

## Polycom 550 Quick Reference Guide



Keys	Key Description
	<b>Directories key</b> – Access to local directories and call lists
	<b>Conference key</b> – Establishes a 3-way conference call.
	<b>Transfer key</b> – Transfer of current call to third party.
	<b>Redial key</b> – Redial the most recently dialed number.
	<b>Voicemail key</b> – Retrieves messages from the voice mailbox.
	<b>Menu key</b> – Access local (your phone) and global (your organization) features.
	<b>Do Not Disturb key</b> – Switches Do Not Disturb mode on and off.
	<b>Hold key</b> – Places a call on “Hold” or resumes it.
	<b>Speakerphone key</b> – Allows for hands-free communication during calls.
	<b>Microphone Mute key</b> – Mutes audio transmission locally during calls.
	<b>Headset key</b> – Allows you to place and receive calls through an optionally connected headset.
<b>Display Control Keys</b> – Use    and  (arrow keys) to scroll through the displayed information. Use  to select a field of displayed data. Use  to delete displayed data.	
	<b>Volume Keys</b> – Use these to adjust the volume of the handset, headset, speaker, and ringer.

Basic Phone Features
<b>Make a Call</b> 1. Lift the Handset and dial the phone number. 2. Depending on your phone and configuration, you may need to <b>Dial 9</b> before placing a call.
<b>Answering a Call</b> To answer a call, pick up the handset or to answer using the speakerphone, press the <b>Speaker</b> key.
<b>Redial</b> Press the <b>Redial</b> key to call a recently dialed number.
<b>Ending Calls</b> To end a call, replace the handset.
<b>To Park a Call</b> <i>This places the call on hold in a “park orbit” so the call can be retrieved from another phone.</i> 1. Press <b>Transfer</b> key (soft key) 2. Then press <b>*94</b> . Listen to what Park number the call will be placed on. 3. Press <b>Transfer</b> key again to complete.
<b>To Retrieve A Parked Call</b> <i>There are <u>two different ways</u> to retrieve a parked call.</i> 1. Pick up the handset and press the <b>numbered Park Key</b> (soft key-LED) where the call has been placed. 2. With handset on the hook, <b>press *95 followed by the parked call line number</b> (i.e.*951 or *952, etc.), <b>Press DIAL</b> , then pick up the handset to talk.
<b>Rebooting/Restarting Your Phone</b> Restart your phone for troubleshooting purposes. 1. Press <b>Menu</b> key 2. Select Settings > Basic > Restart Phone (seen on the LED panel) 3. “Are you sure?” Appears on graphic display. 4. Press the <b>Yes</b> soft key. The restart process begins.

For Your Reference	
Access your Voicemail and other phone settings <b>online</b>	<a href="https://myfeatures.itstelecom.net">https://myfeatures.itstelecom.net</a>
Voicemail Access Number (calling from outside your phone system)	<b>772-597-2743</b>
Voicemail <b>Quick Access Code</b>	<b>*98 (from your handset)</b>

## Advanced Call Handling

### Call Hold

1. To put a call on hold, press the **Hold** key
2. To retrieve the call, press the **Hold** key again or press the Resume key

### Call Transfer

1. Press the **Transfer soft key** – this places the current call on hold.
2. Transfer the call using one of these methods:

### Blind Transfer

- To transfer the call before the other person answers, press the **Blind** soft key in the LED
- Dial the number (**or the extension**) of the person you want to call. The call is automatically connected to that person.

*Note: If you are transferring to an **extension**, press the **Send** or **Transfer** soft key after dialing the extension.*

### Consultative Transfer

- Dial the number or extension of the person you want to call.
- Wait until the person has answered.
- Complete the transfer by pressing the **Transfer** key again.

### Call Waiting

If a second call comes in while you are on the phone, you will hear a tone and the phone LED screen will display the details of the second caller. To answer the second call, select **Hold button**.



### 3 Way Calling

1. When in a regular call, press the **Conference soft key**.
2. Dial the person you want to join you call.
3. Once this person has answered press the **Conference soft key** again to set up the three way call.

### Using Do Not Disturb

Do Not Disturb enables you to send call straight to voice mail.

#### To enable or disable Do Not Disturb:

1. Press the MENU key, then select Features>Do Not Disturb. When  and  symbols flash on the screen, Do Not Disturb is enabled.

### VoiceMail (from your Polycom 550 handset)

**When you have one or more unheard voice messages waiting, your phone will display a flashing light in the upper right corner.**

- To access voice mail: Press the **Messages** button.
- Enter your unique **PIN**
- To listen to your voice messages: Press **1**
- To listen to your other messages: Press **11**
- To **save** a message: Press **2**
- To **delete** a message: Press **3**
- To **transfer** a voice message to another extension: Press **5**, then the extension number.
- To **change your mailbox settings**: Press **4**
- To **go back** to previous menu: Press **\***
- To **finish**: Press **#**

You may also access your voice mail visually using **ITS CommPortal** online management tool. (see right top)

## ITS CommPortal

**ITS CommPortal** gives you a powerful and easy to use **Web interface** to use access your voice mail and phone settings.

### Logging In:

1. Go to <https://myfeatures.itstelecom.net>
2. Enter your 10-digit phone number
3. Enter your password.\*

*\*Get password for first time log-in from your account manager. You can change the password after that time.*

### Change Password

1. Go to **Settings** page
2. Enter your new password in **Password** box
3. Re-enter your new password in the **Confirm Password** box
4. Click **Change Password**

### Dashboard Page

The dashboard displays new voice messages, recent received and missed calls, contacts, and settings you have applied to your phone.

### Messages & Calls

- The **Messages** tab displays new and saved voice messages. Play, delete, or mark as heard/unheard.
- **Missed Calls, Dialed Calls, and Received Calls** show you all your recent called activity.

### Call Manager

- The Summary tab of **Call Manager** provides a description of what will happen to your incoming calls.

### Configure Your Phone Keys

1. Select the **Settings** page in ITS CommPortal.
2. Select the **Phones** tab.
3. Click on the **Configure Your Phone** link.

### Call Forwarding (from your handset)

Your phone system supports different types of Call Forwarding:

#### Immediate, Busy, and No Answer.

- To enable/disable call forwarding using the handset, **dial the access code** for the type of call forwarding you want to enable/disable followed by the number you wish to forward calls to (see table below).
- The easiest way to use Call Forwarding is the **ITS CommPortal** online management tool in the **Call Manager Tab**.

## ITS CommPortal

Immediate Call Forwarding Activation	<b>*72</b>
Immediate Call Forwarding Deactivation	<b>*73</b>
Busy Call Forwarding Activation	<b>*90</b>
Busy Call Forwarding Deactivation	<b>*91</b>
No Answer Call Forwarding Activation	<b>*92</b>
No Answer Call Forwarding Deactivation	<b>*93</b>

**If you have any additional questions not addressed on this guide, call us at 772.597.3423, or visit: [www.itsfiber.com](http://www.itsfiber.com)**