



# SmartCOMM™ Hosted IP Complete

Polycom Soundpoint IP 650 Phone Reference Guide



## Directories

### DIRECTORIES KEY

Access Contact Directory to find a contact and select dial to place the call.

## Applications

### APPLICATIONS KEY

Connects to enabled web based applications if available.

## Conference

### CONFERENCE KEY

Call first party & press Conference to place the new call idle. Next, call the second party. Press Conference to join all parties.

## Transfer

### TRANSFER KEY

During the call press Transfer, select Blind with your soft keys, enter number you which to transfer to, & hang up.

## Redial

### REDIAL KEY

Redial previously used number.

## NAVIGATION KEYS

From the Home screen, press left arrow to quickly access received calls, right for placed calls, down for missed calls & up for speed dial.

**LINES**  
6 lines.



## Menu

### MENU KEY

Houses options such as call directories, missed calls, & preferences.

## Messages

### MESSAGES KEY

If you have a voicemail the indicator light will flash red. Press Messages to listen; enter password, proceed with instructions.

## Do Not Disturb

### DO NOT DISTURB

Enable to send calls to voicemail or call forwarding. Calls received will be listed under missed calls.



**HOLD KEY**  
Hold your call.

**SOFT KEYS**  
4 programmable soft keys.

**VOLUME KEYS**  
Adjusts volume.



**SPEAKER KEY**  
Press to answer or place call over speaker.



**HEADSET KEY**  
Activates hands free for making and receiving calls without lifting the handset.



**MUTE KEY**  
Places a call on mute so caller cannot hear you.

# SmartCOMM™ Hosted IP Complete

Polycom Soundpoint IP 550/650/670 Phone Reference Guide

## Basic Phone Features

### Make a Call

1. Dial the call.
2. Lift the handset or press the Speakerphone or Headset keys.

### Answering a Call

For hands free operation, press the Speaker phone key or Line Appearance key for the incoming call.

### Redial

Press the Redial key to call a recently dialed number. Select a number using your Navigation Keys (see Navigation Keys).

### Ending Calls

To end a call replace the handset.



Symbol	Key Description	Symbol	Key Description
	<b>DIRECTORIES KEY</b> – Access Contact Directory to find a contact and select dial to place the call.		<b>DO NOT DISTURB KEY</b> – Enable to send calls to voicemail or call forwarding. Calls received will be listed under missed calls.
	<b>APPLICATIONS KEY</b> - Connects to enabled web based applications if available.		<b>MUTE KEY</b> – Mutes the call so that your caller cannot hear you.
	<b>CONFERENCE KEY</b> – Call first party & press Conference to place the new call idle. Next, call the second party. Press Conference to join all parties.		<b>VOLUME KEYS</b> – Adjusts the volume for the handset, headset, ringer, and hands free speaker.
	<b>TRANSFER KEY</b> – During the call press Transfer, select Blind with your soft keys, enter number you which to transfer to, & hang up.		<b>SOFT KEYS</b> – Each button can be assigned a different function that can be programmed by a user or a business group administrator.
	<b>REDIAL KEY</b> - Redial previously dialed number.		<b>HEADSET KEY</b> – Activates hands free for making and receiving calls without lifting the handset.
	<b>HOLD KEY</b> – Places caller on hold; to retrieve call press Hold again.		<b>SPEAKERPHONE KEY</b> – Activates hands free for making and receiving calls without lifting the handset.
	<b>MENU KEY</b> – Houses options such as call directories, missed calls, and preferences.		<b>NAVIGATION KEYS</b> –These buttons let you scroll through menu selections. From the Home screen, press left arrow to quickly access received calls, right for placed calls, down for missed calls & up for speed dial.
	<b>MESSAGES KEY</b> - Press to retrieve voicemails.		<b>LINES</b> – Soundpoint IP 550 has 4 lines. Soundpoint IP 650 & 670 have 6 lines.

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## Polycom Soundpoint IP Phone Reference Guide

### 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

#### Call Transfer

##### *Consultive Transfer:*

1. During the call press Transfer & enter the number to which to transfer the call.
2. As soon as you hear the ring back, press the Transfer key again to complete the transfer.

##### *Blind Transfer:*

1. During the call press Transfer
2. Select Blind with your soft keys
3. Enter number you which to transfer to, & hang up.

#### Conference Call

1. Call the first party then press Confrnc soft key to place the new call.
2. Call the second party. When the second party answers, press the More soft key and the Confrnc soft key to join all parties.
3. Repeat the same steps to join a third party.

#### Do Not Disturb

- Enable Do Not Disturb to automatically send calls to voicemail or call forwarding.
1. Press the Menu key, select Features.
  2. Press Select to enable Do Not Disturb.
  3. Select Menu key to return to idle screen.

#### Voicemail

- If you have a voicemail waiting the Messages Indicator Light will flash.
- Press the Messages key
- Prompted to enter password an proceed with instructions.

#### Call Forwarding

- Call Forwarding guarantees important calls will always follow you and find you.
1. Press the Forward key
  2. Use the Arrow Keys to choose between always, no answers, and busy and press select.
  3. Enter the phone number and press the Enable soft key to confirm call forwarding.

You may also enable and disable call forwarding using CommPortal.

*\*\*\*Commportal ALWAYS overrides call forwarding settings.\*\*\**

**CommPortal** - A powerful and easy to use Web interface that gives users access to their phone settings.

#### Logging In:

1. Go to <http://www.grid4.com/commportal>
2. Enter your phone number
3. Enter your Password. (Same as your voicemail password)

#### Dashboard Page:

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

#### Messages & Calls

- The Messages tab displays new and saved messages.
- Play, delete, or mark them 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.
- The other tabs allow you to change the settings of your call coverage, including Call Forwarding, Do Not Disturb, and FindMe/Follow Me.

#### 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**