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01 Telecom Ltd

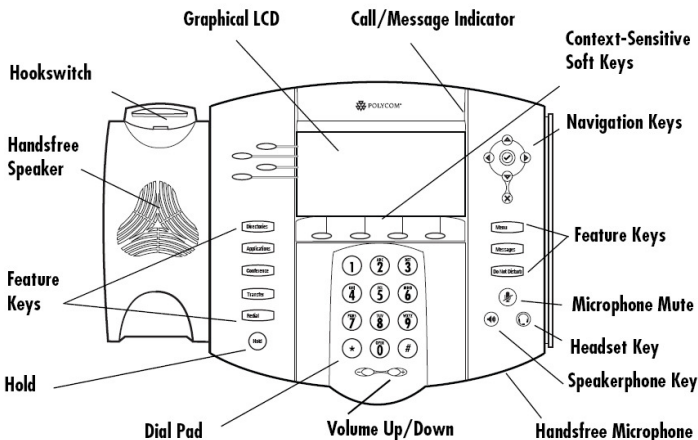
USER GUIDE

POLYCOM IP550/IP650



**▶ TRANSFORMING
YOUR BUSINESS
COMMUNICATIONS ◀**
















POLYCOM IP550 / IP650 LAYOUT



INTRODUCING YOUR POLYCOM IP PHONE

A Polycom IP Phone is a full-feature telephone that provides voice communication over an IP (Internet Protocol) network. This phone functions much like a traditional phone, allowing you to place and receive telephone calls. It also supports features that you have come to expect from a telephone - such as speed dialing, redial, and conference calling.

QUICK REFERENCE GUIDE

Item	Function
1 Mute 	Mutes audio transmission locally during calls.
2 Line Key 	Line or Speed Dial keys.
3 Headset 	Allows users to place and receive calls through an optionally connected.
4 Hold 	Use this key to place a call on hold until you can return to it.
5 Redial 	Press the Redial key. The display will show the last 10 dialed numbers. Use the  /  keys to find the desired number and press Redial again.
6 Scroll Up 	Scrolls through menu options.
7 Scroll Down 	Scrolls through menu options.
8 Previous 	Previous.
9 Next 	Next.
10 Save Changes 	Save any changes made.
11 Menu 	Access local and server features.
12 Softkeys 	Soft keys to select from various context-sensitive options.
13 Volume 	Volume keys to adjust audio and ringer volume.

OPERATING INSTRUCTIONS

Making a call	Press New Call and enter the number or enter the number and press Dial from the softkey.
Holding a call	Press the Hold key.
Return to a held call	Press the Resume softkey or press the Hold key again.
Transfer - Announced	Press the Trnsfer softkey. Enter the destination extension and press Send. Announce the call to the receiving party. Replace handset and the call will be transferred.
Transfer - Blind	Press the Trnsfer softkey followed by the Blind key, dial extn number, press Dial to complete the transfer.
Transfer - To Voicemail	Press Trnsfer. Press *55 + target users extension number then press Dial. Replace handset and caller will be sent to voicemail without ringing the handset.
Do Not Disturb	To place your phone in Do Not Disturb. Press the DND button on the side of your handset. To disable: Press the DND button again.
Call List (Received or Placed calls)	Press the Menu key, select Features followed by Call Lists. You may now select Received or Placed calls as desired. To call a number select it then press Dial.
Storing Personal Contacts	Press Menu key, select Features followed by Contact Directory. Press the More softkey then the Add softkey to enter a new contact. Scroll down entering the name and number then press the Save softkey.
Dialling Personal Contacts	Go to Contact List press Search, using the keypad enter the first few letters and press Search, you can dial using the softkeys.
Dialling System Speed Contacts	System Speed Dials are populated by your system administrator. To dial a number press #xx [where xx is the system speed dial location].
To Park a Call	Once you have call in progress; Press Hold > *68xxxx > Dial [where xxxx is the extension you wish to park the call against].
To Retrieve a Parked Call	Enter *88 and Press Dial . If the call is being retrieved from the extension it is parked against press #. If it is being retrieved from a different extension, enter the park extension when prompted.
Shared Call Appearance	If you have more than one handset on the same extension, you can "pull" a call from one handset to another by pressing *11 on the idle handset.
Conference Calling	Establish the first call, press the Conf softkey, enter the telephone number of the 2nd party, Press Dial. To connect all 3 parties press the Conf softkey again.

PHONE DIVERTS AND PICK UPS

Call Forwarding Always	- Activate	* 72 press Dial
Call Forwarding Always	- Deactivate	* 73 press Dial
Call Forwarding On Busy	- Activate	* 90 press Dial
Call Forwarding On Busy	- Deactivate	* 91 press Dial
Call Forwarding No Answer	- Activate	* 92 press Dial
Call Forwarding No Answer	- Deactivate	* 93 press Dial
Call Pick up		* 98 press Dial
Do Not Disturb	- Activate	* 78 press Dial
Do Not Disturb	- De-activate	* 79 press Dial

NOTICE

1. If the WAN (wide area network) connection fails to a site for any reason, including a fault on the circuit or a power cut, then the ability to make and receive calls from the IP phones utilising that WAN circuit will be restricted.

These failures may be caused for reasons outside our control. Other services will be fully maintained including voice mail and the ability to divert calls to other numbers including mobiles.

If another working WAN circuit is available at that site then this can be used to fully restore service to all phones.

2. The 01 Telecom Ltd service allows for calls to 999 and 112, however these services will be affected if there is a power cut or your WAN circuit fails.

3. With regard to 999 services no location information is passed to the emergency services operator. This will mean that you will have to state the address that you wish the emergency service to attend.

4. 01 Telecom Ltd does not offer a paper based telephone directory service.

5. If you require a PDF that allows you to print off stickers to attach to the phone device explaining the above please contact us.

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Hosted Telephony and Unified Applications

01 Telecom Ltd
64 St James Street,
East Sussex,
Brighton,
BN2 1PJ

0207 186 0101
www.01telecom.co.uk