



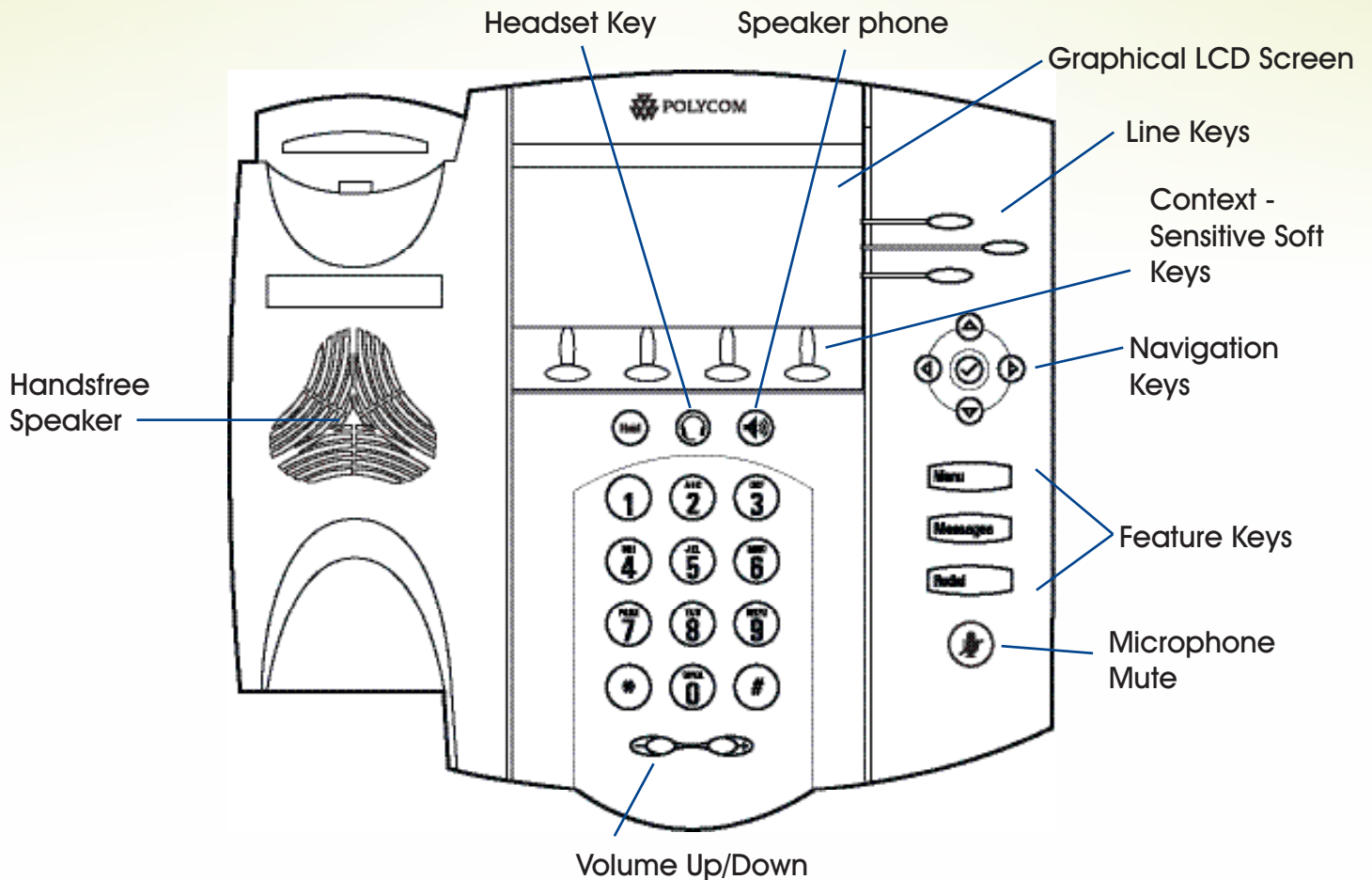
Polycom® Telephone

User Guide

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Get to Know Your Phone




Before reading the guide, please take a moment to familiarize yourself with the buttons and features on your Polycom phone. Note that in addition to the labeled keys, there are context-specific soft-keys that appear on the phone's screen.

While physical appearance of your Polycom phone may not exactly match the illustration shown here, the button functionality referenced in this guide applies to all of the following models: 450, 550, 560, and model 650.



Using the IP Phone

Place a Call:

- 1) Do one of the following:
 - Pick up the handset
 - Press the **New Call** soft key
 - Press the  key
- 2) Enter the number you wish to call, and press the **Dial** or **Send** soft key.

Note: You may optionally dial local or toll calls using 10 digits.

Put a Call on Hold:

- 1) During an active call, press the **Hold** soft key, or press the **Hold** button.
- 2) To resume the call, press the **Resume** soft key, or press the **Hold** button.

Consultative Transfer

(announce the call before transferring):

- 1) During an active call, press the **Transfer** soft key. This will put the caller on hold.
- 2) Enter the number to which you wish to transfer the call and press the **Send** soft key.
- 3) When the Transfer party picks up, you may begin your consultation. The first party will still be on hold.
- 4) When you are done with your consult, press the **Transfer** soft key.
- 5) Call will immediately transfer and you may hang up.

Blind Transfer (transfer without announcement):

- 1) During an active call, press the **Transfer** soft key. This will put the caller on hold.
- 2) Press the **Blind** soft key.
- 3) Enter the number to which you wish to transfer the call and press the **Send** soft key.

- 4) Call will immediately transfer and you may hang up.

Create a 3-Way Conference Call:

- 1) During an active call, press the **Confrnc** soft key. This will place the current caller on hold.
- 2) Dial the number of the party you wish to add to the call and press the **Send** soft key.
- 3) When the party answers, press the **Confrnc** soft key. All parties will now be in conference.

Split a 3-Way Conference Call

(disconnect conference and place the two other parties on-hold):

- 1) During the conference, press the **Split** soft key.
- 2) The two parties will be put on-hold on separate lines.
- 3) Using *Display Control* keys to navigate to the desired party, you may then press **Resume** to re-establish individual call.

Create a 4-Way Conference Call:

Note: This feature is only available if you have an IP450, IP550, IP560 or IP650 model phone.

- 1) Complete steps 1 through 3 from Create a 3-Way conference call above
- 2) To add a 4th party to the call, click the **Manage** soft key
- 3) Next, click the **Add** soft key.

Note: The **Add** soft key appears only if you can add more parties to the conference call.

- 4) Then press the **Confrnc** soft key.
- 5) All parties will be joined to the call.



Managing a 4-Way Conference Call:

- 1) During the conference, press the **Manage** soft key.
- 2) Do one of the following:
 - To mute a party, scroll to the party and then press the **Far Mute** soft key. Now, no one can hear the muted party. To un-mute the party, press the **Unmute** soft key.
 - To put a party on hold, scroll to the party, and then press the **Hold** soft key. To return the party to the conference call, press the **Resume** soft key.
 - To remove a party from the conference, scroll to the party and press the **Remove** soft key.
 - To view information about a party, scroll to the party and press the **More** soft key.
 - To exit the conference management feature, press the **More** soft key and then press the **Exit** soft key.

Note: As you use the features described in Step 2 above, icons will appear indicating what functions are activated.

Reject a Call and Let

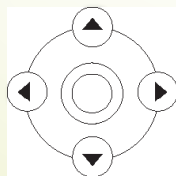
Voice Messaging Answer:

- 1) When an incoming call arrives that you do not wish to answer, press the **Reject** soft key.
- 2) Your phone will stop ringing and the caller will be sent to your voice messaging.

Note: If *Simultaneous Ring* is active, call will continue to ring on other designated line(s).

Answer a Call on Your Second Line:

- 1) While the first call is active, and the second call begins ringing, use the *Display Control* keys to select the incoming call.



- 2) Press the **Answer** soft key to answer the call; this places the first call on hold.
- 3) To reactivate the first call, use the *Display Control* keys to select the first call and press the **Resume** soft key, this places the active (second) call on hold and reconnects the first call.
- 4) Using the *Display Control* keys, you may navigate between active calls as you wish.
- 5) You may disconnect a call at any time by pressing **End Call** soft key.

Note: If multiple calls are on hold, an indicator will display the number of held calls (ex.: 2/3).

Change the Default Ring Tone:

- 1) Press the **Menu** button.
- 2) Using the *Display Control* keys, select *Settings* and then the *Basic* menu options.
- 3) Select *Ring Type*.
- 4) Use the *Display Control* keys to scroll through the different ring tones. Press **Play** to hear how the ringers sound.
- 5) Press the **Select** soft key to select the current highlighted ring tone.
- 6) Press the back key until the exit key appears. Then press **Exit**.




View Missed, Received, and Placed Calls:

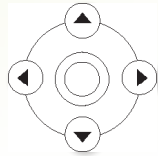
- 1) Press the **Menu** button.
- 2) Select *Features* from the list of menu options.
- 3) Select *Call Lists* from the list of menu options.
- 4) Using the *Display Control* keys, scroll to *Missed*, *Received* or *Placed* calls.
- 5) Press the **Select** soft key to select a category.






- 6) Using the Display Control keys, scroll through the calls.
- 7) You may call the party by using the **Dial** soft key or select another option.
- 8) The call logs will be reset if the phone is rebooted.

To quickly view respective call lists from the idle display:


- 1) Press  for Placed Calls.
- 2) Press  for Received Calls.
- 3) Press  for Missed Calls.





To Add Contact (Speed-Dial) Keys:

- 1) Press the **Menu** button.
- 2) Press **Select** to select Features.
- 3) Use  key to scroll down.
- 4) Press **Select** to select Contact Directory.
The display will show No Records.
- 5) Press **Add**.
- 6) Enter the first name on the keypad of the telephone. For example, "John". Use 1/A/a soft key to enter small case or numbers.
- 7) Use  to go to Last Name.
- 8) Enter last name on keypad of telephone.
For example, "Smith."
- 9) Use  to go to Contact.
- 10) Enter outside phone number or internal extension.
- 11) Press **Save**.
- 12) Press **Exit** or **More** to add more contacts.
- 13) To add, press **Add** and start at step 4.

To Edit Contact (Speed-Dial) Keys:

- 1) Press the **Menu** button.
- 2) Press **Select** to select Features.
- 3) Use  key to scroll down.
- 4) Press **Select** to select Contact Directory.

- 5) Edit the first name on keypad of telephone. For example, "Mike". Use 1/A/a soft key to enter small case or numbers.
- 6) Use  key to edit Last Name. For example, "Jones".
- 7) Use  key to go to Contact.
- 8) Edit outside phone number or internal extension.
- 9) Press **Save**.
- 10) Press **Exit**.

Speed Dial 8

To program:

- 1) Lift the telephone handset. Dial the Speed Dial 8 feature access code (default is *74). You will hear the "recall dial tone" (three quick beeps and then a dial-tone). Dial the 2-9 digit Speed Code to be created or modified, followed by the digits to be associated with the Code. End the programming with the # key or wait for the inter-digit timer to expire. The service then announces whether or not the programming was successful. For example, if you want to program the Speed Code 3 with the following digits 0112511792402, enter *74 [recall dial tone] 3, 0112511792402# [success or failure announcement]
- 2) The speed number is programmed.

To dial programmed speed dial number:

- 1) Lift handset or use speakerphone.
- 2) Dial the code (either 2-9 or 00-99).
- 3) Press **Send**.

Speed Dial 100

To program:

- 1) Lift the telephone handset. Dial the Speed Dial 100 feature access code (default is *75). You will hear the "recall dial tone" (three quick beeps and then a dial tone). Dial the 2-digit Speed Code to



be created or modified, followed by the digits to be associated with it. End the programming with the # key or wait for the inter-digit timer to expire. The service then announces whether or not the programming was successful.

2) The speed number is programmed.

To dial programmed speed dial number:

- 1) Lift handset or use speakerphone.
- 2) Dial the code (either 2–9 or 00–99).
- 3) Press **Send**.

Call Recording

Note: This feature is only available if you have an IP650 model phone.

To record a call:

- 1) Plug the USB device into the back of the phone. The display will show USB Storage and indicate the amount of recording time available on the device.
- 2) During a call, press the **More** soft key, then press the **Record** soft key.
- 3) To start the recording, press the **Start** soft key. A *R* will appear on the graphic display indicating the call is being recorded.

To Pause a Recording:

- 1) During a call, press the **Pause** soft key. A *P* will appear on the graphic display indicating the recording has been paused.
- 2) Press the **Resume** soft key to continue the recording.

To Manage Recorded Calls:

- 1) Press the **Menu** key.
- 2) Select, **Features>Removable Storage Media>Browse Recording**.
- 3) From the menu, do one of the following:
 - Rename the recording by pressing the **Rename** soft key, and then using the **X** button located under the navigation keys to delete the previous name.

- Delete the recording by pressing the **Delete** soft key.
- To play a recorded call, scroll to the file that you want to play and then press the **Open** soft key.

Additional Features

Call Park

- 1) With live call, press **Transfer** then ***68**.
- 2) Enter extension of phone on which call is to be parked. Then press .
- 3) Hang up telephone handset. The call is parked at the indicated extension.

Call Park Retrieve

- 1) Lift telephone handset. Press ***88**.
- 2) Enter the extension number the call is parked on.
- 3) You are connected **#** h the call.

Call Pickup

- 1) Lift telephone handset. Press the assigned code (example, *98).
- 2) The longest-ringing phone in your call pick-up group is connected.

Directed Call Pickup

- 1) Lift telephone handset. Press the assigned code (example, *97).
- 2) Enter the extension where the call is ringing. You answer the ringing call at the specified extension.

Last Number Redial:

- 1) Lift telephone handset. Press the assigned code (example, *66).
- 2) The last outgoing phone number is redialed.



Paging

Paging enables a user to broadcast a one-way message to another phone or group of phones within the business. A user can send a page using a handset, headset, microphone, or speakerphone. Phones that receive pages can end the page at any time using any of the normal methods to end a call.

This feature is configured by your *managedIP* Administrator and when available, provides a *Paging* soft key on your phone. Ten paging groups or zones are available: *All Page*, *Emergency*, *Priority*, and (7) general zones, A – G. You are included in the first three zones and will always receive pages to those zones. The Administrator optionally subscribes you to Zones A – G.

Place a Group Page

In addition to the default groups noted above, you can place a Group Page to any zone you have been subscribed to by the *managedIP* Administrator. The default page group is *All Page*, although the Administrator may configure an alternative default group.

To place a group page:

- 1) While on-hook, press the **Paging** soft key to display Paging Groups List.
- 2) Select the desired page group and press **Page** soft key.
- 3) After hearing the tone, make the announcement using the speakerphone or the handset.
- 4) When page is complete, press **End Page** soft key or hang up.

Note: To place a page to your default page group, press the **Paging** soft key for 1-2 seconds, bypassing step (2).

Receive a Group Page

When a phone is paged, you will hear a short alerting tone from the speaker. The phone will display who the page is coming from and the zone it is associated with.

While receiving a group page:

- 1) To end the page while in progress, press the **End Page** soft key.
- 2) To place the page on hold, press the **Hold** soft key.
- 3) If on an active call and the phone has been configured for *Call Waiting* on Group Page, you will hear a brief tone and the display will update with the paging information. Simply scroll to the waiting page announcement and press the **Accept** soft key. The active call will automatically be placed on hold to allow the page announcement to come through.

Note: Emergency pages will automatically broadcast to your phone at a pre-set volume level regardless of whether an active call is occurring or the phone is in the *Do Not Disturb* mode. Priority pages will automatically broadcast in a similar manner, but will not override the *Do Not Disturb* setting.



Note: If your phone is rebooted with a USB device inserted, the USB will need to be removed in order to be recognized once the reboot is completed.

managedIP Voice Messaging

Access Your Voice Messaging:

- 1) Press the **Messages** button –OR– dial your own extension and press **Send** soft key.
- 2) Enter your password, followed by **#** key.

Note: Not required if auto login is enabled.

- 4) To navigate, follow the menu choices.

Remotely Access Your Voice Messaging:

- 1) Dial your *managedIP* phone number.
- 2) When the Voice Messaging system plays your greeting, press the ***** key.
- 3) Enter your password, followed by **#** key.
- 4) To navigate, follow the menu.

Voice Messaging Controls

Voice Messaging Main Menu	Key
Play Messages	1
Change Busy Greeting	2
Change No Answer Greeting	3
Compose Message	5
Delete All Messages	7
Access Voice Portal	*
Repeat Menu	#

Play Messages Menu	Key
Save	#
Skip Backward	1
Pause/Resume	2
Skip Forward	3
Jump to Beginning	4
Play Message Envelope	5
Jump to End	6
Delete	7
Callback Sender (if enabled)	8
Additional Options	9
—Reply	1
—Forward	2
—Previous Menu	*
—Repeat Menu	#

Transfer a Call to Voice Messaging:

- 1) During the active call, press the **Transfer** soft key.
- 2) Dial ***55**. To transfer caller to your own voice mail, press the **#** key. To transfer caller to another voice mail box, enter the desired extension then **#**. Hang up or press **Send** soft key.

Additional Support

- Contact the *managedIP* Administrator at your company or
- Visit support.tdsmanagedip.com/hosted for additional resources

* Customer is responsible for complying with all requirements, including all state and federal laws, statutes, and regulations, relating to privacy or call recording or otherwise arising out of the use of any call recording equipment provided, and will defend, indemnify, and hold TDS harmless from any and all liabilities, costs, and expenses (including reasonable attorney fees) arising from or related to any violation of such requirements. TDS is not responsible for meeting compliance with any such requirements, including without limitation any FCC and state requirements for call recording.