information
 - **More > Delete** – to remove the contact from the directory.



Tip: Improving Search Results

- ❖ **Last name** - Enter at least 2 letters. The more letters entered narrows the search results.
- ❖ **First name** - Use First Name with Last Name to narrow results. If the person has a unique name, search on first name only.
- ❖ **Corrections** - Use the **Erase key** to delete data in the fields.



Call Hold, Transfer, & Conference

Placing a Call on Hold

1. Ask the caller to stay on the line
2. Press the **Hold key**
3. To return to the caller, press the **Hold key** again or the **Resume softkey**.

Placing a Call on Hold to Dial another Number

You can speak to another person and then return to the original caller.

1. Ask the caller to stay on the line
2. Press the **Hold key**. The top of the display screen will show “Hold” and list the phone number
3. Press the **New Call softkey**
4. Dial another phone number, press the **Send softkey**, consult privately, then press the **End Call softkey** to end the call
5. Press the **Resume softkey** to return to the original caller.

Transferring a Call without Consultation (Blind Transfer)

You can transfer a call without speaking to the person who is to receive the transferred call.

1. Ask the caller to stay on the line while you transfer the call
2. Press the **Transfer key**
3. Press the **Blind softkey**
4. Dial the number to transfer the call to, press the **Send softkey**, and hang up the phone. The call is automatically transferred after you dial the number of the party to whom you want to transfer the call.

Note: To cancel the transfer and return to the caller, press the **Cancel softkey**.

Transferring a Call with Consultation

You can speak with the party to whom you want to transfer the call before transferring the call.

1. Ask the caller to stay on the line while you transfer the call
2. Press the **Transfer key** or the **Transfr softkey**. The caller is placed on hold
3. Dial the number of the party to whom you want to transfer the call
4. When the third party answers, the caller remains on hold so you can talk privately with the third party

- To transfer the call, press the **Transfer key** or the **Transfr softkey**, and then hang up the phone.

Note: To cancel the transfer and return to the caller, press the **Cancel softkey**.

Initiating a Three-Way Conference Call

You can set up a conference call between you and two other persons.

- Place a call or answer an incoming call
- Ask the first caller to stay on the line
- Press the **Conference key** or the **Confrnc softkey**. Any active calls will be placed on hold and the message “Conference with” will appear at the top of the display
- Dial the second party, then press the **Send softkey**
- After the second party answers, press the **Conference key** or the **Confrnc softkey**
- When finished talking, hang up or press the **End Call softkey** to disconnect from the call.

If the second party does not answer (e.g., you reach their voice mail, misdial the number, or get a busy signal), press the **Cancel softkey** to reconnect to the first caller.



Tips: Putting both parties on hold

- ❖ Placing a call on hold on the phone that originated the conference call will place all other parties on hold.

Creating a Conference Call Using the Join Softkey

You can create a conference call at anytime between an active call and a call that is on hold.

- During an active call, press the **More softkey**
- Press the **Join softkey**. A conference is created with the active call, the call on hold, and yourself
- Press the **EndCall softkey** to disconnect from the conference.

Splitting a Three-Way Conference Call

You can split a conference call into two separate calls on hold, allowing you to speak to one party privately while the other party is on hold, to disconnect from one leg of the conference and continue speaking with the other party, or to dial another party while both conference parties are on hold.

- To speak privately with one of the parties in the conference:
 - Press the **Split softkey** to split the conference into two separate calls on hold


- Use the **navigation arrows** to select the party to whom you want to consult with privately, then press the **Resume softkey** to speak
- To return to both parties, select the **More softkey**, then the **Join softkey**
- To disconnect from both parties, press the **End Call key**.

- To disconnect from one leg of the conference call and continue speaking with the remaining party:
 - Press the **Split softkey** to split the conference into two separate parties on hold
 - Use the **navigation arrows** to select the party that you want to disconnect from the conference, press the **Resume softkey** to announce goodbye, and then hang up by pressing the **EndCall softkey**
 - To return to the remaining party, press the **Resume softkey**.
- To dial another number while both conference parties are on hold:
 - Ask both callers to stay on the line
 - Press the **Split softkey** to split the conference into two separate parties on hold
 - Press the **New Call softkey**, enter the telephone number, then press the **Send softkey**, talk privately
 - Press the **EndCall softkey** to return to both conference parties on hold.

Speed Dial Numbers

You can assign speed dial numbers to persons that you call frequently. When a new entry is added to the Contact Directory, it is automatically assigned to the next available **Speed Dial Index** number.

Assigning a Speed Dial Key

- Press and hold an unassigned **Speed Dial Key** on the left side of dial pad. A  new empty entry in the contact directory is automatically opened allowing contact information to be added.
- Add the new contact:
 - Enter the first and/or last name of the contact: use the **1/A/a softkey** to select between numeric and upper/lower case alphanumeric modes.
 - Enter the phone number in the Contact field
- Select the **Save** or **Cancel softkeys** to accept or cancel changes
- To return to the display, press the **Exit softkey**.

Adding or Editing Speed Dial Keys

1. Press the **Directories key**
2. Press **1** for **Contact Directory**
3. Use the **navigation arrows** to scroll through the list to find the contact, then press the **Edit softkey**
4. Update the **Speed Dial Index** field
5. Select the **Save** or **Cancel softkeys** to accept or cancel changes
6. To return to the display, press the **Exit softkey**.

Using Speed Dial

You can place calls to speed dial entries saved in your Contact Directory by using the **Speed Dial Key** or by entering the **Speed Dial Index** number from within the Speed Dial Info List.

Using the Speed Dial Key

To call a contact assigned to a **Speed Dial key**:

1. Lift the **handset** or press the **Speaker key**
2. Press the appropriate **Speed Dial key** next to contact's name.

Using the Speed Dial Info List

To call a contact assigned to a **Speed Dial Index** number, you must first access the Speed Dial Info List:

1. From the idle display, press the **Up arrow** to access the Speed Dial Info List
2. To place the call:
 - Highlight an entry in the list, then press the **Dial softkey**
 - or
 - Press the key on the dial pad that corresponds to the appropriate **Speed Dial Index number**.



Important: When using the dial pad for speed dial numbers 10 and above, press the numbers in quick succession. That is, do not wait too long after pressing the first number; otherwise the call is placed to the first number. For example, if speed dialing "23," if you wait too long after entering "2", the speed dial index "2" is called instead of "23."

Penn Online Directory

You can search the Public view of the Penn Online Directory.

1. Press the **Applications key**
2. Use the **checkmark key** to select Penn Online Directory
3. Use the dial pad to enter the name of the person
4. Use the **Down navigation arrow** to highlight the **Search button**, and then select it using the

checkmark key. The system will return a list of entries matching your search criteria

5. Use the **navigation arrows** to scroll through the search results and highlight an entry
6. Press the **checkmark key** to dial the contact
7. To search another name in the Penn Online Directory, press the **Back softkey**
8. To toggle between the Penn Online Directory search and the idle display, press the **Exit softkey**, then press the **Applications key**
9. To clear the Penn Online Directory search from the screen, press the **Home softkey**, then press the **Exit softkey**.

Local Weather

To view the Philadelphia weather forecast:

1. Press the **Applications key**
2. Use the **checkmark key** to select Yahoo Weather. Today's and tomorrow's weather forecast will display.
3. To toggle between the weather forecast and the display, press the **Exit softkey**, then press the **Applications key**
4. To clear the weather forecast results from the screen, press the **Home softkey**, then press the **Exit softkey**.

Phone Settings

Changing your Handset Ring Type

You can select the ringer type for your handset.

1. Press the **Menu key**
2. Select **Settings > Basic > Ring Type**
3. Use the **navigation arrows** to highlight the ring type
4. Press the **Play softkey** to hear the ring
5. Press the **Select softkey** to change to the new ring type
6. To return to the display, press the **Exit softkey**.

Distinguishing Calls via Ring Type Settings

You can set a different ring type for a particular contact. To do this, you will need to know beforehand which ring tone you want to assign. See "Listening to Ring Types."

1. Press the **Directories key**
2. Select **Contact Directory**
3. Use the **navigation arrows** or the **Search softkey (More > Search)** to find the contact, then press the **Edit softkey**
4. Scroll down the list to the **Ring Type field**

5. Enter a number corresponding to the one of the available ring types
6. Press the **Save softkey** to update the contact information. When receiving a call from the contact, you will hear the distinctive ring
7. To return to the display, press the **Exit softkey**.

Listening to Ring Types

1. Press the **Menu** key
2. Select **Settings > Basic > Ring Type**
3. To hear a sample of a ring tone, use the **navigation arrows** to highlight the ring tone, and then press the **Play softkey**
4. When you hear the ring tone you want, write down its number
5. To return to the display, press the **Exit softkey**.

Note: This menu is used to set the default ring tone for your phone (or the selected line), not to choose a distinctive ring tone for a particular contact. To set a ring tone for a contact in your Contact Directory, see “Distinguishing Calls via Ring Type Settings.”

Changing the Date and Time Format

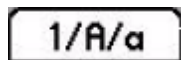
You can choose how the date and time are formatted on the display:

1. Press the **Menu** key
2. Select **Settings > Basic > Preferences > Time & Date**
3. Use the **navigation arrows** to scroll through the various options and choose a format for the time, the date, or the order in which they are to appear on the display, then press the **Select softkey** to confirm your choice
4. To return to the display, press the **Exit softkey**.

Text

Entering text using the 1/A/a key

Add or edit entries in the Contact Directory or the Call Lists using the **1/A/a softkey** to go between numbers and upper and lower case letters. For example, press the 1/A/a softkey, then press 1 on the dial pad to activate numeric mode, or press A on the dial pad to toggle between lower case and upper case mode. The banner at top of the display shows the mode selected.



Correcting Entry Mistakes

The Erase key (marked with an x) deletes character to the left of the



cursor. When displayed, you can also use the << softkey to erase characters.

Phone Features & Symbols

Below are some of the common features or symbols you'll see when using your Polycom IP phone:

Indicator Light

Blinks or glows red when you have an incoming call or a voice mail message waiting and green when the call has been answered. If you have elected to receive voice mail as email only, your handset will not indicate that you have messages waiting.

Telephone Icon

The telephone icon appears to the right of the line key and to the left of the phone number on the display. When you have new voice mail messages the telephone icon is replaced by an envelope icon. If you have elected to receive voice mail messages as email only, your handset will not display the envelope icon when you have new messages.

Messages Waiting Indicator Icon

An envelope icon will appear in the display window when you have messages waiting and a vertical red light will flash above the upper-right corner of the display screen.

Softkeys

Appear at the bottom of the phone's display screen and change depending on the calling feature or option selected, or the calling state of your phone. Select the softkey by pressing the key directly under the corresponding key.

Multiple Lines

The Polycom 550 is a multi-line phone providing access to up to four telephone lines. To request the addition of a new line to your existing handset, contact your Local Support Provider (LSP). Check the Primary Support Services page at www.upenn.edu/computing/view/support to find out how to reach your LSP.

PPS

PPS is a web tool that allows subscribers and proxies to manage certain telephone and voice mail features. Use PPS to turn on or select the following features.

Advance One

When an incoming call is not answered, the destination number is rung next. If the destination number is not answered, the call is then sent to the voice mail of the original PennNet phone number. Advance One is only available between PennNet phone extensions.

Anonymous Call Block

Reject incoming calls from anonymous callers. Note that the call will not appear in the handset's Missed Call Lists.

Block Caller ID

Prevent your caller ID information from displaying on outgoing calls.

Call Forward All

Forward all incoming calls to another PennNet phone, a traditional phone at Penn, or any off-campus or cellular phone. Call Forward All overrides all call forwarding options (Advance One, Call Forward Busy, and Call Forward on Ring No Answer).

Call Forward on Busy

Eliminate busy signals when you're on the phone by redirecting calls to another number. The forward-to number can be a PennNet phone, a traditional phone at Penn, or any off-campus or cellular phone.

In order for Call Forward on Busy to work, Call Waiting must be turned off.

Call Forward on Ring No Answer

When you are unable to answer the phone, redirect calls to another number instead of voice mail. The forward-to number can be a PennNet Phone, a traditional phone at Penn, or any off-campus telephone or cell phone.

Call Waiting

Call Waiting is turned on by default. When you are on an active call, a short beep sound announces the new call and the display shows the telephone number of the inbound call.

In order for Call Forward on Busy to work, Call Waiting must be turned off.

Disabling Call Waiting removes the ability to split conference calls and to receive and place more than one call when you're already on the line.

Note: Anytime you turn on or off Call Waiting, you will need to restart your phone. To restart your phone, see "Usage Guidelines: Power Cycling" in this guide.

Passwords

Manage your voice mail passwords in real time.

Proxy

Designate a proxy to make adjustments or changes to your PennNet Phone account. A proxy can be any member of the Penn community who has a valid PennKey and password.

Voice Mail Delivery Method

Change your voice mail delivery method in real time. You can choose to manage voice mail messages by phone, by computer, or both.

Voice Mail Envelope

Hear the date and time before each voice mail message is played.

Voice Mail Caller ID

Unless the caller ID information is blocked, hear the caller ID before each voice mail message is played.

Logging into PPS

To access PPS, log in at <http://pps.voice.isc.upenn.edu/>. (PennKey authentication required.) PPS is also available from the Penn Voice Services home page at www.upenn.edu/computing/voice/.

Shared Number Features

Bridged Line Appearance

Configure a single number to appear on multiple handsets and each handset can answer and view the status of the Bridge Line Appearance number. An incoming call will simultaneously ring on all sets until answered on one of the sets in the group. Once the call is answered, the lamp indicator for the number remains lit on all of the phones. If the call is placed on hold, it can be picked up on any other phone in the group eliminating the need to transfer the call. Unanswered calls are sent to voice mail, if a voice mail account has been established.

To use BLA:

- To answer a call, lift the handset, press the Answer softkey, or press the speaker button.

- To place a call using the BLA number, press the BLA line button, and then dial the number.
- To place a call on hold, press the Hold softkey or the Hold button.
- To pick up a call that has been placed on hold, press the BLA line button next to the flashing red light, and then pick up the handset. (If you just pick up the handset, you will hear a dial tone to place a new call: you must press the BLA line button first).

To subscribe to BLA, contact your LSP (Local Support Provider).

Ring Group

You can configure up to 4 phones to share a telephone number which will ring simultaneously until the call is answered from a telephone within the group. Unanswered calls go to voice mail, if a voice mail account has been established.

To subscribe to Ring Group, contact your LSP (Local Support Provider)

Getting Help

For additional help with your Polycom 550 phone, go to Penn Voice Services at www.upenn.edu/computing/voice/ and click the link “Repairs, User Guides, FAQs.” To report repairs or problems with your Polycom IP phone, contact your LSP (Local Support Provider).

Usage Guidelines

Power Cycling

When power is lost, the phone will automatically power cycle or reboot itself to restore system settings. This takes several seconds; the LCD screen will go blank and then display with the message “Restarting Phone.”

When the phone is power cycling, you cannot receive any phone calls and callers will hear the message “We’re sorry, your call cannot be completed as dialed. Please check the number and dial again.” Additionally, any information stored in the Directories other than the Contact Directory is lost. Do not arbitrarily unplug or disconnect your phone from the data outlet or from the electrical outlet to cause it to power cycle needlessly.

To perform a soft reboot (rebooting without disconnecting the electrical cord) via the Menu button on the handset:

1. Press Menu
2. Press Settings (or 3 on the dial pad)
3. Press Basic (or 1 on the dial pad)
4. Press Restart Phone (or 5 on the dial pad).

To perform a hard reboot (rebooting by disconnecting or unplugging the electrical cord):

1. Disconnect the cord supplying the electrical power to the phone
2. Plug the electrical cord back in to the phone few a couple of seconds
3. Reconnect the Ethernet connection.



Important: If your phone power cycles, the information in the Call Lists is lost, so it’s not a good idea to depend on these for retrieving phone numbers. Save the numbers in your Contact Directory, which is not affected by power cycling.