

## VOICE MAIL

**Message Waiting Indicator LED on the front of the phone and individual line LED indicators will flash and stutter dial tone in place of normal dial tone will sound to indicate that message(s) are waiting at the message center.**

To listen to voice messages:

1. Press and select Message Center.
2. If multiple lines are in use, select from which line messages are to be retrieved.
3. Display indicates number of messages and their importance.
  - Press Connect to initiate Voice Mail retrieval from the Message Center, or
  - Press Clear to turn off the flashing LED without listening to messages.
4. Follow voice prompts to listen to messages.

\* - Voice Mail is an optional feature that must be configured on the call server. Particulars and menu options may vary.

## CONTACT DIRECTORY

**To add or edit a contact in your local phone directory:**


1. Press the **Directories** button and select **Contact Directory**.
2. Press **Add** to enter another contact into the phone's database or highlight an existing entry for editing, and then press **Edit**.
3. Enter first and/or last name from the keypad. Press the **1/A/a soft key** to select between numeric and upper / lower case alphanumeric modes. Press the **Encoding** soft key to access special characters in other languages if necessary.
4. Pick and enter a unique Contact number (*not already in the directory*). The Speed Dial Index will automatically be assigned the next available index value, but it can be modified.
5. Enter Ring Type and Divert Contact, if desired.
6. Use and to switch between Enabled and Disabled settings for the last four fields.
7. Press **Save** to confirm or **Cancel** to abandon the changes, then press the **Diectories** or the **Exit soft keys** to return to the idle display.

**To search for a contact:**

1. Press More, then Search from the Contact Directory menu.
2. Using the dial pad, enter the first few characters for First or Last names.
3. Press Search to search for contacts.
4. Successful matches can be dialed from the resulting screen.

Contacts can be easily added from Call Lists. For more information, see **CALL LISTS** section

## VOLUME ADJUSTMENT

Press the  volume keys to adjust handset, headset, and hands-free speaker volume during a call. Pressing these keys in idle state adjusts the ringer volume.

To conform to regulatory requirements, handset and headset volume will return to a preset level after each call, but the configuration can be changed. Hands-free volume settings will be maintained across calls.



**WAVESTREET**  
managed services



## Polycom SoundPoint IP 550 Quick User Guide

### Primary Support

Submit Ticket: <http://wavestreet.com/support>

### Secondary/**Emergency** Support

Technical Support Line: (408)471-9700

### User Information:

Extension Number: \_\_\_\_\_

Phone Number: \_\_\_\_\_

### Customer Control Panel:

[http://\\_\\_\\_\\_\\_.voippbxsite.net](http://_____.voippbxsite.net)

Username: (Your Extension Number)


Password: (Your Voicemail Password)



## PLACING A CALL


**Using the Handset:** Pick up the handset and dial the desired number, or dial the desired number first and then pick up the handset.


### Using the Speakerphone:

1. With the handset on-hook, press:
  - Any assigned line key, or  button, or NewCall soft key.
  - Dial the desired number.

### Using the Optional Headset:


(Headset Memory Mode enabled)

1. With the headset connected, press:
  - Any assigned line key, or  button, or NewCall soft key.
  - Dial the desired number.

During a call, you can alternate between handset, headset, or hands-free modes by pressing the  or keys, or picking up the handset

## ANSWERING A CALL

**Using the Handset:** Pick up the handset.

**Using the Speakerphone:** With the handset on-hook, press:  button, or the line key, or Answer soft key.




**Using the Optional Headset:** Press .

## CALL TRANSFER

During a call, press or the **Transfer soft key** (the active call is placed on hold). Press the **Blind soft key** if a blind transfer is required. Place a call to the number to which you want to transfer the call or use the arrow keys to access the number from a call list, and press the Dial soft key. As soon as ring-back sound is heard, or after the party answers, press to complete the transfer.

Transfer may be cancelled during establishment by pressing the **Cancel soft key**. The original call is resumed.

## CALL HOLD AND RESUME

During a call, press  or the **Hold soft key**. Press the **Resume soft key**, or the **line key** to retrieve the call. If multiple calls are on hold on a single line key, use the  and  keys to select the desired call, then press the **Resume soft key** to return to this call. If calls are on hold on more than one line key, the call details can be viewed by pressing and holding the desired line key. If a line key is pressed briefly, the first call on hold on that line key will be retrieved.

## 3-WAY CONFERENCE CALLS

**To create a three-way conference call:**

1. Call the first party.
2. Press or the **Confnc soft key** to create a new call (the active call is placed on hold)
3. Place a call to the second party
4. When the second party answers, press again to join all parties in the conference
5. When a conference has been established, pressing the **Split soft key** will split the conference into two calls on hold

Placing the call on hold on the conference originator's phone will place the entire conference on hold.

A conference may be created at any time between an active call and a call on hold (on the same or another line) by pressing the **Join soft key**.

Ending the call on the conference originator's phone will allow the other parties to continue the conference.

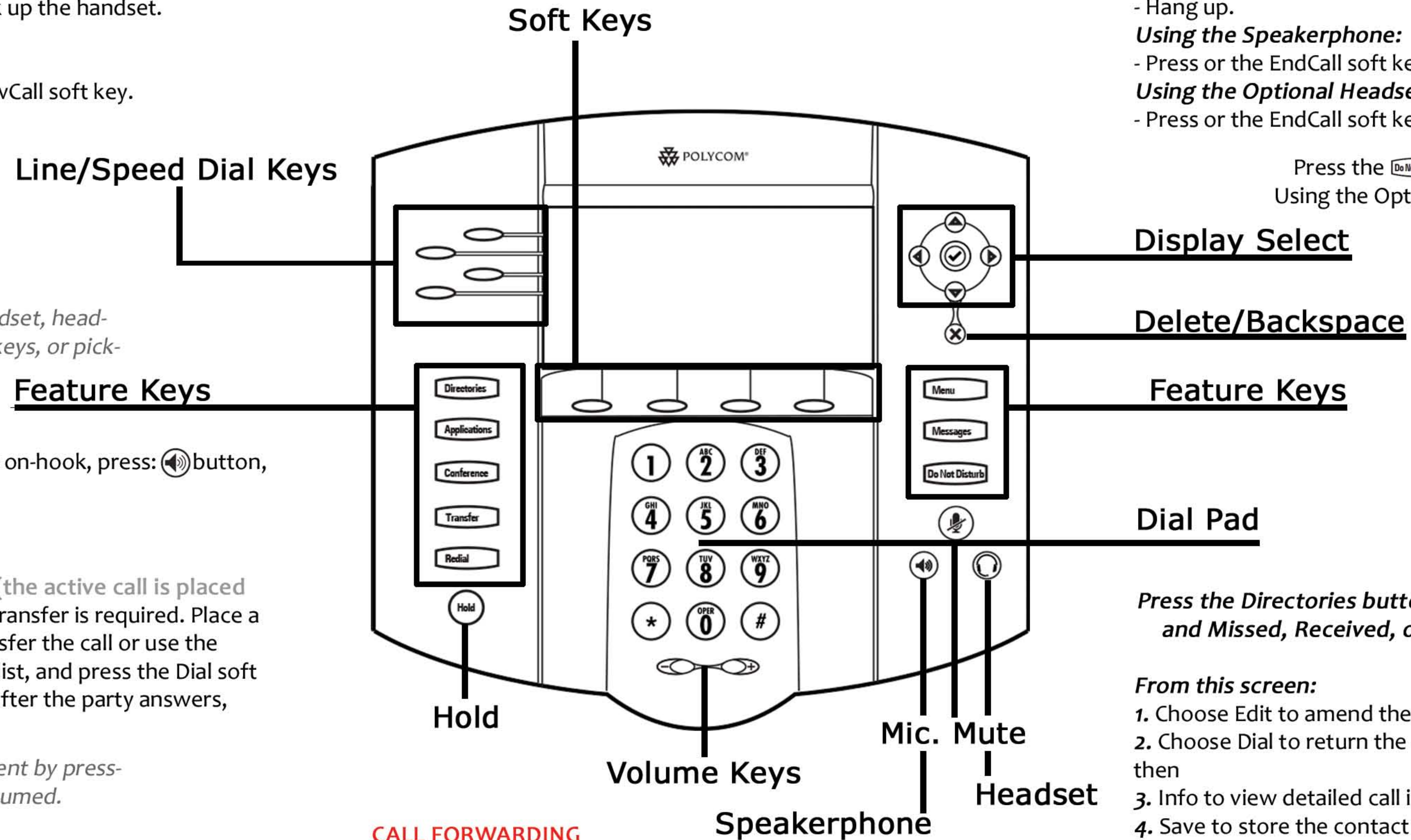
## SPEED DIALING

To assign a speed dial index, see

## CONTACT DIRECTORY

To dial a number assigned to a line key, press the line key opposite the number.

To quickly view the speed dial list from the idle display, press .




## CALL FORWARDING

**To turn call forwarding on:**

1. Press the Forward soft key from the phone's idle display or press the Menu button and select Features and Forward.
2. If multiple lines are in use, select which line to forward.
3. Enter a number or URL to forward all future calls to.
4. Press the Enable soft key to confirm Call Forwarding. A moving arrow replaces the usual indicator for that line to confirm Call Forwarding is enabled.

**To turn call forwarding off:**

1. Press the Forward soft key from the phone's idle display or press the Menu button and select Features and Forward.
2. If multiple lines are in use, select which line to disable the feature on.
3. Press the Disable soft key.

During a call, you can alternate between handset, headset, or hands-free modes by pressing the  or keys, or picking up the handset

## RING TYPE

You can select different rings to match your preferences and distinguish between calls on lines.

**To change the incoming ring:**

1. Press the Menu button and select **Settings** followed by **Basic**, and **Ring Type**.
2. If multiple lines are used, first select which line to change.
3. Using the **Up** or **Down** arrows, highlight the desired ring type. Press the **Play** soft key to hear the selected ring type.
4. Press **Select** to change to the selected ring type.

## ENDING A CALL

**Using the Handset:**

- Hang up.

**Using the Speakerphone:**

- Press or the EndCall soft key.

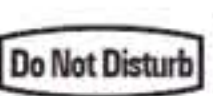
**Using the Optional Headset:**

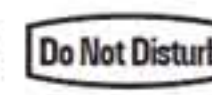
- Press or the EndCall soft key.

## REDIAL


Press the **Redial** soft key or button to redial the most recently dialed number.


## DO NOT DISTURB

Press the  button to prevent the phone from ringing on incoming calls.

Press the  button again to turn off Do Not Disturb. Using the Optional Headset: Press or the EndCall soft key.

## MICROPHONE MUTE

During a call, press . Mute applies to all modes: handset, headset, and hands-free. You can hear all other parties while Mute is enabled.

To turn off Mute, press again .

## CALL LISTS

Press the **Directories** button followed by **Call Lists** (or just **Cal Lists**) and **Missed, Received, or Placed Calls**, as desired. Information on respective calls will be displayed.

From this screen:

1. Choose Edit to amend the dial string before dialing.
2. Choose Dial to return the call. For additional choices, press More then
3. Info to view detailed call information.
4. Save to store the contact to the Contact Directory.
5. Clear to delete the call from the list.

Press **More and Exit soft keys** to return to the idle display.

To quickly view respective call lists from the idle display:

Press  for Placed Calls.

Press  for Received Calls.

Press  for Missed Calls.

## DISTINCTIVE RINGING / CALL TREATMENT

You can set distinctive incoming ringing tones for different contacts in your local directory.

**To set a distinctive ring for a local contact:**

1. Press the **Directories** button and select **Contact Directory**.
2. Using the arrow keys, scroll through the directory to choose a contact.
3. Press **Edit** and scroll down to **Ring Type**.
4. Enter a number corresponding to one of the ring types available (see instructions in the RING TYPE section above for available ring types and their corresponding numbers)
5. Press the **Save soft key** or **Cancel** to abandon the change, then press the **Directories** button to return to the idle display.

## HEADSET MEMORY MODE

For regular headset users, there is an option to default all calls to go to the headset.

**To turn Headset Memory Mode on:**

1. Press and select **Settings** followed by **Basic**, **Preferences**, and **Headset Memory**.
2. Use the **Up** or **Down** arrows and **Select** soft key to enable Headset Memory Mode.

**To turn Headset Memory Mode off:** Repeat steps 1 and 2 and select **Disable**