Quick Start Guide

Hosted PBX Service

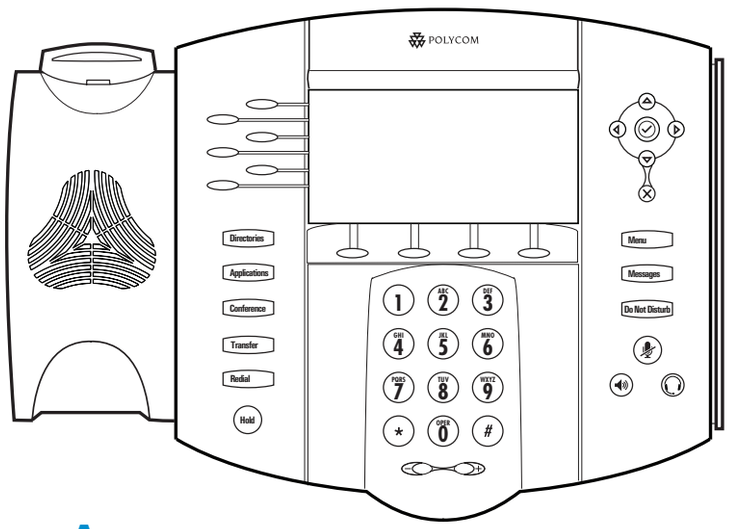
Polycom SoundPoint IP 550/650

Welcome to your Hosted PBX service.

What's in the box?

Polycom SoundPoint IP 550/650

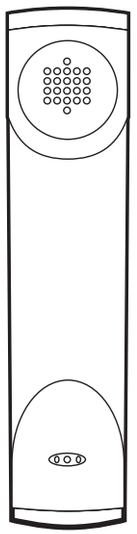
A. Phone
B. Network Cable
C. Handset Cable
D. Handset
E. Base Stand
F. Quick Start Guide
G. Power Adapter



A.

B

C



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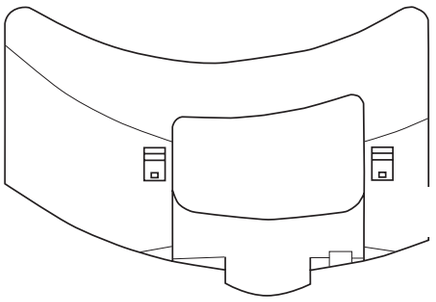

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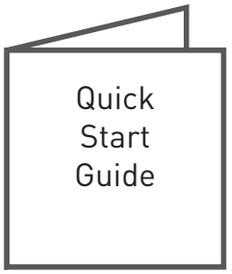

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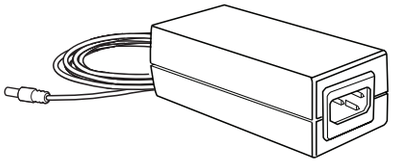
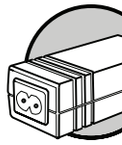


G.

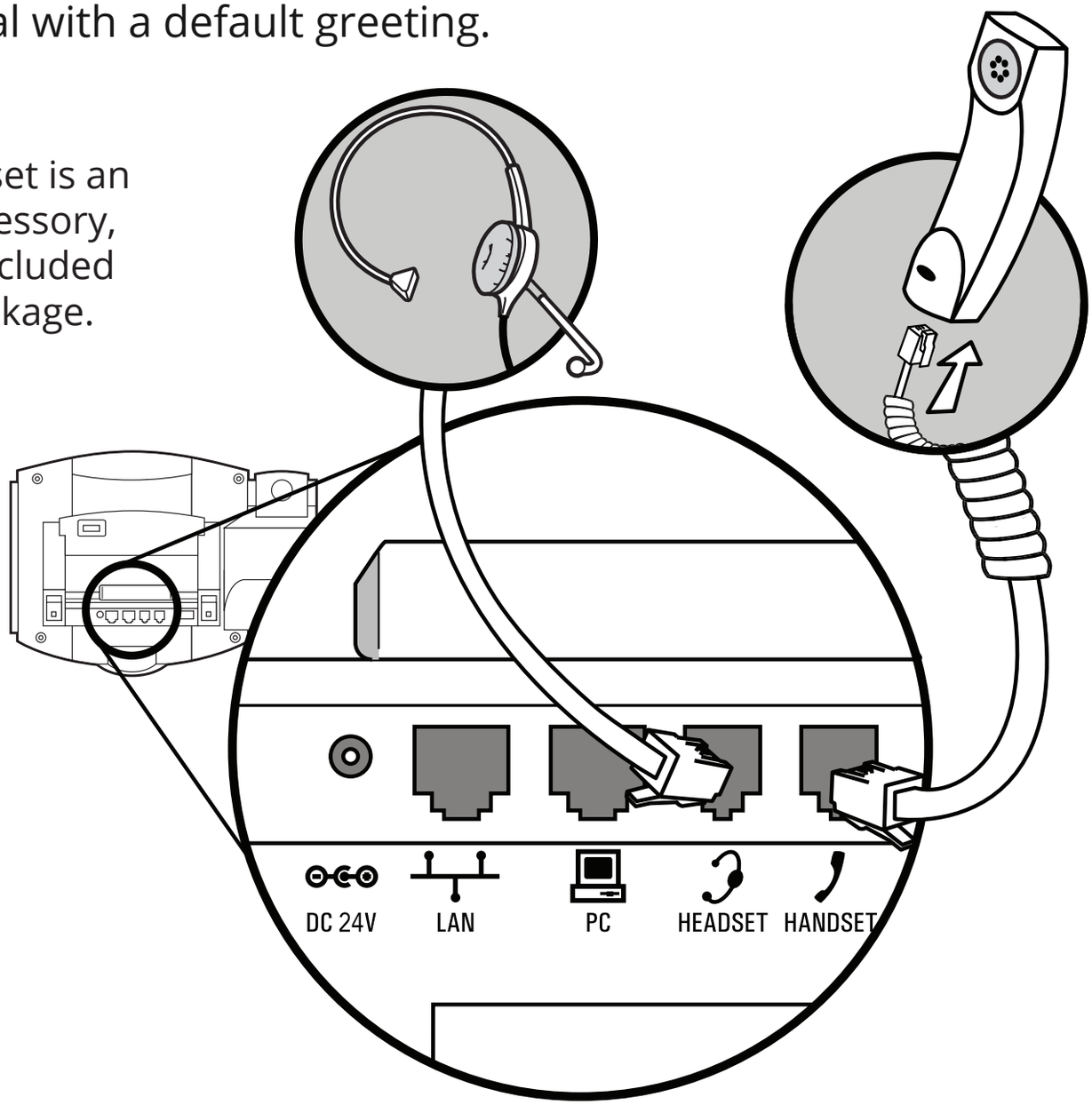
Guided Setup

Connect Cables

Please follow the diagram to install your phone. Once plugged in, the phone will automatically download its configuration and start to work. Once the phone has been plugged in and operational, the voicemail box is functional with a default greeting.



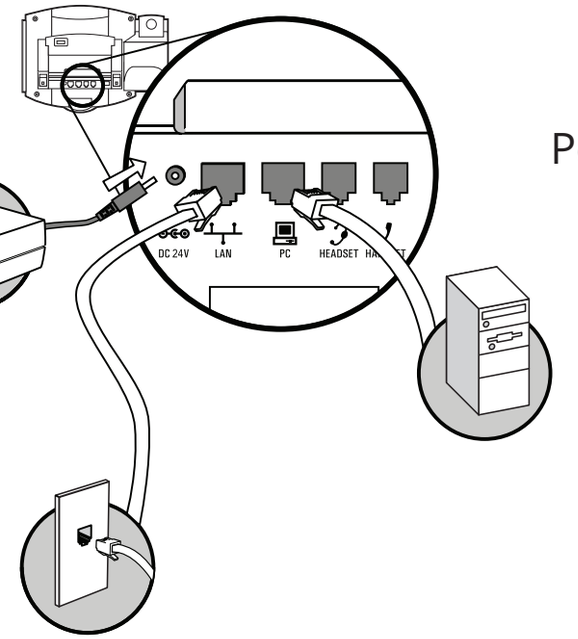
Note: Headset is an optional accessory, and is not included with this package.



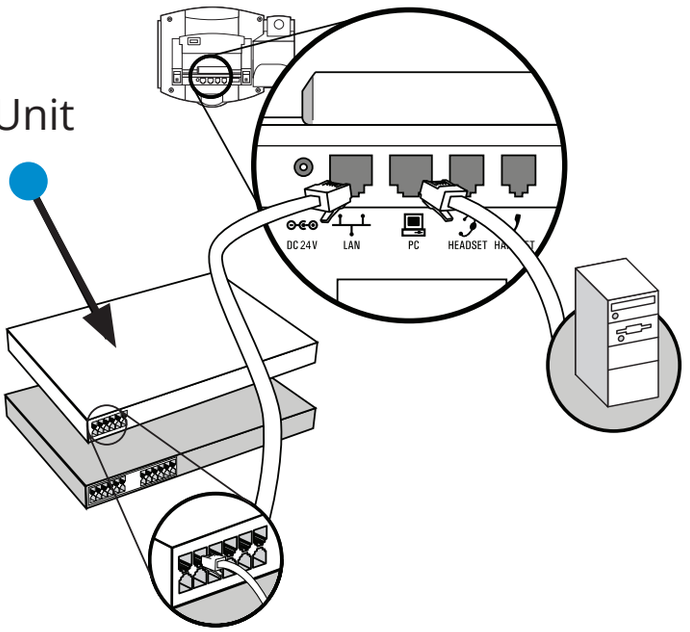
AC Power Option

PoE Power Option

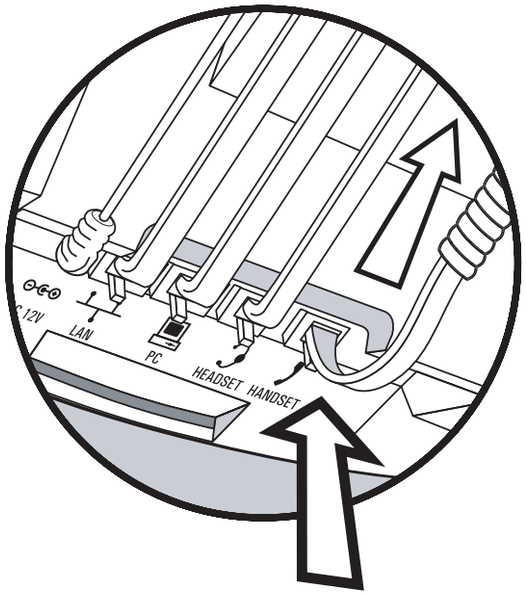
Note: Choose either AC Power Option, or PoE (Power over Ethernet)



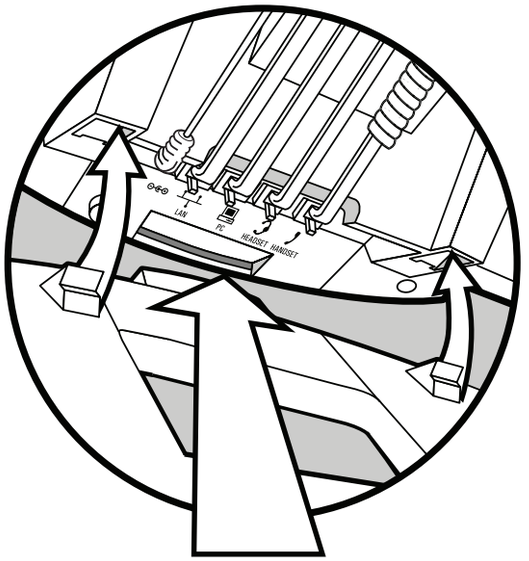
IEEE802.3af compliant
PoE Hub/Switch/Midspan Unit



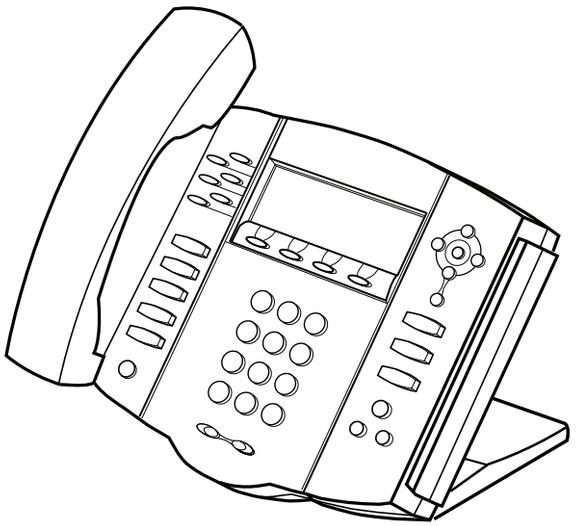
Attach Base Stand (Deskmount Method)



Ensure all cables are secured.



Align base stand tabs with their corresponding insertion points on the phone.



Snap base stand into place.

Voicemail Box Setup

RECORDING YOUR PERSONAL VOICEMAIL GREETING

1. Press the “Messages” button ✉, and press the “Connect” soft key.
2. Enter the default PIN of 0000.
3. Select option 8 for User Options.
4. Select option 1 to record the Unavailable greeting.
5. Follow the voice prompts to record and check your greeting.

CHANGING THE PIN FROM THE PHONE

1. Press the “Messages” button ✉.
2. Enter the default PIN of 0000.
3. Select option 8 for User Options.
4. Select option 3 to change the PIN.
5. Enter the new PIN when prompted.

Your new PIN:

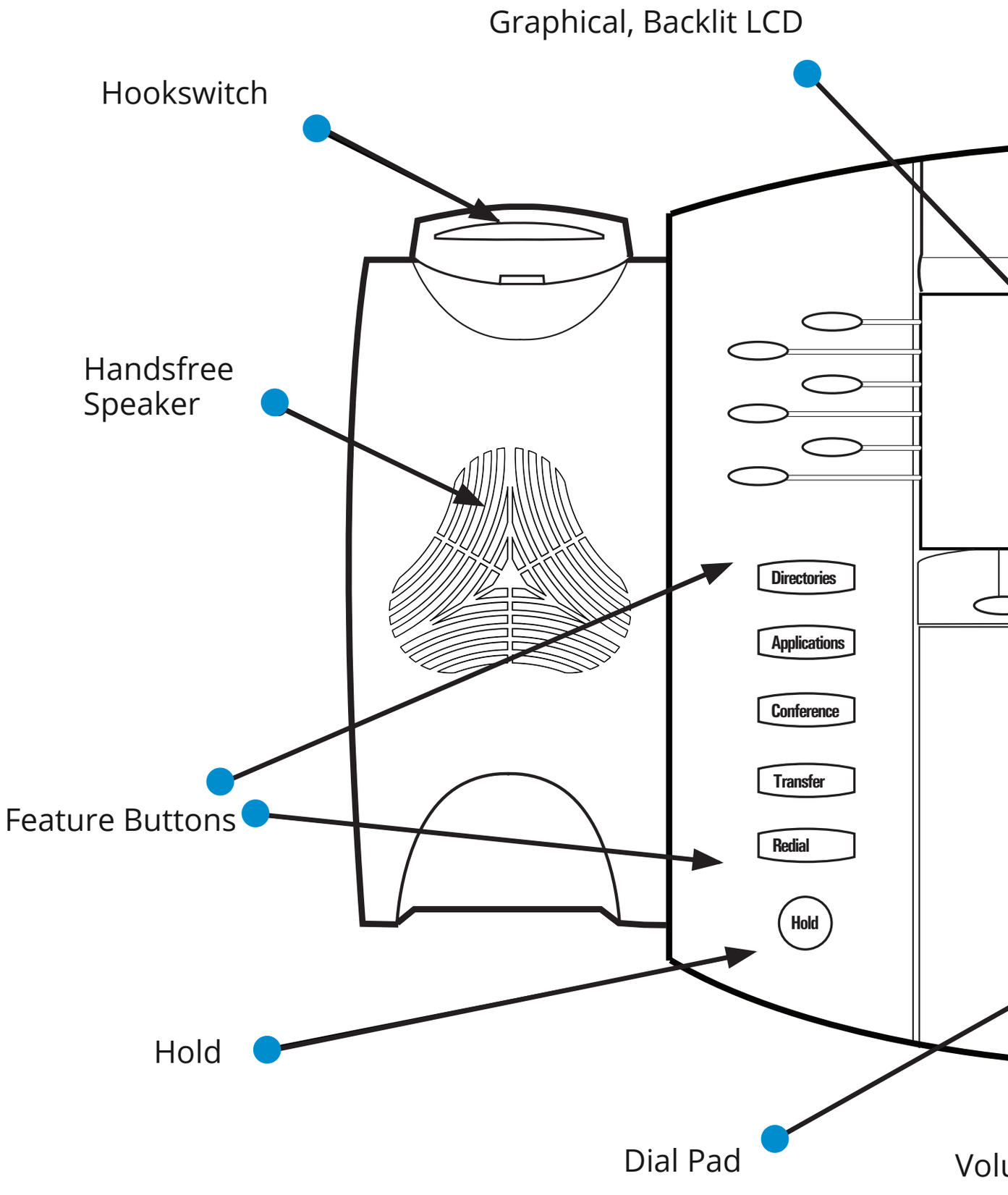
- Must be between 6 and 10 digits and must not start with “0”.
- Must not contain sequential or repeating digits, such as “123” or “111”.

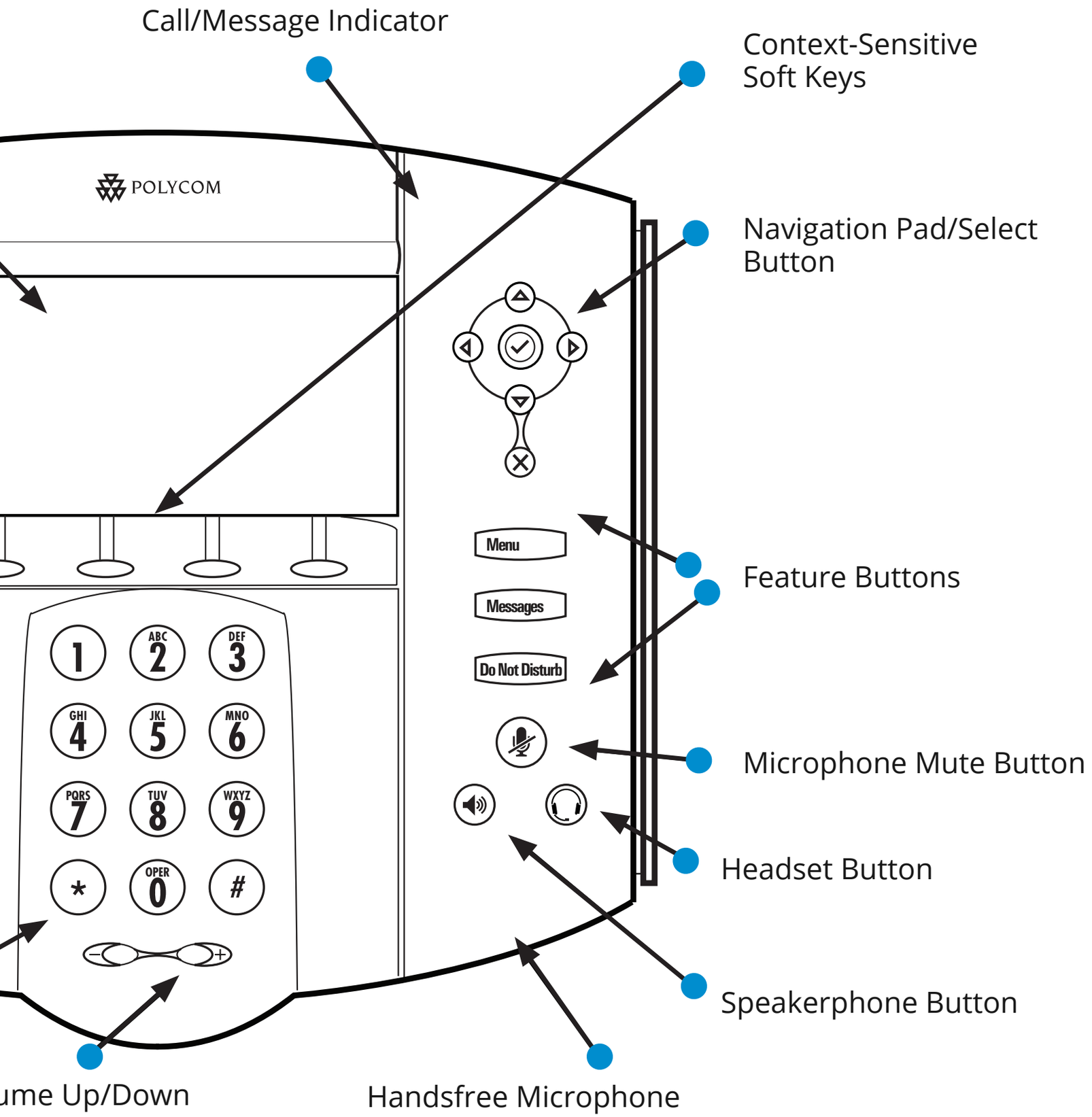
LOGGING INTO YOUR VOICEMAIL BOX VIA THE WEB

1. Go to http://cp.serverdata.net/voice/.
2. Enter your Phone Number and PIN/Password.
3. Click LOGIN.

POLYCOM
1501
1502
1503
Friday, August 19
9:30 AM
1 new missed call
New Call
Forward
Directories
Services
Conference
Transfer
Redial
HDvoice

Features


Graphical, Backlit LCD
Hookswitch
Handsfree
Speaker
Directories
Applications
Conference
Transfer
Redial
Hold
Feature Buttons
Hold
Dial Pad


Call/Message Indicator
Context-Sensitive Soft Keys
POLYCOM
Navigation Pad/Select Button
Menu
Messages
Do Not Disturb
Feature Buttons
Microphone Mute Button
Headset Button
Speakerphone Button
ume Up/Down
Handsfree Microphone

Commonly Used Features

PLACING OUTGOING CALLS

When the phone is not in use:

1. Pick up the handset or press the “Speakerphone” button.
2. Dial an extension or telephone number.

When you are already on a call:

1. Press the “Hold” soft key.
2. Press the “New Call” soft key.
3. Dial an extension or telephone number.
4. Resume the original call by pressing the “Line button” that corresponds with that call.

ANSWERING AN INCOMING CALL

...On the Handset:
Pick up the handset to answer the call.

...On a Headset:
When a headset is connected, press the “Headset” button (or the ”Answer” soft key) to answer the call.

...On Speakerphone:
Press the “Speaker” button (or the “Answer” soft key) to answer the call.

REJECTING AN INCOMING CALL

Press the “Reject” soft key to immediately send the caller to voicemail.

ENDING A CALL

...On the Handset:
Press the “End Call” soft key.

...On a Headset:
Press the “Headset” button.

...On Speakerphone:
Press the “Speaker” button.

HOLD

Placing a Call On Hold:

- While on a call, press the “Hold” soft key.

Retrieving Calls On Hold:

- Press the “Resume” soft key to resume the holding call on that line.

TRANSFERRING CALLS

Blind Transfers:

1. While on a call, press the “Transfer” soft key.
2. Tap the “Blind” soft key.
3. Dial the desired phone number or extension number.
4. The call is automatically transferred.

Attended (Consultative or Warm) Transfers:

1. While on a call, press the “Transfer” soft key.
2. Dial the desired phone number or extension number.
3. Wait for the party to answer, and announce that you are transferring a call to them.
4. Hang up the phone to complete the transfer.

MUTE

1. To mute the microphone on an active call, press the “Mute” button.
2. To un-mute the microphone, press the “Mute” button again.

VOICEMAIL

1. Press the “Messages” button ✉.
2. Enter your PIN when prompted.

VOLUME ADJUSTMENT

In-Call Volume:

- While on a call, press the “+” and “-” buttons to raise or lower the volume.

Ringer Volume:

- While the phone is not in use, press the “+” and “-” buttons to adjust the ringer volume on the phone.

CALL WAITING

When an inbound call rings in, you will hear a beep tone emitted by your phone.

To Answer the Second Call:

1. Press the flashing “Line” button to access that call. The current call will be placed on hold.
2. Once the second call has ended, resume the original call by pressing the “Resume” soft key or pressing the flashing “Line” button.

SPEAKERPHONE

While the phone is not in use:

- Press the “Speakerphone” button to activate the speakerphone and get dial tone for an outbound call.

While on a call on the handset / headset:

- Press the “Speakerphone” button to continue the current call on the speakerphone.

While a call on speakerphone is active:

- To hang up the current call, press the “Speakerphone” button.

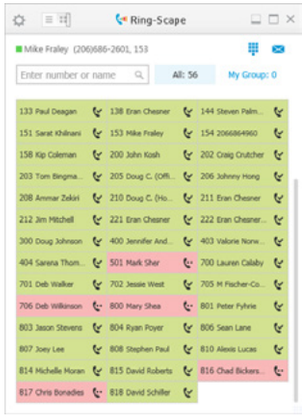
FORWARDING CALLS

1. Press the “Forward” soft key OR
2. Press the “Home” button and the “Right Arrow” button to navigate to “Forward”, and select it.
3. If “Always Forward” is currently disabled, “Always (Disabled)” will be displayed.
4. Press 1 for “Always”.
5. Enter / verify the contact number where calls will be forwarded.
6. Press the “Enable” soft key.

Disabling “Always Forward”:

1. If “Always Forward” is currently enabled, “Always (Enabled)” will be displayed.
2. Press 1 for “Always”.
3. Press the “Disable” soft key.

“Forward On Busy” and “Forward On No Answer” can be set in a similar manner.



FREE

Download Ring-Scape for increased desktop productivity:

http://www.serverdata.net/ringscape

We are here to help.

http://controlpanel.msoutlookonline.net/support/kb/

PolycomIP550-650-PLR-QS-001