




Polycom SoundPoint IP 450 / 550 / 650





Making a call

There are three ways to place a call:

- **Using the handset:**
Pick up the handset and enter the number or enter the number first, and then pick up the handset.
- **Using the hands-free speakerphone:**
 1. With the handset on-hook, press , **NewCall**, or any assigned line key
 2. Dial the numberOr dial the number, and then press **DIAL**.
- **Using the optional headset:**
 1. With the headset connected, press:
 - any assigned line key, or
 - the **NewCall** soft key
 2. Press 
 3. Dial the numberOr dial the number, and then press .

During a call, you can alternate between handset, headset, or hands-free modes by pressing the relevant keys or picking up the handset.

Ending a call

- **Using the handset:**
Hang up or press the **EndCall** soft key
- **Using the speakerphone:**
Press  or the **EndCall** soft key
- **Using the optional headset:**
Press  or the **EndCall** soft key.

Making a consult transfer



1. During a call, press the **Trans** soft key (the active call is placed on hold)
2. Place a call to the party to which you want to transfer the call
3. After speaking with the second party, press the **Trans** soft key to complete the transfer.

Making a blind transfer

1. During a call, press the **Trans** soft key (the active call is placed on hold)
2. Press the **Blind** soft key and enter the destination to transfer the call without speaking to the second party

Transfers may be cancelled during establishment by pressing the **Cancel** soft key. The original call is resumed.

Answering a call

- **Using the handset:**
Pick up the handset
- **Using the speakerphone:**
Press: , or the line key or the **Answer** soft key
- **Using the optional headset**
Press .

Starting a conference call

To create a three-way local conference call:

1. Call the first party
2. Press the **Conf** soft key to create a new call (the active call is placed on hold)
3. Place a call to the second party
4. When the second party answers, press the **Conf** soft key again to join all parties in the conference.

When a conference has been established, pressing the **Split** soft key will split the conference into two calls on hold.

Placing the call on hold on the conference originator's phone will place the other parties in the conference on hold.

A conference may be created at any time between an active call and a call which is on hold (on the same line or another line) by pressing the **Join** soft key.

Ending the call on the conference originator's phone will allow the other participants to continue the conference.

Accessing messages

The message waiting indicator and individual line indicators will flash and the stutter dial tone will sound in place of normal dial tone to indicate that message(s) are waiting at the message centre.

To listen to voice messages:

1. Press the **Messages** soft key
2. Follow voice prompts to listen to voicemails.