SoundPoint® IP 501

Quick User Guide

Basic Phone Features
Customizing Your Phone

Applies to phones running SIP 1.6.5 or later.

For detailed information please consult the comprehensive SoundPoint IP 501 User Guide available at: www.polycom.com/voip

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Basic Phone Features

PLACING A CALL
Using the Handset:
Pick up the handset and dial the desired number, or dial the desired number first and then pick up the handset.

Using the Speakerphone:
1. With the handset on-hook, press: - any assigned line key, or - button, or - NewCall soft key.
2. Dial the desired number.

Using the Optional Headset
Headset Memory Mode enabled:
1. With the headset connected, press: - any assigned line key, or - button, or - NewCall soft key.
2. Dial the desired number.

During a call, you can alternate between handset, headset, or hands-free modes by pressing the or keys, or picking up the handset.

ANSWERING A CALL
Using the Handset:
- Pick up the handset.

Using the Speakerphone:
With the handset on-hook, press: - button, or - the line key, or - Answer soft key.

Using the Optional Headset:
- Press

Incoming calls may be ignored by pressing the Reject soft key or during ringing.

MICROPHONE MUTE
During a call, press . Mute applies to all modes: handset, headset, and hands-free. You can hear all other parties while Mute is enabled.

To turn off Mute, press again.

CALL HOLD AND RESUME
- During a call, press or the Hold soft key. Press the Resume soft key, or the line key to retrieve the call.
- If multiple calls are on hold on a single line key, use the and keys to select the desired call, then press the Resume soft key to return to this call.
- If calls are on hold on more than one line key, the call details can be viewed by pressing and holding the desired line key. If a line key is pressed briefly, the first call on hold on that line key will be retrieved.

CALL TRANSFER
1. During a call, press or the Transfer soft key (the active call is placed on hold).
2. Press the Blind soft key if a blind transfer is required.
3. Place a call to the number to which you want to transfer the call or use the arrow keys to access the number from a call list, and press the Dial soft key.
4. As soon as ring-back sound is heard, or after the party answers, press to complete the transfer.

Transfer may be cancelled during establishment by pressing the Cancel soft key. The original call is resumed.

3-WAY CONFERENCE CALLS*
To create a three-way conference call:
1. Call the first party.
2. Press or the Confrc soft key to create a new call (the active call is placed on hold).
3. Place a call to the second party.
4. When the second party answers, press again to join all parties in the conference.
5. When a conference has been established, pressing the Split soft key will split the conference into two calls on hold.

Placing the call on hold on the conference originator’s phone will place the entire conference on hold.

CALL FORWARDING
To turn call forwarding on:
1. Press the Forward soft key from the phone’s idle display or press and select Features and Forward.
2. If multiple lines are in use, select which line to forward.
3. Enter a number or URL to forward all future calls to.
4. Press the Enable soft key to confirm Call Forwarding. A moving arrow replaces the usual indicator for that line to confirm Call Forwarding is enabled.

To turn call forwarding off:
1. Press the Forward soft key from the phone’s idle display or press and select Features and Forward.
2. If multiple lines are in use, select which line to disable the feature on.
3. Press the Disable soft key.

Call forwarding is not available on shared lines.

If call forwarding is configured on the call server (invoked using * code dialing or from a PC-based application), then particulars and menu options may vary.

Ending the call on the conference originator’s phone will allow the other parties to continue the conference.

* Conferencing is an optional feature that must be configured on the call server. Particulars and menu options may vary.

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REDIAL
Press the Redial soft key or button to redial the most recently dialed number.

DO NOT DISTURB
Press the Do Not Disturb button to prevent the phone from ringing on incoming calls. Press the Do Not Disturb button again to turn off Do Not Disturb.

SPEED DIALING
To assign a speed dial index, see CONTACT DIRECTORY below.

To dial a number assigned to a line key, press the line key opposite the number.

To quickly view the speed dial list from the idle display, press .

CALL LISTS
Press followed by Call Lists (or just ) and Missed, Received, or Placed Calls, as desired. Information on respective calls will be displayed.

From this screen:
1. Choose Edit to amend the dial string before dialing.
2. Choose Dial to return the call.
   For additional choices, press More then
3. Info to view detailed call information.
4. Save to store the contact to the Contact Directory.
5. Clear to delete the call from the list. Press More and Exit soft keys to return to the idle display.

VOICE MAIL
Message Waiting Indicator LED on the front of the phone and individual line LED indicators will flash and stutter dial tone in place of normal dial tone will sound to indicate that message(s) are waiting at the message center.

To listen to voice messages:
1. Press and select Message Center.
2. If multiple lines are in use, select from which line messages are to be retrieved.
3. Display indicates number of messages and their importance.
   - Press Connect to initiate Voice Mail retrieval from the Message Center, or
   - Press Clear to turn off the flashing LED without listening to messages.
4. Follow voice prompts to listen to messages.

DISTINCTIVE RINGING / CALL TREATMENT
You can set distinctive incoming ringing tones for different contacts in your local directory.

To set a distinctive ring for a local contact:
1. Press and select Contact Directory.
2. Using the arrow keys, scroll through the directory to choose a contact.
3. Press Type and scroll down to Ring Type.
4. Enter a number corresponding to one of the ring types available (see instructions in the RING TYPE section above for available ring types and their corresponding numbers).
5. Press the Save soft key or Cancel to abandon the change, then press to return to the idle display.

RING TYPE
You can select different rings to match your preferences and distinguish between calls on lines.

To change the incoming ring:
1. Press and select Settings followed by Basic, Preferences, and Headset Memory Mode.
2. Use the Up or Down arrows and Select soft key to enable Headset Memory Mode.

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5. Press the Save soft key or Cancel to abandon the change, then press to return to the idle display.

To quickly view respective call lists from the idle display:
Press for Placed Calls.
Press for Received Calls.
Press for Missed Calls.

HEADSET MEMORY MODE
For regular headset users, there is an option to default all calls to go to the headset.

To turn Headset Memory Mode on:
1. Press and select Settings followed by Basic, Preferences, and Headset Memory Mode.
2. Use the Up or Down arrows and Select soft key to enable Headset Memory Mode.

To change the incoming ring:
1. Press and select Settings followed by Basic, and Ring Type.
2. If multiple lines are used, first select which line to change.
3. Using the Up or Down arrows, highlight the desired ring type. Press the Play soft key to hear the selected ring type.
4. Press Select to change to the selected ring type.

To turn Headset Memory Mode off:
Repeat steps 1 and 2 and select Disable.

CUSTOMIZING YOUR PHONE

CONTACT DIRECTORY
To add or edit a contact in your local phone directory:
1. Press and select Contact Directory.
2. Press Add to enter another contact into the phone’s database or highlight an existing entry for editing, and then press Edit.

To conform to regulatory requirements, handset and headset volume will return to a preset level after each call, but the configuration can be changed. Hands-free speaker volume will return to the idle display.

To quickly view the speed dial list from the idle display, press .

VOLUME ADJUSTMENT
Press the volume keys to adjust handset, headset, and hands-free speaker volume during a call. Pressing these keys in idle state adjusts the ringer volume.

Contacts can be easily added from Call Lists. For more information, see CALL LISTS section above.

To add or edit a contact in your local phone directory:
1. Press and select Contact Directory.
2. Press Add to enter another contact into the phone’s database or highlight an existing entry for editing, and then press Edit.
3. Enter first and/or last name from the keypad. Press the 1/A/a soft key to select between numeric and upper/lower case alphanumeric modes. Press the Encoding soft key to access special characters in other languages if necessary.
4. Pick and enter a unique Contact number (not already in the directory). The Speed Dial Index will automatically be assigned the next available index value, but it can be modified.
5. Enter Ring Type and Divert Contact, if desired.
6. Use and to switch between Enabled and Disabled settings for the last four fields.
7. Press Save to confirm or Cancel to abandon the changes, then press or the Exit soft keys to return to the idle display.

TOGGLE MENU

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1. Press and select Settings followed by Basic, and Ring Type.
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To quickly view respective call lists from the idle display:
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Press for Received Calls.
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ROCKETDIAL
Press the RocketDial soft key to return to the idle display.

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