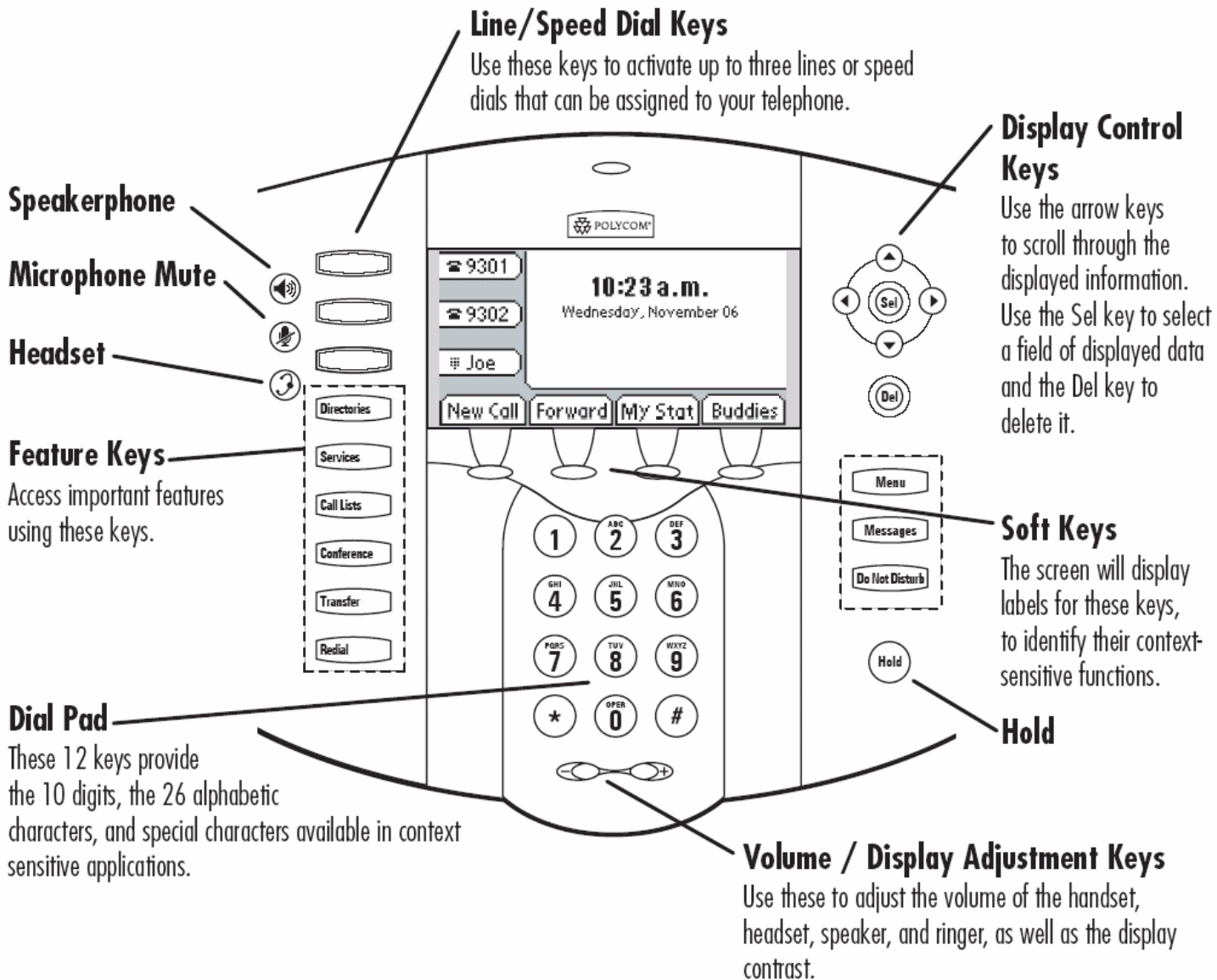


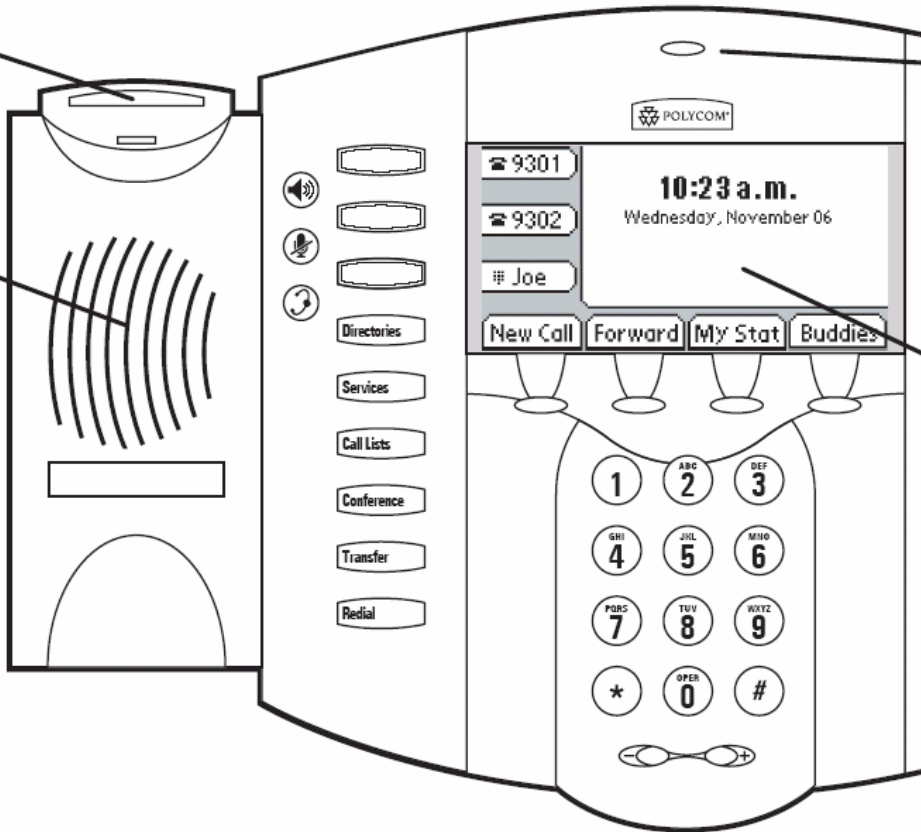
Polycom SoundPoint® IP500



Hookswitch

Speaker

For ringer and handsfree audio output.



Indicator

This will alert you to incoming calls, new messages, and other events.



















Graphic Display

Shows information about calls, messages, soft keys, time, date, and other relevant data.

Handsfree Microphone

This works best when the telephone is placed on a hard, flat surface.


Key Descriptions

Feature Key	Description
	Allows for handsfree communication during calls.
	Mutes audio transmission locally during calls.
	Allows users to place and receive calls through an optionally connected headset.
	Line or Speed Dial keys.
	Access to local directories and call lists.
	Access to special services (future implementation).
	Access to Missed, Placed and Received calls.
	Allows setup of a 3-way local conference.
	Transfer of current call to third party.
	Dials last connected party from the telephone.
	Places current active call in Hold state.
	Cancels ringing and directs incoming calls to your Voice Mail (if supported).
	Place/receive text and voice messages.
	Access local and server features.
	Select and Delete controls for options and text within local menus.
	Scrolling of lists and control of text/number entry on display.
	Soft keys to select from various context-sensitive options.
	Volume keys to adjust audio and ringer volume.
Dial Pad	General dialing and alphanumeric entry (incl. special characters).


Placing a Call

To obtain dial tone, pick up the handset dial the desired number press **Send** to complete the call or wait 3 seconds and the call will be connected automatically.

Users can dial directly from the dial pad without first getting a dial tone. Simply enter the number then lift the handset or press the **Dial** soft key.


Calls can be made using the **Handsfree Speakerphone**. To place a call using handsfree, press a line key, , or **New Call** to obtain a dial tone. Dial the desired number and the call will be connected.


Answering a Call

Calls can be answered by picking up the handset, pressing the **Answer** soft key or by use of the **Handsfree Speakerphone**. Press  or with the handset on hook press the line key opposite the incoming call.



If there is an active call in progress when a new incoming call is received, pressing the **Answer** soft key places the active call on hold to answer the new call. Pressing the **Answer** soft key a second time retrieves the first call.

Call Hold



During a call, press  or the **Hold** soft key. The call will be placed on hold and this will be indicated on the display.

Press  again or the **Resume** soft key to retrieve the call. If multiple calls are on hold, use the line keys on the left of the display to select a line then the arrow keys to select a call then press the **Resume** soft key to retrieve the call.





Microphone Mute

During a call, press  the LED on the telephone lights up and a flashing microphone on the display indicates that the other party (parties) cannot hear you. You can still hear all other parties while Mute is enabled. To turn off Microphone Mute, press  again.

Local Conferencing


A conference may be created with two other parties using the telephone's local conferencing feature. To make a conference call, place a call to the first party then press  or the **Confrc** soft key to obtain a new line (the active call is placed on hold). Dial the telephone number of the second party, when the second party answers, press  or the **Confrc** soft key again to join all parties in the conference.

Transferring a Call


To transfer a call, press  or the **Trnsfer** soft key (the active call is placed on hold), dial the number to which you want to transfer the call then press  or the **Trnsfer** soft key again, this will blind transfer the call. If using the consultative transfer feature, press  or the **Trnsfer** soft key, dial the number to which you want to transfer the call, wait for answer consult with the other party then press  or the **Trnsfer** soft key again to complete the call transfer.



A call transfer may be cancelled during progress by pressing the **Cancel** soft key then pressing the **Resume** soft key to return to the active call.

Ending a Call

Press the line key (located on the left side of display), the **EndCall** soft key, replace the handset on the cradle or press  if in Handsfree mode to end a call.

Redial

Press  to dial the last call placed from your telephone.

To redial another previously dialed number, press  or  and select *Placed Calls* to scroll through the list using the arrow keys on your phone shown below.




Volume Adjustment

Press the volume keys (located at bottom of phone base station) to adjust receiver volume during a call. Pressing these keys when not currently on a call adjusts the ringer volume.



Contact List (Phone Directory)

The IP500 phone stores a local directory of contacts. Users have the ability to search and dial from this contact list. To access the Contact List, press  and select *Contact Directory*. You can then scroll through the directory listing using



the arrow keys. At this time you can choose the **Dial** soft key to place a call to someone in the directory or the **Exit** soft key to return to the previous menu.

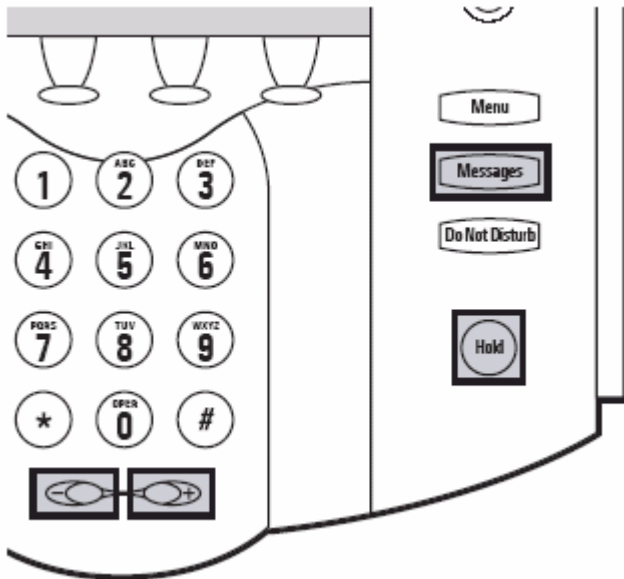
Voicemail

A flashing Message Waiting Indicator LED on the front of the telephone will indicate received messages. To listen to voice messages, press **Messages** and select **Message Center**. Press **Connect** to initiate Voice Mail retrieval from the Message Center. Follow the voice prompts to listen to your messages.

Troubleshooting

If you experience any issues while operating the phone, the telephone may require a user reboot. Reasons for this include accepting a new configuration, new software or to resolve an issue with the phone. If rebooting the phone fails to resolve the issue, please contact your Site Manager for further assistance.

To reboot the telephone, simultaneously press and hold the **Messages**, **Hold** and **Volume** keys (highlighted in the diagram) for more than 3 seconds. The reboot process will begin and is complete when the idle display is shown.



Call Park

Calls can be placed into a “**Parked**” status when someone is needed to answer a call, however you are unable to locate that person.

To Park a call, first push the **TRANSFER** button. Next push **BLIND**, located to the right hand side of the phone screen. Now enter in **7000**. The call has now been parked. The phone will call you back with a number on the screen saying "**Call Parked on: 70****", If you pick up the phone, you will hear my lovely voice telling you the extension the call was parked on. The **70**** number is the extension you can tell the person needing the call to pick up on. You can announce this over the intercom to the school such as "Mr. Smith, you have a call on 70**." All that Mr. Smith would have to do is find any phone in the system and push 70** to be connected to the call.

Intercom

The phone system can be used as an intercom system to initiate a one way announcement to any school or previously designated group of phones that has been setup with an intercom “group” code. The intercom system can be accessed via the phone handset or the phone client on your computer. To access the intercom system from your handset pick up the handset and dial *7 and a group number, the group number is a four digit extension in the system that will access a specific group of phones. Once you select the four digit extension, the system will verify with you via a voice prompt stating which group extension you dialed and to ensure you have selected the correct group extension. The voice prompt will say the name of the group and then prompt you to select “1” if it is the correct group extension.

In order to access the intercom system via the phone client, type *7 and the group extension in the **Number** field at the top of the phone client, select the **Make Call** button and pick up your handset. The system will then take you through the voice prompt system for verification that you have dialed the correct group extension.

Paging (Administrators only)

The paging system works much the same way as the intercom only it is used to initiate a two way call with a specific extension. You can use the paging system from your handset or from your phone client. When accessing the paging system from your phone handset, you will pick up the handset then dial *7 and an extension. The called party will hear a “beep, beep” and the call is then connected.

In order to access the paging system via the phone client, type *7 and the extension in the **Number** field at the top of the phone client, select the **Make Call** button and pick up your phone handset or press the speaker button on the handset in order to connect the call.