

POLYCOM IP 550 & 650 QUICK START

MAKING A CALL

Dial the number you wish to call using the keypad and press "Dial". The phone will dial the number and your call will be connected.



MANAGING YOUR VOICEMAIL ACCOUNT

Press the "Message" or



A voice menu system will ask you to enter your Personal

- Identification Number (PIN) followed by "#".

The initial options you are presented with, are the following:

- Dial * to play your messages.
- Dial "9" to go to options.
- Dial pound "#" to exit.

*When you dial "9" for options, the following options will be announced by the voicemail system.

*Dial the respective numbers to change and update these features:

- "1" allows you to change your profile status.
- "5" allows you change your self-identification message.
- "6" allows you to play mailbox information.
- "7" allows you change your voicemail PIN number.
- "8" allows you to change your greeting message.
- "9" allows you to restart the voice menu prompts.

HOW TO MAKE A CONFERENCE CALL

- Make or Answer a call.



- Press the "Confrnc" soft key. The first caller will be put on hold.
- Dial the number of the caller you wish to add to the conference call and press the "Confrnc" soft key. The caller will be added to the conference.



- While in a conference call you can do the following:
- Press the "Hold" soft key to place the conference on hold.
- Press "End Call" soft key to end the conference call.
- Press the "Split" soft key to split the conference into two individual calls.

A conference with up to three participants (yourself and two others) can be made using this procedure.

TRANSFER DIRECT TO VOICE-MAIL

To transfer a caller directly to the Voice-mail of an Extension:

- Dial *4 + <extension number>
For example;
*4100, will leave a voice-mail message for extension 100.

HOW TO MAKE A BLIND TRANSFER

Note: A Blind Transfer is a transfer to another extension without actually initiating a call to the end destination. The call is blindly transferred to the destination. By comparison, an attended transfer is a transfer where before actually transferring to the destination, the call is put on hold and another call is initiated to confirm whether the end destination actually wants to take the call or not. These two calls are then merged together.

BLIND TRANSFER METHOD

- Press the "Answer" soft key to answer an incoming call.



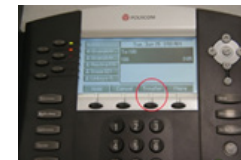
- Press the "Trnsfer" soft key. Enter the extension number of the person you would like to transfer the call to.
- Press the "Blind" soft key and dial the extension number of the person you would like to transfer the call to. Press the "Send" soft key.

ATTENDED TRANSFER METHOD

- Press the "Answer" soft key to answer a call.
- Put the caller on hold by pressing the "Hold" button on the touch screen.



- Press the "Trnsfer" soft key to start the attended transfer procedure. This will automatically put the caller on hold. Dial the extension number of the person you would like to transfer the call.
- Press "Send" to call.



- The transfer recipient answers & accepts to take the call.
- Press the "Trnsfer" soft key to transfer the call.
- The original caller & the transfer recipient are connected.
TIP: You can also press the line key at the top left of the above screenshot to inform the caller that you are about transfer the call to the end destination.

