

POLYCOM IP PHONE FEATURES

Find out how to use your Polycom SoundPoint 500&501 COMMONLY USED FEATURES

FOR A COMPLETE LIST, PLEASE REFER TO www.isntelcom.com/ippbx

- HANDS-FREE SPEAKERPHONE
- LARGE, CONTENT-RICH 160 X 80 DISPLAY
- 4 CONTEXT-SENSITIVE SOFT KEYS
- BUILT-IN 2 PORT HUB
- MULTIPLE CALL APPEARANCES
- MESSAGE WAITING LIGHT
- STANDARD HEADSET JACK (RJ-9)



ANSWERING THE PHONE

To Answer a call you can:

- Pick up the handset
- If you have a headset, press the headset button

To Answer a second call:

- While on a call, a second call is seen on the screen, and the light blinks and you hear a call waiting beep.
- Press HOLD (this will hold your first caller)
- Scroll down using the scroll buttons to highlight the incoming call.
- Press ANSWER

To go back to your original caller:

- Press HOLD
- Scroll up
- Press ANSWER

To put a call on Speaker Phone:

- Press speaker button

PLACE A CALL ON HOLD

Press HOLD (there are 2 hold buttons - either button is OK)

To Pick-up from hold:

- Press RESUME
- Pick up the handset

TRANSFER A CALL (INCOMING OR OUTGOING CALL)

To Transfer a call, while on the phone:

- Press TRNSFER
- Dial the extension or phone number you want to transfer the call to
- Press SEND
- Press TRNSFER
- If you wait until the person answers, then click MORE then TRNSEFR
- If they decide they do not want the call, press CANCEL then RESUME to speak to the caller

To Transfer a call directly to a Voicemail:

- Press HOLD
- Dial*55 and the extension #
- Press SEND
- Hang-up

NOTE: If the number is less than 10 digits you have to press SEND, 10 digits automatically transfers.

CONFERENCE (THREE-WAY CALLING)

- Dial the first Number or receive first call
 - Press MORE, CONF
 - Dial the next number, SEND
 - Press MORE, CONF - and everyone is together on your Three Way Conference
- NOTE:** You cannot selectively disconnect a conference party using your phone. To disconnect you have to hang-up. But you can selectively disconnect using your call manager.

CALL FORWARD

To activate:

- Press *72
- Dial number to forward calls to

To deactivate:

- Press *73

For more call forwarding option login at <http://as.ipfone.com>

LAST NUMBER CALLED

- Press REDIAL soft key

RETRIEVE MISSED, RECEIVED, PLACED CALLS

1. Press MENU button.
2. Use Navigation (Scroll down and up) to find DIRECTORY then press SELECT soft key.
3. Use Navigation (Scroll down and up) to find missed, received or placed calls.
4. Press SELECT soft key.
5. Use Navigation to scroll through calls.
6. Press DIAL soft key to dial out missed, received or placed calls.

RING VOLUME

1. Press [+] or [-] VOLUME keys to increase or decrease volume
2. Setting is saved automatically

VOICEMAIL

Ask your system administrator to make sure the voicemail is enabled and to get your default password.

You can access voicemail in one of three ways:

- Press the feature buttons Messages on the bottom right of your phone, press 1 or select.
- Dial your extension or DID number and wait for voice portal to pick up.