

## Quick Guide for the SoundStation IP550/560

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# IP550/560 Button Diagram

1. Line Keys
2. Feature Buttons
3. Hold / Resume
4. Soft Keys (Context Sensitive)
5. Volume Keys
6. Speaker Phone
7. Headset
8. Mute
9. Feature Buttons
10. Delete Button
11. Scroll Buttons (Center: Select)
12. Message Waiting Indicator



# Telephone Feature Overview

**P**olycom offers a solution that fits all of your business communication needs. The SoundPoint® IP 550 & 560 deliver a Voice over IP telephone that seamlessly integrate with Broadcore.


An intuitive user interface offers dedicated, one-button access to common telephony features, and an information rich display delivers content for messaging, call information, directory access, and applications. The SoundPoint IP 550 & 560 offer superb voice quality when used in handset, headset, or speakerphone mode.

## 550 & 560 Features

- Four lines
- Hands-free speakerphone
- Backlit 320 x 160 pixel graphical grayscale LCD
- 4 context-sensitive soft keys
- Built-in 2 port hub 550: 10/100 Mbps & 560: Gigabit
- Standard headset Jack (RJ-9)
- Use with power supply or POE

## Reading the Display

Looking at your phone, your extension appears at the top left of the display. Also on the display is an icon of a phone. This phone icon will change depending on the status of the phone. Your display will show whether you are on the handset, headset, Speakerphone, or mute.

Icon (near extension)	Status (what's going on.)
Solid Phone (filled in)	Idle and ready
Dancing Musical Notes	Incoming call
Arrow Pointing Left	Making and outgoing call, not yet connected
One Arrow Moving Left, One Arrow Moving Right	On a call
HD	On a High Definition audio call
Phone with Blinking upside-down Handset	Call on hold
Envelope	Voicemail message waiting
Arrow coming down going up 	Call forward is enabled (Press soft key labeled forward then press soft key labeled disable)
Three Phones Dancing	On a three-way call
Bell with Slash	DND enabled on phone (Display will read "Do Not Disturb")
Hollow Phone	Phone is not registered and will be unable to place or receive calls. Check the cabling, reboot the phone (see below for details), If hollow phone indicator persists, call Contact Client Services

# How to Use your IP Phone

## Answer the Phone

### To Answer a call

- While phone is ringing, pick up the handset
- For Speakerphone, press the Speaker button
- To use your headset, press the headset button
- The soft key labeled ANSWER can be setup for headset or Speakerphone (see Phone Top Settings)

### To Answer a second call

- While on a call, a second call is seen on the screen, the indicator light blinks, and you hear a call waiting beep
- Scroll down once using the scroll button to highlight the incoming call
- Press the soft key labeled ANSWER

This will put the first call on hold automatically

### To go back to the first call

- Scroll down once
- Press the soft key labeled RESUME

### To mute a call

- Press the mute button.
- The mute button will turn solid red.

## Make a call

Dial a number, an extension or a conference bridge. Without picking up the handset or getting a dialtone first

- Simply enter all the digits you wish to dial
- Pick up the handset

**OR**

- Press the soft key labeled DIAL

## To put a Call on Hold

- Press the hard key on the phone labeled HOLD or the soft key labeled HOLD (either button works)

## To Pick up from hold, do not pick up the handset

- Press the soft key labeled RESUME
- Pick up the handset

## Voicemail

Ask your system administrator to be sure the voicemail is enabled, and get the voicemail portal number and default password. For more information, contact client services.

The first time you call your voicemail, you need to set up a new password and record your spoken name. Simply follow the prompts.

### From your Broadcore phone

- Press Messages
- Enter your password and pound (#)

### From any phone

- Dial the voice mail portal telephone number
- Enter your extension
- Enter your password and pound (#)

### From someone else's Broadcore phone

- Dial star 62 (\*62)
- Dial star (\*)
- Enter your password and pound (#)

### To clear the message waiting indicator

- Press star 99 (\*99)
- Press the soft key labeled DIAL.

## Transfer a call

Announced

### To Transfer a call, while on the phone:

- Press the soft key labeled TRANSFER
- Dial the extension or phone number you want to transfer the call to
- Press the soft key labeled SEND
- When the second caller answers, tell them who is on the line.
- Press the soft key labeled TRANSFER a second time to connect the two callers

Note: If the second party decides they do not want the call, press CANCEL before the final TRANSFER to speak to the first caller

Note: An announced transfer is recommended to some mobile phone providers. A blind transfer can sometimes go directly to mobile voice mail

## Transfer a call

Blind - Not Announced

### To Transfer a call, while on the phone

- Press the soft key labeled TRANSFER
- Press the soft key labeled BLIND
- Dial the extension or phone number you want to transfer the call to
- Press the soft key labeled SEND to connect the two callers
- If you want to speak to the first caller, press CANCEL before SEND

### To Transfer a call directly to a Voicemail while on a call

- Press the soft key labeled MORE
- Press the soft key labeled SENDVM
- Enter the extension number
- Press the soft key labeled ENTER
- Hang up

## Conference Call (Three-Way Calling)

### To Make a 3 Way Call

- Dial the first number or receive first call
- Press the soft key labeled MORE
- Press the soft key labeled CONFRNC. The first call is automatically put on hold. You get a dial tone
- Dial the second number
- Press the soft key labeled SEND
- Once the second caller has answered, Press the soft key labeled CONFRNC and everyone is together on a Three Way Call. Your display will show three phones dancing and the display will read "Active: Conference"

### To separate a 3 Way Call

- Press the soft key labeled SPLIT
- This drops both calls onto hold. You can see them both by call length and caller ID
- To pick up a call, select the call, press the soft key labeled RESUME
- To disconnect a call, select the call, press the soft key labeled RESUME and then press the soft key labeled END CALL

Note: For six way calling and conference bridge help, contact Client Services or your administrator.

## Call Park

Call Park is a “nonexclusive hold.” It puts a call on hold that can be picked up anywhere at the company. (Not a transfer.) A call can be parked by anyone at any extension and then the call picked up from any extension.

Once a call has been parked your phone is free for other calls. You should use overhead paging or instant messaging to utilize Call Park most efficiently. Only one call can be parked at any extension. If the parked call has not been picked up after 50 seconds, the call will ring back to the phone from where the call was answered and parked. The 50 second timer is customizable.

### Call Park

- While on the call you want to park
- Press the soft key labeled MORE
- Press the soft key labeled PARK
- Dial the extension
- Press the soft key labeled ENTER

### Park Pickup

Pick up any call parked at any extension while your phone is idle

- Press the soft key labeled MORE
- Press the soft key labeled PARKPCK
- Enter your extension
- Press the soft key labeled ENTER

# Phone Top Settings

## Adjust the Volume on the phone

Press the plus and minus keys for more and less volume. (- +)

Note: These buttons are located below the star, zero, pound (\*0#)

- While the phone is idle the volume keys adjust the ringer
- While on the handset, headset or speakerphone the volume keys adjust the volume

## Change the Ring Type

### To change the ring type

- Press Menu
- Press three on the keypad for SETTINGS.
- Press one on the keypad for BASIC
- Press four on the keypad for RING TYPE
- Press the soft key labeled PLAY
- Press SELECT to choose the one you enjoy most

## Call Recording

The IP 550 & 560 offer phone top recording. Contact Client Care for assistance and additional information.

- Press soft key labeled MORE
- Press soft key labeled MORE again
- Press soft key labeled RECORD
- Press soft key labeled START

The files will be located on the USB drive as a .wav file.

## Missed Calls Alert

The easiest way to clear your missed calls alert

- When the phone is idle, press the down arrow key.
- Review the calls if you like
- Press the soft key labeled EXIT

## Headset

See manufacturer for headset use. Once you setup your headset you can set your phone to go to headset instead of Speakerphone.

- Press menu
- Press three on the keypad for SETTINGS
- Press one on the keypad for BASIC
- Press one on the keypad for PREFERENCES
- Press three on the keypad for HEADSET
- Press one on the keypad for HEADSET MEMORY
- Press two on the keypad for ENABLED
- Press the soft key labeled SELECT
- Press menu

## Phone Reboot

Periodically, the phone may require a reboot. Reasons for this include accepting a new configuration or software upgrade.

There are two ways to reboot the phone:

- Simultaneously press and hold the Messages, Mute, and both Volume keys (see illustration) for more than 3 seconds or until a beep is heard and the display shows "reboot initiated."

### OR

- Unplug the power supply, wait two seconds and then plug in the power supply again.

Note: The reboot process is complete when the idle display is shown with the time and your extension.

# Special Features

These special features require some advanced setup. This is simply a brief overview. Contact Client Services for assistance and additional information.

## Broadcore Anywhere

You give out one number, your Broadcore number. Answer incoming calls on your mobile phone or at your desk.

While talking on the mobile to switch to the desk phone:

- Press the soft key labeled MORE
- Press the soft key labeled MORE again
- Press the soft key labeled PULL
- Continue talking, but switch from mobile to desk phone

## Group Call Pickup

For a small department set up a Pickup Group. When one phone rings in your department, you can answer that call from your desk.

While a phone is ringing in your Pickup Group:

- Press the soft key labeled MORE
- Press the soft key labeled GRPPCK
- Start talking

## Push to Talk

Intercom between Polycom phones.

- Press the soft key labeled MORE
- Press the soft key labeled MORE again
- Press the soft key labeled PTT
- Dial the extension
- Press the soft key labeled ENTER

Thank you for using Broadcore. Should you need any assistance with anything in this guide or other services feel free to contact Client Services.

Check back often to find out the latest features and news because we are working to stay on the cutting edge of what you need to do business.

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