MegaPath
A Fusion Company

Line Buttons

Navigation Wheel
Delete
Menu (Settings)
Soft Keys
Voicemail
Do Not Disturb
Mute
Headset
Speaker Phone
Volume
Conference
Transfer

Hold

The Polycom 550/560 phone has four line buttons.

Using Your Phone

To place a call:

- Lift the handset and dial the number OR
- Press the speaker button (if using speakerphone), and dial the number OR
- Press the headset button (if using a headset) and dial the number OR
- Press the New Call soft key and dial the number

To answer a call:

- Lift the handset OR
- Press the speaker button (if using speakerphone) OR
- Press the headset button (if using a headset) OR
- Press the **Answer** soft key

To send a call to voicemail without answering:

- When a call is ringing, press the **Reject** soft key; the call will be immediately transferred to voicemail.

To end a call:

- Hang up the handset OR
- Press the **EndCall** soft key

Transfer a Call

When transferring a call, you can use either the warm or blind transfer method. During a **warm** (or supervised) transfer, you announce the call to the recipient and share any pertinent information. During a **blind** (or unsupervised) transfer, you send the call to the recipient without announcing the call or caller. To perform either transfer type, complete the following instructions:

Step 1   While on a call, press the **Trans/Trnsfr** soft key. The caller will be placed on hold, and you will receive a new dialtone.

Step 2   By default, the phone will prepare for a warm transfer. To change the transfer type to a blind transfer, press the **Blind** soft key.

Step 3   Dial the number or extension to which you are transferring the call.

Step 4   For a warm transfer, wait until the other party answers, announce the call, and then press the **Trans/Trnsfr** soft key again to connect the call. For a blind transfer, your call will be complete once the phone dials the new number.

NOTE: If you misdial the destination number/extension, you can delete and retype the incorrect digits before the call is sent. Press the X button to delete the incorrect digits, then finish entering the desired number/extension..

NOTE: Due to the ten second dialing rule, the incorrect number will automatically be dialed if you don't clear it in time. If this happens during a warm transfer, press the **Cancel** soft key and start the transfer process over. If this happens during a blind transfer, the caller will need to call back.

Transfer a Call Directly to Voicemail

Step 1   Initiate a **warm** transfer.

Step 2   **Dial *55** and follow the recorded prompts.

NOTE: You can also enter ***55** + extension before pressing the Dial soft key to perform the Call Directly to Voicemail function more quickly.

Call Hold

Place a call on hold and answer it later.

Step 1   Press the **Hold** button to put a call on hold.

Step 2   Press the desired line button (available calls on hold will have a slowly blinking red line button) to resume a call on hold.

Call Park

Use Call Park to put a call on hold and then allow another user to pick up and continue the conversation on another phone using Call Park Retrieve.

To park a call:

Step 1   Initiate a warm transfer.

Step 2   Dial ***68.**

Step 3   Enter the extension where you want to park the call or press **#** to park it at your own extension, and then hang up.

NOTE: You can also enter ***68** + extension before pressing the Dial soft key to perform the Call Park function more quickly.

To retrieve a parked call:

Step 1   Press the **New Call** soft key and dial ***88.**

Step 2   Enter the extension where the call is parked or press # to retrieve it from your own extension.

NOTE: You can also enter ***88** + extension before pressing the **Dial** soft key to retrieve calls more quickly. In this situation, the system will not announce anything, and you will connect instantly to the call parked at the extension you entered.

N-Way Conferencing

Join three or more parties (max 15, including yourself) in an instant conference call.

To use N-way Conferencing:

Step 1   While on an active call, press the **Conference** button.

Step 2   Dial the number of the next party you want to join the call.

Step 3   When the party answers, press the **Conference** button to create a 3-way conference call. When successful, all three parties can talk to each other.

Step 4   Repeat steps 1 through 3 for each additional party you want to add to the call.

Step 5   Hang up the handset or press the **End Call** soft key to end your conference and drop all participants.

Temporarily Forward Calls to Another Number

Step 1   Dial ***72** from your phone.

Step 2   Enter the phone number to forward to. When the system announces, "Your Call Forwarding Always service has been activated successfully," hang up.

Step 3   To deactivate Call Forwarding, dial ***73** from your phone. When the system announces, "Your Call Forwarding Always service has been deactivated successfully," hang up.

Reboot Your Phone

Rebooting may be necessary if your phone loses its connection. Rebooting is also recommended as a first step when troubleshooting connectivity issues. To reboot your phone, disconnect power from the phone (for phones using Power over Ethernet or a power injector, without a dedicated power cord, you must disconnect the Ethernet cable), wait 30 seconds, and then reconnect power.

Visit the Voice Learning Center www.megapath.com/VLC