

User Guide

Polycom IP 550/560

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- How to answer a call
- How to terminate a call
- How to redial a number
- How to mute a call
- How to set a call on hold
- How to transfer a call
- How to make conference calls

Phone preferences

- How to change the ring tone
- How to set the language
- How to adjust the volume

Voicemail & Call history

- How to listen to your voicemail
- How to consult the call history
- How to clear call history

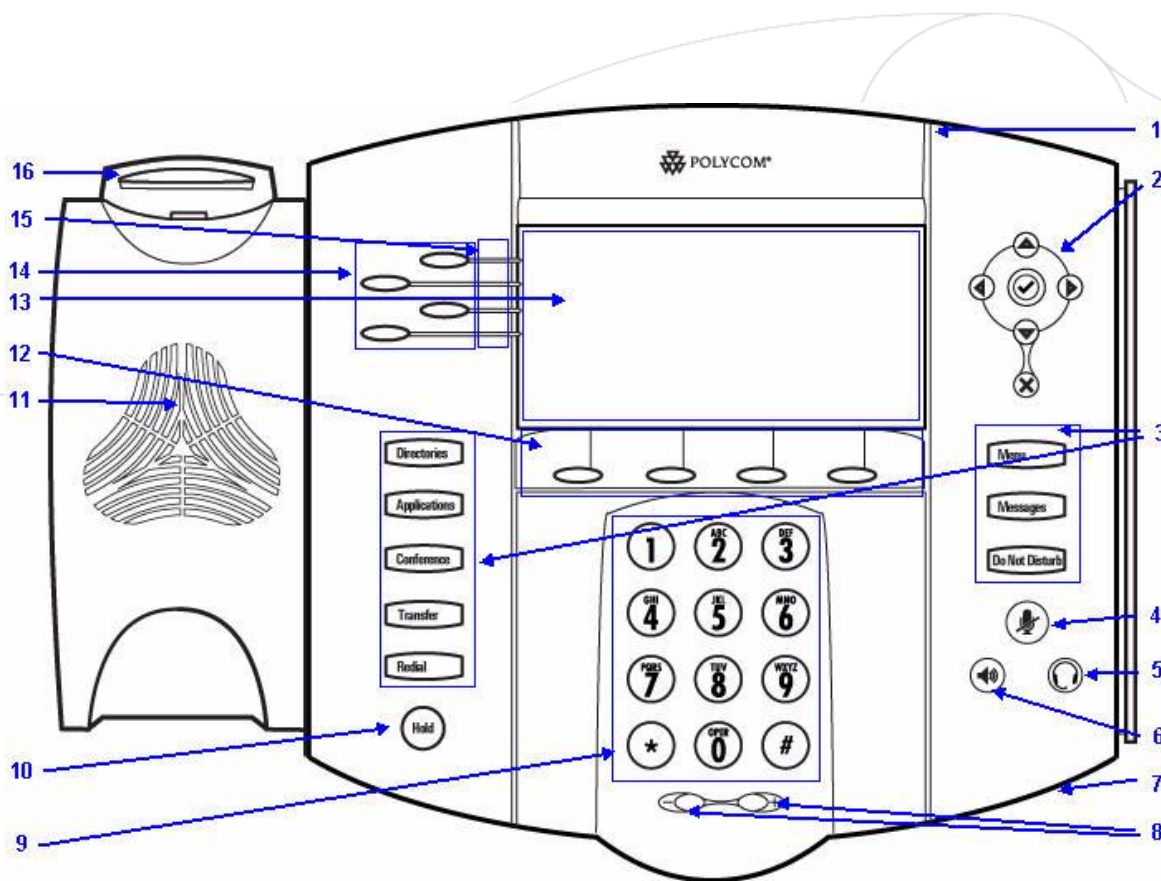
Contacts management

- How to add a contact
- How to search a contact
- How to search a contact in corporate directory

Various

- Idle display
- How to reboot your phone
- How to reset your phone

Polycom IP 550/560 : phone overview



- 1 : Message waiting indicator
- 2 : Arrow keys
- 3 : Feature keys
- 4 : Microphone mute
- 5 : Headset
- 6 : Speaker phone
- 7 : Handsfree microphone
- 8 : Volume keys
- 9 : Dial pad
- 10 : Hold
- 11 : Speaker
- 12 : Soft Keys
- 13 : Graphic display
- 14 : Line/Speed dial key
- 15 : Line indicators
- 16 : Hook switch

Basic telephony features

- How to place a call ?

- Using the **handset**:

1. **Type** the number on keypad
2. Press the **Dial** button
3. **Pick-up** the handset

- Using the **speaker**:

1. **Type** the number on keypad
2. Press the **Speaker** button
3. Press the **Dial** button

- Using the soft key **New Call**

1. **Pick-up** the handset
2. **Type** the number
3. Press the **Send** soft key

OR

1. Press the **Speaker** button
2. **Type** the number
3. Press the **Send** soft key

OR

Note :

- ➔ You must add a « 0 » before any external number
- ➔ Emergency numbers can be dialed without any preceding « 0 » (100, 110,...)


Basic telephony features (2)

- How to answer a call?

- Using the **handset**:

1. **Pick-up** the handset

- Using the **speaker**:

1. Press the **Speaker** button  OR
2. Press the **Answer** soft key

Note :

- ➔ These steps apply when the called party is NOT in another call

- How to end a call?


- Press the **End call** soft key OR
- **Replace** the handset OR
- Press the **Speaker** button (6) if in handsfree speakerphone mode

- How to redial a call?


- Press the **Redial** button (3)

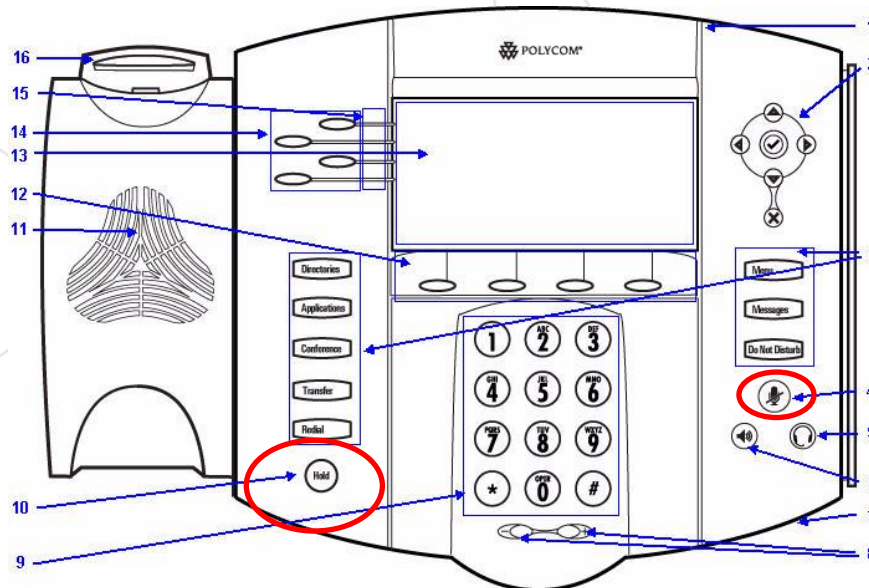
Basic telephony features (3)

• How to mute a call?

- Press the **Mute**  button. (4)
The microphone is muted (with the handset and in handsfree state)

• How to set a call on hold?

- Press the **Hold**  button.
Music is played to the caller.
- To retrieve call press **Hold** again



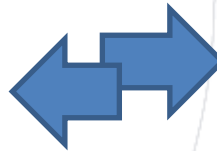
Basic telephony features (4)

- How to transfer a call?

2 options

Blind transfer (1)

You transfer the call without speaking to the third person and you forget the call



Warm / Attended transfer (2)

You first speak to the third person before transferring the call.

Basic telephony features (5)

- How to do a warm transfer?

Press **Trnsfer** soft key during call
OR **Transfer** button



The active call is set on hold

Enter **extension** to transfer to

When 3rd party answers :

Press **Trnsfer** soft key
OR **Transfer** button



What the 3rd party sees :

- when you talk to 3rd party: 3rd party sees your extension
- when the call is transferred: 3rd party sees initial caller ID *

* Feature dependent of configuration

Basic telephony features (6)

- How to do a blind transfer?

Press **Trnsfer** soft key during call
OR **Transfer** button 

The active call is set on hold



Press the **blind** soft key

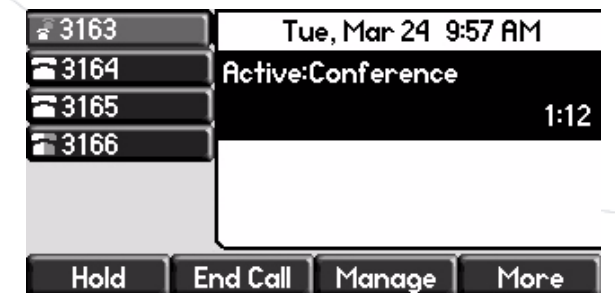
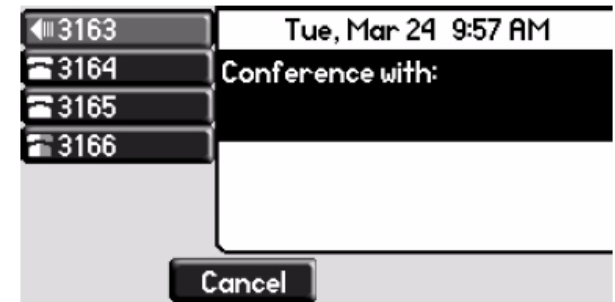
Enter **extension** to transfer to

Call is connected to the 3rd party

3rd party sees : initial caller ID

Basic telephony features (7)

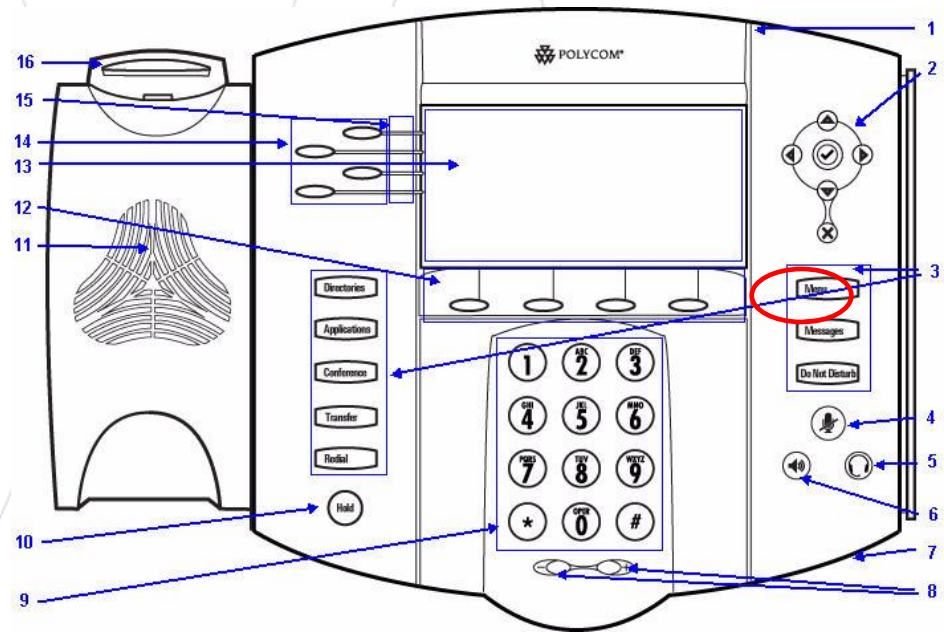
- How to make conference calls with 3 people?
 - Initiate a 3-party conference call directly via your phone.
 1. Call the first person
 2. During the call. Press the soft key **CONFRNC** or the button  (the actual call is on hold)
 3. Enter the number of the third person
 4. Press the **SEND** soft key
 5. When 3rd person answers press again on button softbutton **CONFRNC** or 
 6. You see “Active:Conference” on the screen
 - To end the conference, press the **End Call** soft key. The other participants remain connected



Phone preferences (2)

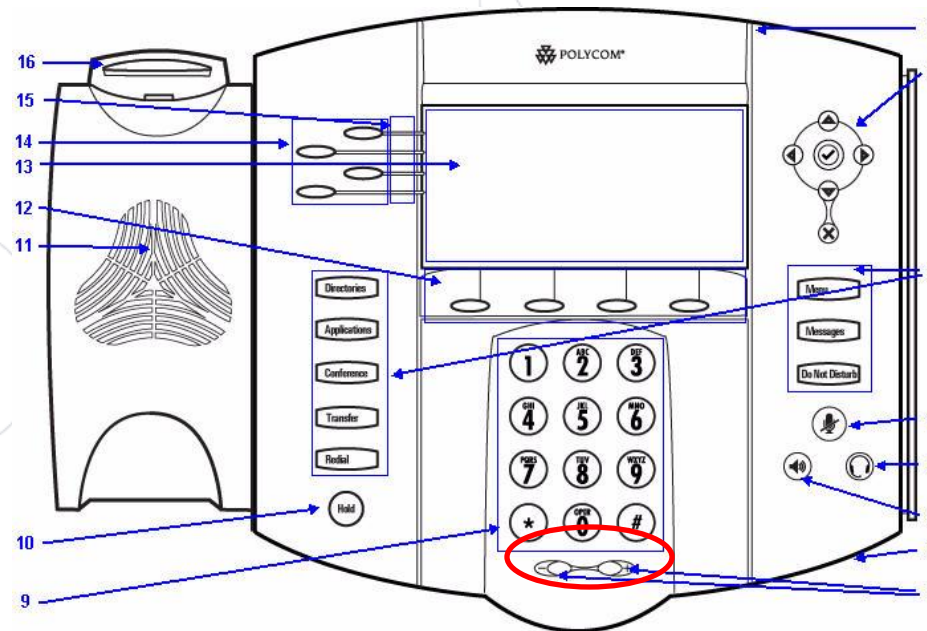
- How to change the language?

- Press **Menu**
- By using the arrows, go to **Settings**
- Select “settings” by pressing the **v** button (in the middle of the arrows)
- Select “Basic” by pressing the **v** button
- Go to **Language** by using the arrows
- Press **v** to confirm your choice
- The text that appears on the graphic display will change to the language of your choice





Phone preferences (3)

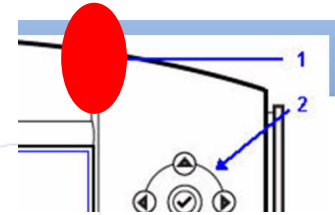
- How to adjust the volume?
 - Press the **volume keys** (10)
 - Ring tone : press « + » or « - » when ringing
 - Voice: press « + » or « - » when speaking



Voicemail & Call history

- How to listen to your VoiceMails?

- Everyone has his own voicemail service *
- Works like GSM voicemail
- Red (LED) light flashing on top right corner? New voicemail is in !
- Little envelope on screen? New voicemail is in ! 
- If configured, voice mail also sent via email
- You can listen your voicemail via the **Message** Button 
 - Choose Message Center via the softbutton **Select**
 - You see the status of messages (New & Old)
 - Press **Connect** to go directly to your Voicemail



* Feature availability dependent of configuration

Voicemails & Call history (2)

- How to consult your Call history?

Received calls

- Press **Menu (13) > Features > Call Lists > Received Calls**
- Press the **Callers** soft key (you may need to navigate using the **More** soft key) *

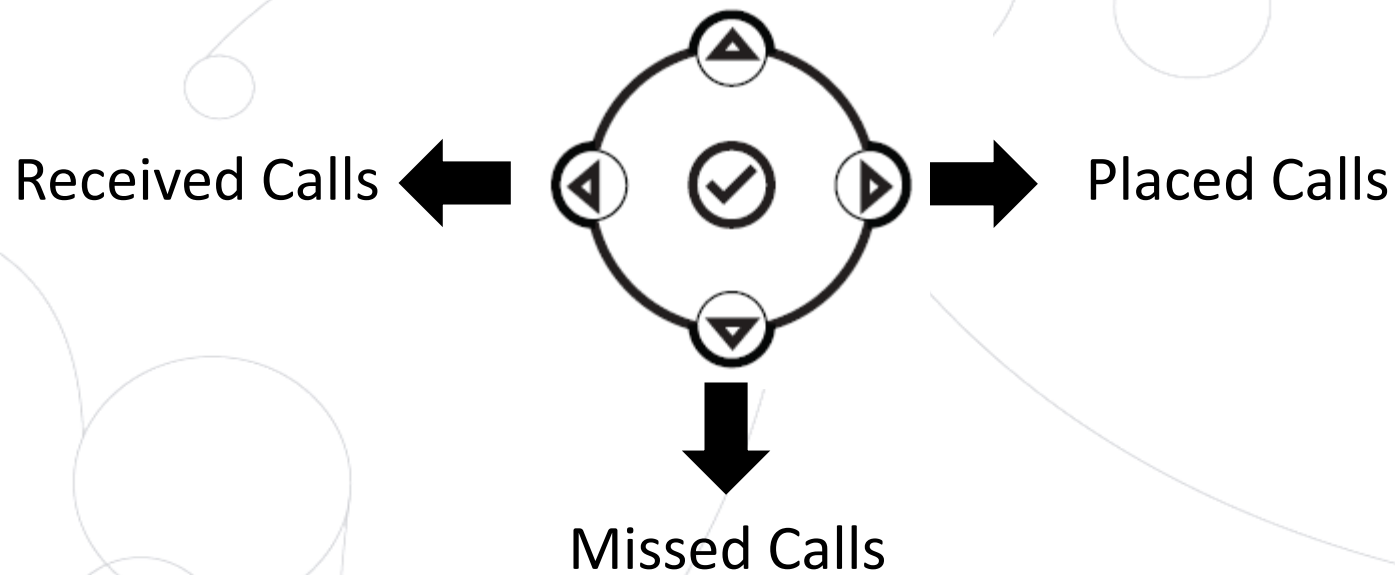
Placed calls

- Press **Menu (13) > Features > Call Lists > Placed Calls**
- Press the **Dial** button

* May not be available depending on the phone configuration

Voicemails & Call history (3)

- Other way to consult the Call history



Voicemails & Call history (2)

- How to clear your Call history?
 - Press **Menu (13) > Features > Call Lists > Clear**
 - Select **Received calls** or **Placed Calls**
 - Confirm by **Yes**

Contact management


- The phone has a local Contact Directory
 - *It can be that your phone is configured to always replace contacts from Contact Directory by the extensions on the PBX. On latest implementations (Fusion v.2+, Belgacom Unify v.2+,..) local contacts are kept by default*
 - Add a contact
 - Search
- Corporate directory: lookup on PBX *

* Feature availability dependent of configuration.

Contacts management

- How to add a contact?

Manual Add-on

- Press **Directories** 
- Select **Contact Directory**
- Press the **More** soft key
- Press the **Add** soft key

- Enter first and/or last name of the contact from the keypad


Use the **1/A/a** soft key to select between numeric and upper/lower case alphanumeric modes

- Enter a **contact number**



Contacts management (2)

- How to search a contact?

- Press **Directories**: 
- Select **Contact Directory**
- Press the **More** soft key
- Press the **Search** soft key
- Using the dialpad, enter the first few characters of the contact's first or last name
- Press the **Search** soft key again
- You can dial any successful matches from the results on the graphic display



Corporate Directory

- How to search a contact in Corporate Directory? *
 - Press the **Directories** button
 - Navigate to **Corp Dir** and press **v**
 - Search for a contact using the **dialpad**
 - e.g : to search Tim , press 8 1x then 4 3x then 6 1x
 - Lookup is done on the PBX Corporate Directory

* Features availability dependent of configuration

Idle display

- User extension & status

- The phone can display the **extension** & current **user status** *
 - OFFICE
 - BUSY
 - TELEWORK
 - HOLIDAY
 - OUTOFFICE
- Status can be changed using the **Status** soft key *

- Dynamic queue login status

- The phone can also display the **dynamic login status in queues** *
 - X__ for example (logged into first configured queue)

* Features availability dependent of configuration

Reboot

- How to reboot your phone?

- Plug out – plug in the PoE cable

OR

- Press **Menu** > **Settings** > **Basic** > **Restart Phone**

OR

- Press the 2 **Volume buttons** (10) + **Speaker** (8) + **hold** (6) simultaneously

➡ This operation takes about 2 minutes

Why should I reboot my phone ?

- If the IT administrator has made changes to the configuration
- If there is any problem, a reboot is the first action to take

Phone reset

- How to clear user settings?

- *Reset user configuration: language, ringtone, directory*
- Press **Menu > Settings > Advanced**
- Enter the admin password: **456** by default
- Press **Admin Settings > Reset to Defaults > Local Configuration**
- *After some time the phone will reboot and get the default user configuration from the SOP*

- How to clear device settings?

- *Reset network configuration*
- Press **Menu > Settings > Advanced**
- Enter the admin password: **456** by default
- Press **Admin Settings > Reset to Defaults > Reset Dev. Settings**
- *After some time the phone will reboot and get his network configuration from the SOP*

Phone reset (2)

- How to make a factory reset?

- *This will format the phone's filesystem*
- Press **Menu > Settings > Advanced**
- Enter the admin password: **456** by default
- Press **Admin Settings > Reset to default > Format File System**
- *After some time the phone will reboot and get his default configuration from the SOP*