



Polycom IP500/501 Using the IP Phone

To Place a Call:

- Pick up the handset, press the **NEW CALL** soft key, or press the **SPEAKERPHONE** key.
- Enter the number you wish to call. **-OR-**
- Enter the number you wish to call, and press the **DIAL** soft key.

To Put a Call on Hold:

- During an active call, press the **HOLD** soft key, or press the **HOLD** button.
- To resume the call, press the **RESUME** soft key, or press the **HOLD** button.

To Consultative Transfer a Call (announce the call before transferring):

- During an active call, press the **TRANSFER** soft key. This will put the caller on hold.
- Enter the number to which you wish to transfer the call and press the **SEND** soft key.
- When the Transfer party picks up you may begin your consultation, the first party will still be on hold.
- When you are done with your consult press the **TRANSFER** soft key.
- Call will immediately transfer and you may hang up.

To Blind Transfer a Call (do not announce the call before transferring):

- During an active call, press the **TRANSFER** soft key. This will put the caller on hold.
- Press the **BLIND** soft key.
- Enter the NUMBER to which you wish to transfer the call and press the **SEND** soft key.
- Call will immediately transfer and you may hang up.

To Create a 3-Way Conference Call:

- During an active call, the **CONFERN** soft key. This will place the current caller on hold.
- Dial the number of the party you wish to add to the call and press the **SEND** soft key.
- When the party answers, press the **CONFERN** soft key. All parties will now be in conference.

To Split a 3-Way Conference Call (disconnect conference and place the two other parties on-hold):

- During the conference, press the **SPLIT** soft key.
- The two parties will be put on-hold on separate lines.
- You may then **RESUME** or **ENDCALL** with desired party.

To Reject a Call and Let Voicemail Answer:

- When an incoming call arrives that you do not wish to answer, press the **REJECT** soft key.
- Your phone will stop ringing. The caller will continue to hear ringing until your voicemail (or no answer treatment) answers the call.

To Answer a Call on Your Second Line:

- While the first call is active, and the second call begins ringing, use the **DISPLAY CONTROL** keys to select the incoming call.
- Press the **ANSWER** soft key to answer the call; this places the first call on hold.
- To reactivate the first call, use the **DISPLAY CONTROL** keys to select the first call and press the **RESUME** soft key, this places the active (second) call on hold and reconnects the first call. **-OR-**
- If your extension is programmed on more than one line key, press the line key corresponding to the new incoming call.
- The new call will be answered and the first call is put on-hold.

To Change the Default Ring Tone:

- Press the **MENU** button.
- Select the **Settings** and then the **Basic** menu options.
- Select **Ring Type**.
- Use the navigational keys to scroll through the different ring tones. Press **PLAY** to hear how the ringtones sound.
- Press the **SELECT** soft key to select the current highlighted ring tone.

To View Missed, Received and Placed Calls:

- Press the **MENU** button.
- Press **1** on the KEYPAD.
- Press **2** on the KEYPAD.
- Using the **DISPLAY CONTROL** keys, scroll to Missed, Received or Placed calls.
- Press the **SELECT** soft key to select a category.
- Using the **DISPLAY CONTROL** keys, scroll through the calls.
- The call logs will be reset if the phone is rebooted.

To Transfer a Call to Voicemail:

- During the active call, press the **HOLD** soft key or button.
- Press the **NEW CALL** soft key.
- Dial **999**. To transfer caller to your own voicemail, press the **9** key. To transfer caller to another voicemail box, enter the desired extension then **#**.

Voice Mail Controls

Menu 1	Key
Save	#
Delete	7
Replay Message / Skip Envelope	2
Fast Forward	3
Rewind	4
Play Message Envelope	5
Call Back Sender	8
Go to Menu 2	9
Menu 2	Key
Reply	1
Forward	2
Go to Menu 1	*

Voice Mail

To Access Your Voice Mail:

- Dial Your **MESSAGES** button.
- Enter your password.
- To navigate, follow the menu choices.

From Outside the Office:

- Dial your phone number.
- When the voice mail system answers, press the **9** key.
- Enter your password.
- To navigate, follow the menu choices.