Polycom SoundPoint IP 550, 650, and 670 - sipXecs End User Quick Start Guide

Voicemail Setup

To access the voicemail system, press the **Messages** button on your phone.

If you have multiple line appearances on your phone, you will have to select the account you want to access voicemail on by selecting **Message Center** and then choose the line.

Set your PIN number

By default, each user is assigned the PIN number **1234**. Users will need to change their PIN number when they initially log into the voicemail system.

1. Log into the voicemail system. If you have never changed your PIN number, the default PIN number is **1234**.
2. Press **5** to change your voicemail options.
3. Press **5** again to change your PIN number. You will be asked to input your current PIN number and then to press the **#** key. If you have never changed your PIN number, the current pin number is **1234**.
4. Enter your desired PIN number (at least 4 digits long), and then press **#**.
5. Enter your desired PIN number again, and then press **#**.

Your PIN number has now been set.

Record Your Name

Without recording your name, callers will hear the following message when they reach your voicemail:

- "The owner of extension XXXX is not available. Please leave a message. When you are finished, press 1 for more options."

If you have recorded your name, the caller will be greeted with the following message:

- "is not available. Please leave a message. When you are finished, press 1 for more options."

To record your name once you have logged into the voicemail system:

1. Press **5** to change your voicemail options.
2. Press **2** to record your name.
3. Record your name, then press #.
   - To listen to the recording, press **1**.
   - To save and use the recording, press **2**.
   - To delete the recording and try again, press **3**.

Record A Personal Greeting (optional)

To record a personal greeting once you have logged into the voicemail system:

1. Press **5** to change your voicemail options.
2. Press **1** to record a personal greeting.
3. Press **1** to record a standard greeting.
4. Record your greeting, then press #.
   - To listen to the recording, press **1**.
   - To save and use the recording, press **2**.
   - To delete the recording and try again, press **3**.

Once you have completed this step, your basic voicemail settings have been activated. If you wish to set more advanced options, you may follow the instructions on the VoIP End User Documentation page.

Call Management

Making Calls

To make a call, you can either:

- Dial the number while the phone is on hook. Once you have finished dialing the number of the party you wish to speak with, you may either lift the

  handset, press the button, or press the **Dial** softkey.

> ⚠️ A softkey is a button located just below the phone screen which can change given the current phone state.

- Dial the number while the phone is off hook. After you press the ![speaker] button or lift the handset, dial the number of the party you wish to call.

Redial

To redial the previously dialed number,

> ℹ️ **Polycom SoundPoint IP 335**
>
> press the **Dial** button.

> ℹ️ **Polycom SoundPoint IP x50 and x70**
>
> press the **Redial** button.

Receiving Calls

When you are receiving a call you have several options: Answer in handset or handsfree mode, or reject the call.

- To answer in handsfree mode either press the ![speaker] button or press the **Answer** softkey.
- To answer in handset mode, simply lift the handset and begin your conversation.
- To reject the call, press the **Reject** softkey.

> ⚠️ Rejecting the call immediately sends the caller to your voicemail.

Receiving Calls While on the Phone

If you receive a call while you are on the phone with another caller, your phone will notify you by emitting a short "beep" and showing the calling party's Caller-ID information.

To answer the call you can either:

1. Place the current call on hold by pressing the **Hold** button.
2. Your phone will begin to ring and you may press either the **Answer** softkey, the ![speaker] button or lift the handset to answer the call.

> ⚠️ This places the current call on hold. If you wish to conference the two parties together, refer to the #Impromptu Call Conferencing section of this guide.

Or you can select the incoming call using your arrow keys:

1. When a call comes in and you are on the phone, use the down arrow key to highlight the incoming call.
2. Once highlighted, you may either **Answer** or **Reject** the incoming call.

> ⚠️ If you choose to answer the call, the current call will be placed on hold. If you wish to conference the two parties together, refer to the #Impromptu Call Conferencing section of this guide.

Call Transfer

Call transfer can be accomplished a few different ways. The default transfer method is an **Attended Transfer**

- In an **Attended Transfer**, the party transferring the call waits for the destination number to answer the phone. After the person at the destination number has answered the phone, the party transferring the call states the nature of the call and completes the transfer.
- **Blind Transfer** will transfer the call to the destination number without first connecting with the destination number.

Attended Transfer

1. With the calling party on the line, press the **Transfer** button. This places the calling party on hold.
2. Dial the number of the party you wish to transfer the call to or select a speed dial key, or use the contact directory.

> ⚠️ If you wish, you can use the **Contact Directory** to transfer the call by pressing the **Directories** button and then selecting **Contact Directory...** This method takes more time to complete as you have to either scroll through or search directory listings.

3. When the call connects and you have established the nature of the call with the party you wish to transfer the call to, press the **Transfer** button again to complete the call transfer.

Blind Transfer Using Speed Dial Keys Or Contact Directory

1. With the calling party on the line, press the **Transfer** button, then press the **Blind** softkey.
2. Either dial the number or press the speed dial key for the user where you wish to send the call, or use the contact directory. The call will be transferred.

Call Parking

Call Parking is useful in environments where users are not always at their desks or if a user needs to put a call on hold and pick it up elsewhere in the building.

Placing An Active Call Into A Parking Slot

To place an active call into a parking slot, you must have the same parking slot assigned to your phone and the phone you will be retrieving the call from. To park the active call:

1. Press the **Transfer** button, then the **Blind** softkey, then the parking slot you wish to park the call in,
2. The call will now be parked. The parking slot will have a blinking green light next to it, indicated that the parking slot has an active call.

Retrieving A Call From Parking

To retrieve the call previously placed in park, simply press the parking slot you parked the call in previously. The call will be retrieved and you may continue the conversation.

> ⚠️ Retrieving the call from the parking slot can take up to two seconds after the parking slot button is pressed. You will hear a short "beep" when the call has been retrieved.

Phone Features

Call Lists

There are three different types of call lists: **Received Calls**, **Placed Calls**, and **Missed Calls**.

Received Calls

The **Received Calls** list shows what calls you have answered on your phone.

- To review these calls, press the **left arrow** button on the upper right corner of your phone.
- To clear these calls individually, press the **More** softkey, then press the **Clear** softkey.

Placed Calls

The **Placed Calls** list shows what calls you have made on your phone.

- To review these calls, press the **right arrow** button on the upper right corner of your phone.
- To clear these calls individually, press the **More** softkey, then press the **Clear** softkey.

Missed Calls

The **Missed Calls** list shows what calls you have missed on your phone.

- To review these calls, press the **down arrow** button on the upper right corner of your phone.
- To clear these calls individually, press the **More** softkey, then press the **Clear** softkey.

Ringtones

Ringtones are added by the VoIP system administrator and are universal to all phones in the VoIP system. End users cannot upload their own ringtones due to possible copyright infringements.

To select your ringtone:

1. Press the **Menu** button.
2. Select the **Settings...** menu item.
3. Select the **Basic...** menu item.
4. Select the **Ring Type...** menu item.
5. If necessary, select the line where you wish to set the ringtone.
6. Select your preferred ringtone. You may sample them by pressing the **Play** softkey.

Background Images

Background images are added by the VoIP system administrator and are universal to all phones in the VoIP system. End users cannot upload their own backgrounds due to possible copyright infringements.

To select your background:

1. Press the **Menu** button.
2. Select the **Settings...** menu item.
3. Select the **Basic...** menu item.
4. Select the **Preferences...** menu item.
5. Select the **Backgrounds...** menu item.
6. Select your preferred background.

Impromptu Call Conferencing

Call conferencing is useful for when 3 parties wish to speak to each other simultaneously. There are several different ways to invoke call conferencing.

⚠️ Currently there is a 3-party limit, including yourself, for impromptu conferencing. If you require a conference larger than 3 parties you may request a conference bridge from the VoIP system administrator.

Cold Invitation Conference

A cold invitation conference is established when you conference a second party into a call without first having established a call with them. To establish this type of conference call with a second party:

1. When on an active call, press the **Conference** button.
2. Dial the number of the party you wish to conference, or press the speed dial key of the party you wish to conference with, or select the entry from the contact directory.
3. When the third party answers you will be placed in conference with all three parties.

Call Join Conference

A call join conference is a conference that is created when two established calls are joined together. This can happen if you have a caller on the line and another caller is on hold, and you wish to conference both parties in.

1. Wait until both parties have called in.
2. Press the **Join** softkey to join both calls together.

Ending a Conference Call

To end the conference call, press the **End Call** softkey or hang up the handset.

⚠️ After ending the conference call, the remaining parties will still be able to talk to each other.

For More Information

For more information and in-depth documentation please visit the sipXecs End User Documentation page.