



## 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](http://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:

- With the handset on-hook, press:
  - any assigned line key, or
  - button, or
  - NewCall** soft key.

- Dial the desired number.

#### Using the Optional Headset Headset Memory Mode enabled:

- With the headset connected, press:
  - any assigned line key, or
  - button, or
  - NewCall** soft key.
- Dial the desired number.

*During a call, you can alternate between handset, headset, or hands-free modes by pressing the button, 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 button.

*Incoming calls may be ignored by pressing the **Reject** soft key or the **Do Not Disturb** button.*

### MICROPHONE MUTE

During a call, press button. 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 button again.

### CALL HOLD AND RESUME

- During a call, press button 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 down and up arrow 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

- During a call, press Transfer button or the **Trnsfr** soft key (the active call is placed on hold).
- Press the **Blind** soft key if a blind transfer is required.
- 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.
- As soon as ring-back sound is heard, or after the party answers, press Transfer button 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:

- Call the first party.
- Press Conference button or the **Confnc** soft key to create a new call (the active call is placed on hold).
- Place a call to the second party.
- When the second party answers, press Conference button again to join all parties in the conference.
- 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.*

*A conference may be created at any time between an active call and a call on hold (on the same or another line) by pressing the **Join** soft key.*

*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.

### ENDING A CALL

#### Using the Handset:

- Hang up.

#### Using the Speakerphone:

- Press button or the **EndCall** soft key.

#### Using the Optional Headset:

- Press button or the **EndCall** soft key.

### CALL FORWARDING

#### To turn call forwarding on:

- Press the **Forward** soft key from the phone's idle display or press Menu button and select **Features** and **Forward**.
- If multiple lines are in use, select which line to forward.
- Enter a number or URL to forward all future calls to.
- 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:

- Press the **Forward** soft key from the phone's idle display or press Menu button and select **Features** and **Forward**.
- If multiple lines are in use, select which line to disable the feature on.
- 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.*

