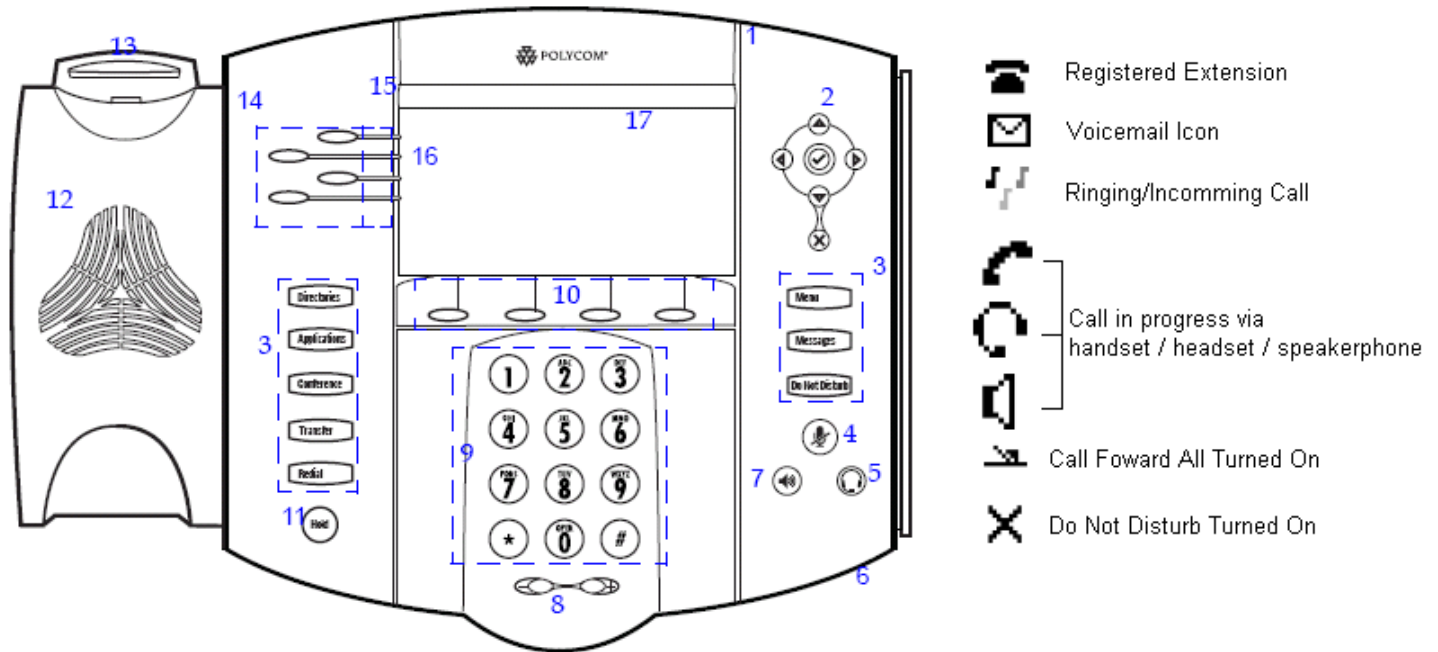


Getting to know your Polycom 550 phone



1. Message Waiting Indicator—This will alert you to incoming calls, new messages, and other events.
2. Navigation Keys—Used to navigate through menus.
3. Feature Keys
 - a. Menu— Access various menus and features
 - b. Messages—Quickly access your voicemail.
 - c. Do Not Disturb—Turn on/off DND
 - d. Directories
 - e. Applications
 - f. Conference
 - g. Transfer
 - h. Redial
4. Mute Button—Mute or un-mute microphone.
5. Headset Button—Direct call to optional headset.
6. Speaker Phone Microphone—Place your phone on a hard flat surface for best results.
7. Speaker Phone Button—Direct call to speaker phone
8. Volume Button.—Adjust volume for ringer, speakerphone, handset, or headset.
9. Number Key Pad.
10. Soft Keys—Buttons that change depending on call status/menu navigation.
11. Hold Button—Place an active call on hold, or take call off hold.
12. Speaker
13. Hook Switch
- 14/15/16.Extension/Line Icons—Displays icon based on current status of lines.



Placing a Call

- Pick up the handset, or press the speaker phone button, or a line button, or the New Call soft key.
- Dial the 10 digit phone number. No (1) required for long distance or (9) for an outside line.
- **When dialing an extension or feature code, or any number less than 10 digits, you MUST press the Dial or '#' Button when finished to dial the number.**
- While dialing a number, you can press the (<<) soft key to back space to fix a number error.
- Hang up the phone or press the (End Call) soft key to end the call.
- To redial the last number dialed, press the Redial button.

Receiving a Call

- When the phone rings the 3 soft keys that are displayed are (Answer) (Reject) and (Forward)
- Press the (Answer) soft key to answer the phone in speaker phone mode. (Or if you have a headset attached it will answer in headset mode.)
 - Alternatively you may also pick up the handset, press the speak phone button, or the Line button to answer.
- Press the (Reject) key to send the caller directly and immediately to voicemail.
- Press the (Forward) Key to forward the call to another extension.

Direct Call Intercept.

A personal may intercept and answer an incoming call to another phone/extension.

- While the other phone/extension is ringing dial *8 [Extension Number that is ringing]
- For example, if extension 350 is ringing, from any phone dial *8350

Call in Progress

While is call is in progress the 4 main soft keys that are displayed are (Hold) (End Call) (Trnsfer) and (Confrnc).

Call on Hold

- You may place the caller on hold by pressing the Hold Button. The line button with the call on hold will blink red.
- When a call is on hold, the soft keys that are displayed are (Resume) (New Call) (Trnsfer) and (Confrnc).
- To resume the call, press the 'Hard' Hold button again, or (Resume) soft key.

2nd Active call

- You can place a 2nd active call by placing the current call on hold, and pressing the (New Call) soft key or Line 2 button.
- You can quickly switch between the 2 active calls by pressing the appropriate Line button. This will not hang up the line for the active call, but place the call on hold.
- To end one of the active calls, press the (End Call) soft key.

Announced Transfer

You can transfer the current active call to any number or extension by talking to the transferring party first before completing the transfer.

- Press the (Trnsfer) soft key. This will place the caller on hold.
- Dial the desired number or extension.



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- After the new call answers, press the (Trnsfer) soft key again.
- To cancel the transfer, press the (Cancel) soft key.

Blind Transfer

You can quickly transfer the current active call directly to any number or extension.

- Press the (Trnsfer) soft key.
- Then press the (Blind) soft key.
- Dial the desired number or extension, then (send), and the call automatically transfers.
- Note: You can transfer someone directly to a persons voicemail by blind transferring them to [Extension] *.

Call Park/Pickup (Feature codes *70 & *71)

Call parking is a way of putting someone on indefinite hold with out tying up an active call on a phone, and can be picked up from any where with in the phone network. Essentially you are performing an announced transfer to *70. (Call Park Feature Code)

- Press the (Trnsfer) soft key. This will place the caller on hold.
- Dial *70
- The automated attendant will tell you what extension the call is parked on. i.e. "Extension 1"
- Press the (Trnsfr) soft key to complete the transfer to Call Park.
- That call can now be picked up from anywhere within the phone network.
- To pickup the call, place a new call to *71[Call Park Extension Number]
- Example, dial *712

3 way conference

- While in an active call press the (Confrnc) soft key. This will put the original party on hold.
- Dial the 3rd parties number or extension.
- After the 3rd party answers press the (Confrnc) soft key to have all the parties on a single call.
- You may also press the (Cancel) soft key before pressing the (Confrnc) soft key to cancel the conference call.
- While in an active 3-way Conference call you may press the (Split) soft key. This will end the conference call and place both all callers on hold. It will keep the original call on line 1, and call with the second party on line 2. You may now press the appropriate line button to resume or end the call with the proper party.
- If you have an active call and a call on hold, you can create a conference by pressing the Join soft key.

When doing a transfer or 3-way conference call, after pressing the appropriate soft key, and before dialing any digits, you may access your recent call lists or personal directory to lookup a number. You can use speed dial numbers.

- Press the Menu Button
- Press the Check Mark navigation button on 'Features'
- Press the Down Arrow navigation button to 'Call Lists' or 'Contact Directory'
- Use the navigation buttons to find the appropriate number. Use the Left Arrow navigation button to "Back Out one step"
- When the desired number is found, press the Dial button to call the number.



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Voicemail

Please setup your voice mail as soon as you get your phone.

Initial Setup

- Press your messages button.
- The default password is your extension number
- Follow prompts for voice mail box setup.
 - Enter new password when prompted followed by the # key.
 - New Password must be 2 to 4 digits long and cannot match your extension number.
 - Reenter new password when prompted followed by the # key.
 - Say your Name when prompted, followed by the # key.
 - Press 1 to accept, 2 to listen to your name, 3 to rerecord.
 - Speak your unavailable greeting when prompted, followed by the # key.
 - Press 1 to accept, 2 to listen to your recording, 3 to rerecord.
 - Speak your busy greeting when prompted, followed by the # key.
 - Press 1 to accept, 2 to listen to your recording, 3 to rerecord.
- Hang up phone

Checking Messages

- If you are located at your own phone and you have a current new message, press the messages button.
- Or from ANY phone in the network Dial * [Your Extension Number]
- From outside the phone network, or remotely, dial the main number and press the pound (#) key at the auto attendant, then entering your mailbox number which is your extension.
- For detailed voicemail navigation please refer to the separate Voicemail Guide. In summary press 1 to listen to your messages, 7 to delete a message, and 9 to save a message.
- Optional: You can receive voicemail to your e-mail as an attachment.

Advanced Navigation

While in voicemail you may change your unavailable/busy greetings, change your password, enable a temporary greeting to be played before your normal greeting, and other features. Please refer to the separate Voicemail Guide for these instructions.

Polycom Phone Advanced Features

During all navigation of the menus on the Polycom, you will see up/down/left/right arrows in the very upper left part of the display. This tells you from where you are at in the menu, what arrow keys will work. If you do not see a up arrow, then pressing the up arrow navigation button will not do anything, etc.

Call Lists

The Polycom phone stores the last 99 incoming and placed phone calls phones numbers.

Placed Call List

- To access the placed call list, press the right arrow navigation key.
- Use the up and down navigation arrow buttons to scroll through the list.
- Press the Dial button or pick up the hand set to call the number that is highlighted.
- Or press the check mark navigation button for more information on the number that is highlighted.
- Or press the (Save) soft key to save the number in your personal directory (Covered in the next section)
- To exit the list, and back out of the menus, press the left arrow navigation button.



- Alternatively, you can access this list by pressing Menu button → Features → Call Lists → Placed Calls.

Received/Missed Call List

- To access the received call list, press the left arrow navigation key at the main screen.
- To access the missed call list, press the down arrow navigation key at the main screen.
- Use the up and down navigation arrow buttons to scroll through the list.
- Press the Dial button to call the numbers that is highlighted.
- Or press the check mark navigation button for more information on the number that is highlighted.
- Or press the (Save) soft key to save the number in your personal directory (Covered in the next section)
- To exit the list, and back out of the menus, press the left arrow navigation button.
- Alternatively, you can access this list by pressing Menu button → Features → Call Lists → Received Calls.

Personal Directory

The Polycom phone can store 99 numbers in your personal directory.

Manually Add a Contact in personal directory

- You can access your directory by pressing Menu button → Features → Contact Directory
- Press the More/Add soft keys
- Use the navigation buttons to enter proper information.
- Using the key pad, enter the persons first name.
 - By default is starts in (ABC) mode. Which is alpha mode with letters capitalized.
 - You can switch between (ABC), (123), and (abc) mode by pressing the (1/A/a) soft key.
 - The (1) (*) (#) and (0) keys are used for special characters.
- Press the down arrow navigation button to get to Last Name:
- Using the same steps above, enter the persons last name.
- Press the down arrow navigation button to get to Contact:
- Using the same steps above, enter the contact phone number.
- Press the down arrow navigation button to get to Speed Dial Index:
- By default it will fill in the next available number for you. You can edit the speed dial index. If you want to clear the index, and not have one for that contact, when editing, press the left arrow navigation button to erase.
- Press the down arrow navigation button to get to Ring Type:
- This will assign a distinct ring for the contact if they call. Enter a number from 1 to 12.
- Press the down arrow navigation button to get Divert Contact:
- Here you have the option to forward this contact to a different number if they call.
- Press the down arrow navigation button to get Auto Reject: Use Right and left navigation keys to change.
- Here you have the option automatically reject the call if they call.
- Press the down arrow navigation button to get Auto Divert: Use Right and left navigation keys to change.
- Here you have the option automatically divert the call if they call. (note this setting on takes effect if you entered a Divert Contact: Number)
- Press the down arrow navigation button to Watch Buddy: Use Right and left navigation keys to change.
- This will allows you to see their phone status from the main screen when you press your Buddies soft key.
- Press the down arrow navigation button to Block Buddy: Use Right and left navigation keys to change.
- This will keep this contact from seeing your status on their buddy list.
- Press the (Save) soft key to save your changes or press the (Cancel) soft key to not save your changes.



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Auto Add a Contact

- While viewing your placed or received call lists, you can press the (Save) soft key to add the name/number to your personal directory.
- After you save this name/number, be sure to access your personal directory using the steps above to further edit/tune the contact name/number/speed dial/ and details.
 - Highlight the name in the personal directory
 - Press the check mark navigation key.
 - Press the (Edit) soft button.

Speed Dial

All contacts in your personal directory can be assigned a speed dial index as described above.

- To dial a speed dial number, Press the up arrow navigation key.
- Dial the number of the speed dial, or navigate to the speed dial using the navigation keys.
- You can now browse through your speed dial indexes, but cannot change them here, that must be done through your personal directory.

Buddy List

Buddy List allows you to see the status of a person's phone. Either online, busy, on the phone, away or offline. To watch a buddy or have them on your buddy list, you MUST have that extension added to your personal contact directory, which is described above. If you would like to keep track of that phone, set the 'Watch Buddy' setting to enabled in your contact directory, as described above.

- To see the status of your buddies, press the (Buddies) soft key from the main screen.
- To change your own status, press the (Mystat) soft key from the main screen.

Do Not Disturb

When Do Not Disturb is turned on, your phone will not ring, and callers will go directly to your voice mail.

- To Turn on Do Not Disturb, press the Do not Disturb button on the phone.

Call Forward All

You can forward all calls from your phone to any extension or outside line.

- To Turn on Call Forward Call, (Forward) soft key on the main screen.
- Enter any number you wish to forward to. Note it will remember your last number you entered.
- Press the (Enable) soft key to enable forward.
- To turn off forward, follow the same steps, and the soft key is now (Disable)

Ringer Tones

This Polycom comes with 12 different ringers.

- To change ringer, press the menu button
- Scroll down to Settings, press the check mark navigation button
- Press the check mark navigation button on Basic
- Scroll down to Ring Type, press the check mark navigation button
- Scroll through the ringers and press the soft key to listen, or soft key to choose that ringer.
- Press the left arrow key several times to return to the main screen.

Screen contrast, and date/time preferences.

If you ever need to change the contrast on your screen, or change the way the date and time is displayed on the screen, you can access these options by going to (Menu), Settings, Basic, Contrast or to (Menu), Settings, Basic, Preferences, Date and Time.