

Admin Phones

The following is a guide that will walk you through setting up your personal voicemail box and provide basic instruction for typical phone operation.

Voicemail Setup-

- 1) To setup your voicemail box, press the "Message" button located on the right hand side of your phone. Select 1 for Message Center, then press Connect.
- 2) The system will first ask you to enter your PIN. Your PIN will be the password used to access your mailbox. By default, your initial PIN is set to match your extension number (which is displayed in the upper left hand corner of the display window). When prompted to enter your PIN, enter your extension number followed by pressing the "#" key. Press 5 to enter options menu.
- 3) Press "3" to record your mailbox name which will be your First & Last name. Start recording at the tone then press any key or stop talking to end recording. Press "2" to save or "3" to rerecord (Hint: For best results, do not record using the speakerphone. Please use your handset instead)
- 4) Press "6" to change your pin. Enter your new 4-digit pin, then press "#" to save.
- 5) Press "1" to record your external greeting. This is the greeting callers will hear when calls to your extension go to voicemail. Start recording at the tone then press any key or stop talking to end recording. Press "2" to save or "3" to rerecord (Hint: For best results, do not record using the speakerphone. Please use your handset instead)

Phone Features-

Volume Settings- Located directly below the dial pad are "-" "+" keys. These are volume adjustment buttons. When the phone is in an idle state, these volume buttons modify the phone's ring volume. While on an active call, these buttons adjust the handset volume (when using the handset), and they adjust the speakerphone volume (when using speakerphone.)

Do Not Disturb- Located to the right of the dial pad is the "Do Not Disturb" (DND) button. Press this button one time to place your phone into DND mode. Press the DND button again to take your phone out of DND mode.

Mute- Located directly under the DND button is the Mute button. Press this button while on a live call. The button will turn Red in color when active. To disable mute, press the mute button again.

Application Button- This button can provide access to support contact information and links to training videos.

Menu Button- Press the menu button and select "Features." Here you can scroll down and select option "3" to view your call list. This is also where you can clear out any missed calls that are showing up on your display window.

Directory- This button lists a directory of users for your school.

All Page- This SoftKey is located at the bottom of the display window. When pressed, all internal speakerphones will play your announcement.

External Overhead Page- Dial 7001 from your phone. At the sound of the tone enter your zone number to page to. (Zone number are provided by your intercom vendor and are not part of your phone system)

Call Handling-

Making Inside Calls – To make a call to another internal extension, dial the 4 digit extension. Press the "Dial" SoftKey (presented in the display window) to initiate call. If using handset or speaker phone, simply, dial the 4 digit extension.

Making Outside Calls- To make an outside call, you must first dial a "8" followed by the full 10-digit number. Press the "Dial" SoftKey (presented in the display window) to initiate call. If using handset or speaker phone, simply, dial 8 followed by the full 10 digit number for local calls and 8+1 followed by the full 10 digit number for long distance calls.

Transferring Calls- To perform a **direct** transfer, (1) Press the "Transfer" HardKey. (2) Press the "Blind" SoftKey presented in the display window. (3) Enter the extension in which to transfer call to. (4) Press "Send" to complete transfer.

To perform an **announced** transfer, (1) Press the "Transfer" HardKey. (2) Enter the extension in which to transfer call to. (3) Press "Send" to initiate transfer. (4) Once you announce the transfer, press transfer again or simply hang up to complete the transfer or press cancel to stop the transfer.

Send Calls to Voicemail- To send an active call directly to a user's voicemail box without ringing their phone, (1) Press the "SendVM" SoftKey presented in the display window. (2) Enter the destination mailbox extension and press the "Enter" SoftKey presented in the display window.

Conference Call- You can create a 3 way conference call using your phone. (1) While on an active call, press the "Conference" HardKey located to the left of the dial pad. (2) Dial the 3rd party and press the "Send" SoftKey presented in the display window. (3) Once the 3rd party has answered, press the "Conference" key again to join all parties.

Hold- To place an active call on hold, press the "Hold" HardKey located to the left of the dial pad. To resume the call, press the "Resume" SoftKey presented in the display window.

Reject Call- To reject an incoming call ringing on your phone, press the "Reject" SoftKey presented in the display window. The call is immediately sent to your personal voicemail box.

Parking a Call – To park a live call, press an open “Park 1, 2, or, 3” SoftKey presented in the display window. Once call is parked it can be identified by a red light next to the park button. If parked call is not answered within 1 minutes, call will ring back to extension that initiated park.

Park Pickup- Press the “UnPark” SoftKey presented in the display window. Enter the park ID, (This will be “Park 1, 2, or, 3”) or, directly, press Park 1, 2, or, 3.

Dynamic Call Forward- While a call is ringing on your phone, (1) press the “Forward” SoftKey presented in the display window. (2) Enter the internal extension to forward call to. (3) Press “Forward” SoftKey presented in display window to complete the forward. (This only forwards the immediate call.)

Voicemail Cheat Sheet	
1	New Messages
1	Listen
2	Save
5	Return Call
7	Delete
8	Forward
9	Fwd To Email
2	Saved Messages
1	Listen
2	Save
5	Return Call
7	Delete
8	Forward
9	Fwd To Email
5	Advance Options
1	Record Greetings 1-9
2	Select Greetings 1-9
3	Record Name
6	Change Password
0	Main Menu
*	Exit

Table 1. Display features of the Polycom SoundPoint IP 650 SIP






1. Message Waiting Indicator	This alerts you to incoming calls, new messages and other events.
2. Display Control Keys	Use the arrow keys to scroll through the displayed information. Use  to select a field of displayed data. Use  to delete displayed data.
3. Feature Keys	Use these keys to access important features.
Directories	Access local directories and call lists.
Services	Access special services (contact the System Administrator).
Conference	Use to setup a local conference.
Transfer	Transfer the current call to a third party.
Redial	Dials the most recently dialed party.
Menu	Access local (your phone) and global (your organization) features.
Messages	Receive text and voice messages.
Do Not Disturb	Cancels ringing and directs incoming calls to your voice mail.
4. Microphone Mute	Mutes audio transmission locally during calls.

Table 1. Display features of the Polycom SoundPoint IP 650 SIP

5. Headset	Allows you to place and receive calls through an optionally connected headset.
	
6. Hands-free Microphone	Place your phone on a hard, flat surface for best results.
7. Speakerphone	Allows for hands-free communication during calls.
	
8. Volume Keys	Use these keys to adjust the volume of the handset, headset, speaker, and ringer.
	
9. Dial Pad	These 12 keys provide the 10 digits, the 26 alphabetic characters, and special characters available in context-sensitive applications.
10. Soft Keys	The screen displays labels for these keys, to identify their context-sensitive functions.
11. Hold	Holds an active call or resumes a call on hold.
12. Speaker	For ringer and hands-free audio output.
13. Hookswitch	
14. Line/Speed Dial Key	Use these keys to activate up to six lines or speed dials that can be assigned to your phone.
15. Line Indicators	Individual multi-color LEDs display the dynamic call state and remote user status (busy lamp field (BLF) and presence). The mapping is:
Solid green	An active call is in progress.
Fast flashing green	There is an incoming (ringing) call.
Flashing green	The call is on hold.
16. Line Keys	Use these keys to activate up to six lines or speed dials that can be assigned to your phone. The associated icons are:
