SoundPoint® IP650

Quick User Guide

The University of Nottingham
Information Services

Empowered by Innovation **NEC**

POLYCOM®
TOGETHER, GREAT THINGS HAPPEN.

PLACING 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:
   - any assigned line key, or
   - the **New Call** soft key.
2. Dial the number.

Or dial the number, and then press the **Dial** soft key

Using the optional Headset:
1. Press 🎧 & dial the number.

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

ANSWERING A CALL
Using the Handset:
Pick up the handset!
Using the Speakerphone:
Press :
- 🔊 , or
- the line key (green flashing LED), or
- the **Answer** soft key.

Using the optional Headset:
Press 🎧.

*Incoming calls may be ignored by pressing the **Reject** soft key during ringing.*

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.

MICROPHONE MUTE

During a call, press 🎤 Mute applies to all modes : handset, headset, and hands-free. You can hear all other parties while Mute is enabled.

To turn off Mute, press 🎤 again.

CALL HOLD AND RESUME

1. During a call, press the **Hold** soft key

2. To resume, press the **Resume** soft key, or the line key to resume the call.

When a call has been on hold for an extended period of time, both visual and audible alerts may appear.

LOCAL CONFERENCE CALLS
To create a three-way local conference call :
1. Call the first party.
2. Press the **Confrnc** 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 **Confrnc** button 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.

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

CALL TRANSFER
1. During a call, press the **Trans** button (the active call is placed on hold).
2. If you do not need to talk to the transfer target - Press the **Blind** soft key then enter the number. As soon as you enter a valid number, the call will be transferred.
3. If you do need to confer with the transfer target, press the **Normal** soft key and enter the number. When connected & ready to complete the transfer, press **Trans**

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

CALL FORWARDING
To enable Call Forwarding:
Lift handset, dial *21 immediately followed by the destination number, then press **Send** to action.
Don't forget to prefix the destination number with 9 if it is an external number such as a mobile.

To cancel Call Forwarding: Lift handset, dial #21 & press **Send**.

By default, the line 2 button of your phone is setup to indicate whether advert is in place. If the red indicator against the line 2 button is ON, a divert is present, if not,, there is no divert in place. To remove a divert with this indicator present, simply press the "Line 2" button & then the "End Call" option.

DO NOT DISTURB
To activate Do Not Disturb:
Press the Do Not Disturb button. Your phone will not ring with this option set but will show "Do Not Disturb" on its display.
Note that anyone calling your number while "Do Not Disturb" is set will either be sent to your voicemail (if present) or to a recorded message saying that you are not available. Attempted calls to your number will show as Missed calls on your phones display.

To cancel Do Not Disturb:
Press the Do Not Disturb button.

CALL LISTS

From the idle display, use the arrow buttons to view Received ◁, Missed ▽ & Placed ▷ Call lists.

Alternatively, press **Menu, 1, 2** and select the call list you wish to view – or option **4** for **Clear List** and follow the on screen options.

From this screen, use the soft keys for the following options:
1. **Clear** to delete the call from the list
2. **Info** to view detailed call information.
3. **Save** to store the contact to the Contact Directory – then see Edit a contact.
4. **Dial** to ring them back.

VOICE MAIL

If you have a voicemail account, dial 15577 to access it.

VOLUME ADJUSTMENT

Press the ⊂◯⊃◯⊃ volume keys to adjust handset, headset, and hands-free speaker volume during a call. Pressing these keys in idle state adjusts the ringer volume.

To conform to regulatory requirements, handset and headset volume will return to a preset level after each call, but the configuration can be changed by your system administrator. Hands-free volume settings will be maintained across calls.

RING TYPE

The implementation of these phones means that the ring type/tone cannot be set by the individual.

If you are in a situation where you need to be able to differentiate between the rings of a number of telephones in your office, please contact Telephone-Services.

CONTACT DIRECTORY

To add a contact in your local phone directory:

1. Press the **Directories** button then **1** or

Select to enter the Contact Directory.
2. Press **More** then **Add** and enter **First Name** from the dial pad.
3. Press ▽ to move to **Last Name**.
4. Press ▽ to **Contact** and enter the contacts phone number.
5. If the contact entered uses a Polycom phone, you can ▽ to **Watch Buddy** & ◁ to Enable this feature – which will allow you to see when the contacts phone is busy.
6. Press **Save** to store the entry or **Cancel** to abort entry & repeat steps 2 to 5 for additional contacts.
7. Press **Back** softkey when complete & then **Exit** to return to the idle display**.**

Contacts can be easily added from Call Lists. For more information, see CALL LISTS section above.

To search for a contact:
1. Press the **Dir** soft key.
2. Using the dial pad, enter the first characters for the Last name. For example, to find the first directory entry with the last name starting with J, press the 5 key once. Searches are case insensitive. Dial the successful match from the resulting search screen.

To edit a contact:
1. Press the **Dir** soft key.
2. Search for contact (see above).
3. Press the **Edit** soft key and make the necessary changes.
4. Press ◁ to end data entry
5. Press the **Yes** or **Cancel** soft keys to accept or cancel changes.
6. Press ◁ repeatedly to return to the idle display.

If an incoming number matches an entry in your Contact Directory, the name will be displayed as well as the incoming number. This may be overridden by a system set naming function for some extensions.

HEADSET MEMORY MODE

For permanent or full-time headset users, there is an option to default all calls to the headset.

To enable Headset Memory Mode:

1. Press Menu and select **Settings** followed by **Basic**, **Preferences**, and then **Headset Memory**.

2. Use △ and ▽ and press ⊘ to enable Headset Memory Mode.

To activate Headset Memory Mode :
Press ◯ twice. The Headset icon will flash.

**To disable Headset Memory Mode :**
Repeat steps 1 and 2 and select **Disable**.

TROUBLESHOOTING

No display on phone. In this case there is no power to the phone. If your phone has a power adaptor connected to it, ensure it is plugged in and switched on.
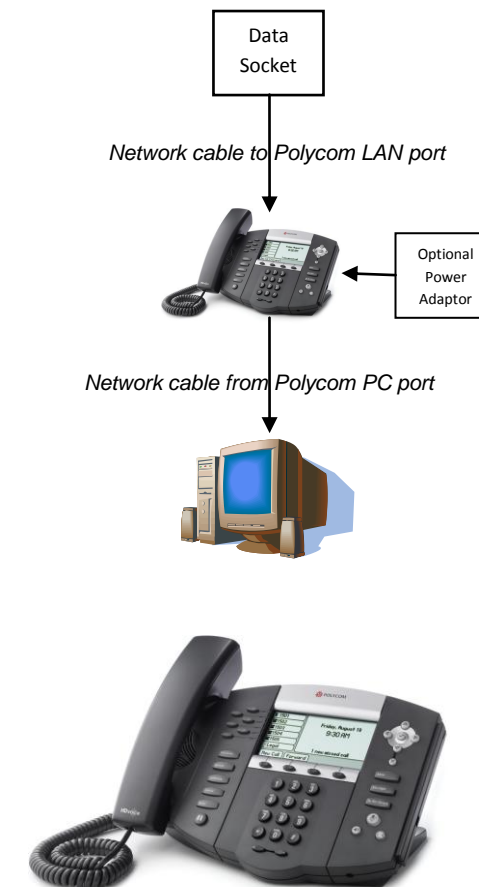
If your phone does not have a power adaptor (in this case the phone is powered by the data network) ensure that the network cable is connected securely to the phone and the wall socket. Contact Telephone-Services on x13030 for further assistance.

Phone continuously restarts or shows and error message. Verify that the network cable is connected securely to the phone and the wall socket. If it is, note the error message & contact Telephone-Services on 13030 for further assistance.

Phone is powered on & showing the correct date, time and extension number but will not dial anyone. In this case, note whether the telephone icon on the right of the display shows a solid phone ☎ or a hollow phone ☎ and call Telephone-Services for assistance on 13030.

Phone restarts when you power on/off your PC. Check that the PC is connected to the port labeled "PC" in the back of the phone & the port labeled "LAN" is connected to the data socket. Having the connections the wrong way around can cause the phone to restart.

Data Socket

Network cable to Polycom LAN port

Optional Power Adaptor

Network cable from Polycom PC port

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