



# Polycom Soundpoint IP550 Phone

## Clear Missed Calls List

1. Press Menu.
2. Select Features.
3. Scroll to Call Lists.
4. Press  $\checkmark$  to select.
5. Scroll to Clear... and select.
6. Scroll to Missed Calls or Received Calls, and select.
7. Confirm Delete.

**Display** changes based on what you are doing.

It's NOT a touch screen, so push the **soft key** under the word to select.

These buttons can be programmed to be other lines you answer, or speed dial.

**Speaker**

**Soft keys**

**Message Light**

- To scroll through lists, use  $\triangle$  and  $\nabla$  or hold down  $\triangle$  and  $\nabla$ .
- Press the \* key to page up. Press the # key to page down. Use these shortcuts when lists appear on more than one page.
- To move one level down and one level up when menus have submenus, use  $\triangleleft$  and  $\triangleright$ .
- To exit from any menu, press **Menu**.
- To exit from any directory, press **Directories**.
- Use the dial pad keys to navigate through and make selections in numbered menu lists.

**Mute**

**Headset Button**

Headset plugs in under phone.

**Speakerphone Button**




**Microphone** is under phone so sound bounces up & in.

**Transfer Button**

**Hold Button**

**Volume for ringer and phone**

## Set Your Ring Tone

1. Press the **Menu** button.
2. Scroll to **Settings**. Press  to select.  
If you have multi-line, Press Line 1 or Line 2.
3. Scroll to **Basic**. Press  to select.
4. Scroll to **Ring Type**. Press  to select.
5. Scroll through Ring Types. To play, press **Play**.
6. When you find the one you want as your default ring, press **Select**.
7. Press the **Menu** button to exit.



## To pick up someone else's phone

Dial \*88 plus their 4 digit number.

## To Forward Your Phone

If your phone is set to hunt for another line, press **Do Not Disturb**. Your calls will go directly to the next number.

If you don't have hunting, use the **Web User Panel**.

## Disable Call Forwarding

Press **Do Not Disturb** again,  
or use the **Web User Panel**.

## Put Calls on Hold

Press the Hold button.

## Resume Held Call

Press Resume soft key or press Hold again.



## Multiple Calls on Hold

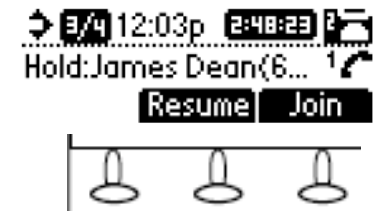
You can receive multiple calls on the same phone number.

While on the 1<sup>st</sup> call, if a 2<sup>nd</sup> call comes in, you will hear a Call Waiting tone.

Put the 1<sup>st</sup> call on hold to answer the next call.

## Resuming a Held Call from List

Press  or  to  
select the call you want,  
and  
press **Resume** soft key.



## Transfer a Call

1. Press **Trans** soft key. This places the caller on hold.



2. Enter other number (the one you want to transfer the call to).

### If you don't need to talk to the other person,

- Press **Trans** again or hang up.

### If you want to talk to the other person,

- Stay on the line and talk to them (your caller is on Hold and will only hear music).
- Then press **Trans** when you are ready to transfer the call.

### If they don't want the transferred call

- Press **Cancel** or **Resume**.
- You now have the call back.

## If you mis-dial

You can cancel the transfer by pressing **Cancel**, and start again

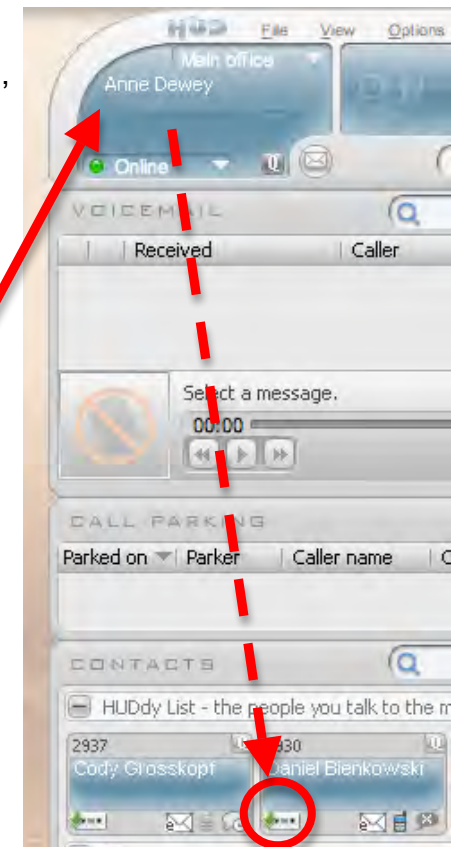
## To put the caller into their voicemail:

Dial the transfer # and let it ring to voice mail.





OR

Put them on hold and using the HUD software, drag the call to the voice mail icon for that person.

I can drag from anywhere in my name to Dan's voice mail icon to put the caller into Dan's voice mail.





## Enter contacts in Directory








1. Press **Menu**.
2. Press  to select **Features**.
3. Press  to select **Contact Directory**.
4. Press **More** soft key.
5. Press **Add** soft key.
6. Enter first name. Press  to go to next field.
7. Enter last name. Press .
8. Enter phone number.
9. Speed Dial number is assigned.
10. Press **Save**.



## Set a Distinctive Ring for a Contact

1. Press the **Dir** soft key.
2. Scroll through list to find the contact.
3. Press  to select it.
4. Press Edit soft key.
5. Press down arrow until the Ring Type field is displayed.
6. Press  to edit the Ring Type.
7. Enter the number for the Ring Type.  
You can see the ring types by doing the process at the left on how to Set Your Ring Tone.  
To remove the existing value, first press LEFT ARROW.
8. Press OK to accept or Cancel to cancel selection.
10. Press LEFT ARROW repeatedly to get back to home screen.

## Permanently Select Headset

1. Press Menu.
2. Scroll to Settings and press .
3. Press  to select Basic.
4. Press  to select Preferences.
4. Scroll to Headset and press .
5. Press  to select Headset Memory.
6. Scroll to Enabled and press .
7. Press Menu to return.
8. Press  twice to activate Headset Memory.

### To turn off Headset Memory Mode:

Repeat above, and select Disabled at step 6.

## Teleconferences (Conference Calls)

You can call two other people from your phone.

For more participants, set up a teleconference by emailing [helpdesk@scoe.org](mailto:helpdesk@scoe.org).

We have one toll-free number that we can schedule for you. We will provide the phone number and PIN for your event.