

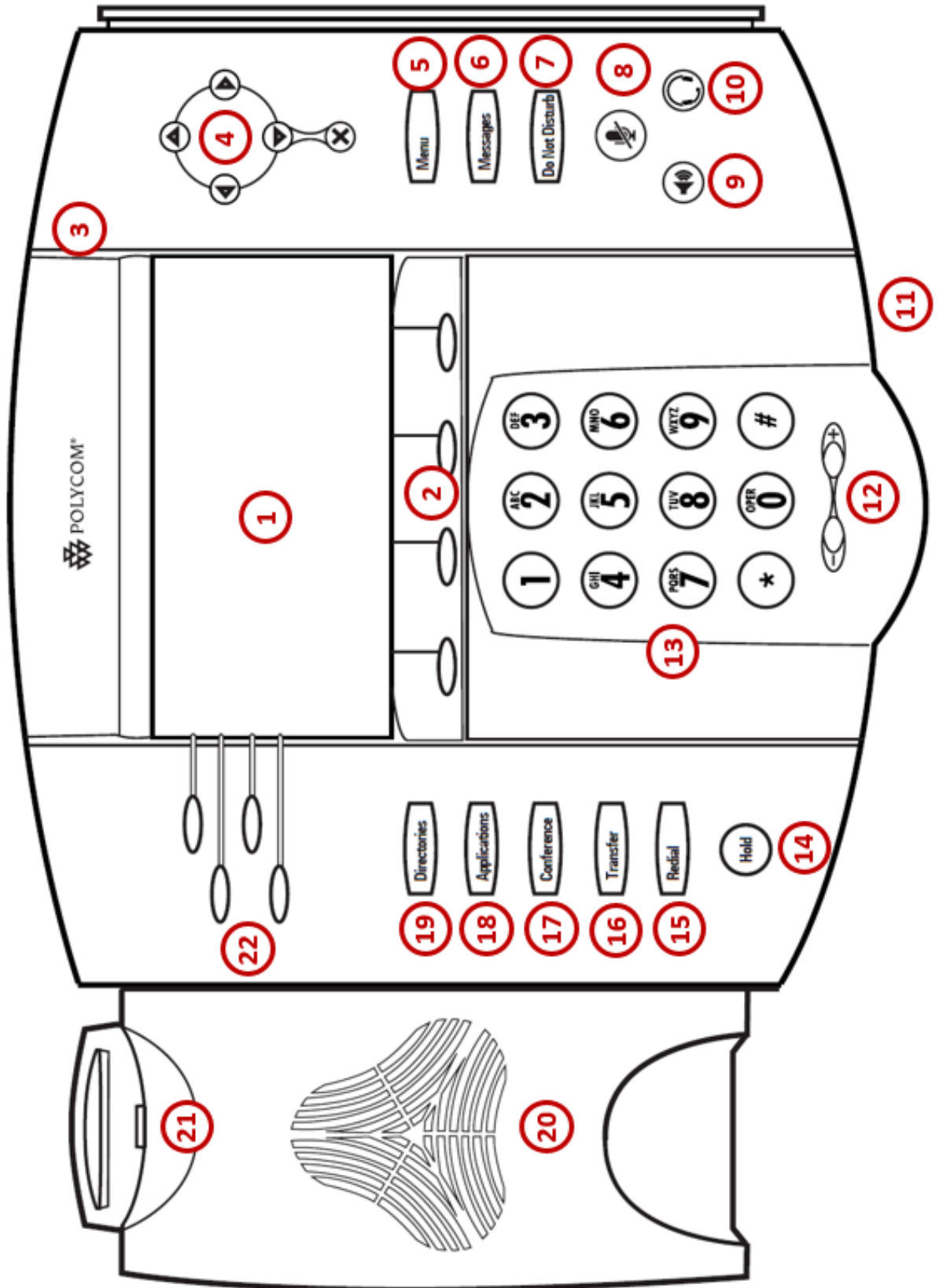


CALNET 3: AT&T Voice DNA[®]: Quick reference guide

Polycom[®] SoundPoint IP[®] 550 / 560

Version 1.5







AT&T Voice DNA®: Quick reference guide

What is the Polycom® SoundPoint® IP 550 / 560?

The Polycom SoundPoint IP 550 / 560 phones are full-featured IP phones each with hands-free speakerphone and handset designed for hi-fidelity wideband audio, and a built-in headset connection. Each phone can have up to four unique phone numbers and has a standard phone keypad, additional buttons (such as Messages, Hold, and Redial), and four soft keys, located below the display window, that provide additional functions based upon the status of the phone. Both phones are equipped with a grey scale graphical LCD display and the 560 has a dual-port gigabit Ethernet switch.

Polycom® SoundPoint® IP 550 / 560 at a glance

1. **Graphic Display:** Provides information about calls, messages, soft keys, time, date, etc.
2. **Soft keys:** Performs various functions visible in the graphic display depending on the state of the phone. Select the MORE key to view additional options.
3. **LED indicator:** Flashes when there is a new voicemail or when the phone is booting up.
4. **Display Control button:** Navigates through the displayed information in the graphic display window. The center checkmark selects the displayed data.
5. **Menu button:** Accesses phone settings and features.
6. **Messages button:** Accesses voicemail messages.
7. **Do Not Disturb button:** Enables or disables the Do Not Disturb function.
8. **Mute button:** Temporarily cancels outbound audio transmission.
9. **Speakerphone button:** Enables hands-free communication.
10. **Headset button:** Allows for hands-free communication through a headset.
11. **Microphone:** Allows for hands-free audio transmission.
12. **Volume keys:** Controls the incoming audio for handset, headset, speaker and ringer.
13. **Dial pad:** Enters digits to be dialed and entries in the Contact Directory.
14. **Hold button:** Places an active call on hold and resumes a held call.
15. **Redial button:** Redials the last number dialed.
16. **Transfer button:** Initiates either a blind or consultative transfer of an active call.
17. **Conference button:** Initiates a conference with up to 3 participants.
18. **Applications button:** Not used.
19. **Directories button:** Provides access to Call Lists and Contact Directory.
20. **Speaker:** Provides audio output for the ringer and hands-free communication.
21. **Hook switch:** Toggles the state of the phone from active to idle state.
22. **Line keys:** Activates selected line
23. **Line indicators:** Displays the state of an active call or line status.



Placing a call

- Dial the number first using:
 - Dial pad
 - Directories button to access the Call Lists or the Contact Directory.
- Then choose your calling method (handset, headset, or speakerphone).

Notes:

- You do NOT need to dial 9 for an outside line or 1 for long distance.
- Internal calls can be completed by dialing the extension.
- Call duration is monitored through a call timer on the graphic display.

Answering a call

You can answer a call using:

- Handset
- Headset
- Speakerphone
- Soft keys
 - Answer
 - Reject: sends call directly to voicemail.

Call Waiting

Each line appearance can handle one call at a time. To answer an additional call, select the associated line key.

Move between calls on different line appearances:

- While on a call, press the line key associated with another line. The call on the first line is automatically put on hold.
- To return to the first caller, press the line key associated with the first call. The second call is automatically put on hold.

Note: Additional calls accessing a utilized line appearance will be forwarded to voicemail.

Placing a call on hold

During an active call:

- Press Hold button or Hold soft key.

To remove from hold:

- Press Hold button again or Resume soft key.

Notes:

- Music on hold will play if a conference call is put on hold.
- If multiple calls are held, use the up / down arrows to switch between calls and press Resume soft key to select the desired call.

Line appearances and line keys

A phone number assigned to a line key on an IP phone is called a line appearance. Your direct line usually appears twice, then you will see additional lines or shared extensions that you may answer. Any blank or unassigned line keys will become speed dial buttons.

When a call comes in, all phones with that number as a line appearance will ring at the same time.

Shared call presence:

- When a call is answered and put on hold, any other phone with that line appearance can take the call off hold.

Not shared call presence:

- When a call is answered, it becomes exclusive to the phone that answered it.

Line indicators

The line indicators will change color depending on the event:

- Fast flashing green: Incoming (ringing) call
- Solid green: Active call is in progress
- Flashing red: Call is on hold
- Solid red: Shared line busy (if applicable)



Line icons

The following list describes the icons visible on the graphic display:

- Registered line: solid white telephone
- Registered shared line: split white / gray telephone
- Ringing / incoming call: musical notes
- Call on hold: white phone with flashing upside down handset
- Outgoing call: arrow moving left
- Active call: two opposing arrows
- Voice mail messages: envelope beside applicable line key
- Do Not Disturb activated: large X

Intercom

You can initiate an intercom call to other AT&T Voice DNA users in your organization.

To make an intercom call:

- Enter *96.
- Enter an extension number.
- Press the Dial soft key.
- Wait to hear a beep, and then speak.

Note: The phone of the person you are calling, automatically answers in speakerphone mode. They can choose to pick up the handset or switch to headset mode, once the intercom call is connected.

Conference calling

You can conference up to 3 participants on one call.

To add a second person to an existing call:

- Press the Conference button.
- Enter the number of the second person.
- Select the Send soft key.
- Press the Conference button to complete.

To merge an active call with one on hold:

- Use the down arrow to switch to the held call and press the Join soft key.

Transferring a call

Transferring a call releases the call from your phone.

Call transfer consultative:

Allows you to speak privately to the receiving party before completing the transfer.

- During an active call, press the Transfer button.
- Enter the phone number of the receiving party.
- Select the Send soft key.
- Wait for the receiving party to answer and discuss the issue.
- Press the Transfer button to complete the transfer.

Call transfer blind:

Also known as cold transfer, transfers a call without announcing the call to the receiving party.

- During an active call, press the Transfer button.
- Select the Blind soft key.
- Enter the phone number of the receiving party.
- Select the Send soft key

Note: If the recipient does not answer, the call will transfer to their voicemail if voicemail has been setup.

Cancel call transfer:

- Press the Cancel soft key before the transfer completes.

Note: You do not need to place the call on hold before transferring. During the transferring process, the caller will automatically be put on hold and hear music.

Transferring a call directly to voicemail:

- During an active call, press the Transfer soft key.
- Select the Blind soft key.
- Enter *90 and the extension number.
- Press the Transfer soft key.



Call forwarding

Enable call forwarding

- When your phone is idle, enter:
 - *72 Call Forwarding Always
 - *92 Call Forwarding No Answer
- Enter the forward-to number.
- Press the Dial soft key.
- Listen for the voice prompt that confirms Call Forwarding is turned on.

Note: The forward-to number can be an extension or any 10-digit phone number.

Disable call forwarding

- When your phone is idle, enter:
 - *73 Call Forwarding Always
 - *93 Call Forwarding No Answer
- Press the Dial soft key
- Listen for the voice prompt that confirms Call Forwarding is turned off.

Do not disturb

The do not disturb option prevents incoming calls from ringing. The line indicator will not flash. Calls will go directly to voicemail, if no other forwarding has been configured. A large X will be shown in the graphic display window.

Enable / Disable:

- Select the Do Not Disturb button.
Note: You can still make outgoing calls as normal. This feature is activated for the phone as a whole, and not by individual line.

Note: On a shared line, your phone will not ring, but the line will blink and you or someone else can answer the call.

Call List

The phone maintains up to 99 instances of:

- Received calls
- Placed calls
- Missed calls

Retrieve call list:

- Choose the Directories button.
- Select Call List.
- Use the display control keys to scroll up / down through the list.
- Select the Dial soft key to place the call.

Delete an individual log entry:

- Choose the Directories button.
- Select Call List.
- Select the desired call list.
- Select the individual call to be deleted.
- Select the More soft key.
- Select the Clear soft key.

Delete entire call list:

- Choose the Directories button.
- Select Call List.
- Select Clear.
- Select the call list to be deleted.

Select Yes.

Note: If power is lost to the phone or the phone is rebooted, the call lists will be erased on the phone.

Contact Directory

The phone maintains up to 99 contacts, entered by the user.

Add new contact:

- Choose the Directories button.
- Select Contact Directory.
- Select Add soft key.
- Enter information using the dial pad.
- Select Save soft key.

Modify current contact:

- Select the contact you wish to change.
- Select appropriate soft key (Edit or Delete).
- Select Save soft key when complete.



Parking a call

Parking a call allows you to pick-up a call from a different extension.

Park an active call:

- Press Park soft key.
- Enter extension of where you will pick up the call.

Retrieve a parked call:

- Press Retrieve soft key.
- Enter extension of where you had parked the call.

Selecting a ringtone

The phone can support 24 selectable ringtones, but only 19 are available at this time.

Change the ringtone:

- Choose the Menu button.
- Select Settings.
- Select Basic.
- Select Ring Type.
- Select the Play soft key to hear the ringtone.
- Choose the Select soft key to set the ringtone.

Feature (star) codes

These are some of the commonly used feature (star) codes:

- *00 Last number redial
- *60 Turn off music on hold
- *67 Caller ID Selective Blocking
- *69 Call return
- *70 Call waiting off
- *72 Forward all calls on
- *73 Forward all calls off
- *82 Caller ID Selective Unblocking
- *90 Transfer caller directly to voicemail
- *96 Intercom
- *98 Call park
- *99 Call park retrieve

Block and unblock Caller ID

Your administrator controls the Caller ID settings for your organization. When Caller ID is turned on, your number appears on the phone you call. If permitted by your organization, you can block your line's Caller ID on a per call basis.

Temporarily block Caller ID:

- Enter *67 and the number you want to call.
- Press the Dial soft key.

Your administrator can also block your line's Caller ID for all calls. You can unblock your line's Caller ID on a per call basis.

Temporarily unblock Caller ID:

- Enter *82 and the number you want to call.
- Press the Dial soft key.



Register or reboot your phone

There will be times when you must reset your phone so that it can retrieve crucial software updates and configurations from the AT&T Voice DNA service.

- Press the Menu button.
- Scroll to locate Settings and then press the Select soft key.
- Select Basic.
- Select Restart Phone.

Note: The Polycom logo will appear in the display window for a short time. Once the logo disappears, the phone is operational.

E911 process and procedures:

If you call 911 from your office / cubicle, the address displayed for emergency responders is the building address.

- Please notify the guard and or have someone wait at the entrance to direct emergency services.

Guard telephone number is:

If a network outage or loss of power occurs:

- Use your cell phone to call emergency services.