



## Polycom Soundpoint 550 Quick User Guide

### Call Transfer

During a call, press the **Transfer** or **Trnsfer** soft key. The call is placed on hold.

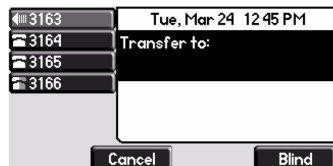
Press the number to which you want to transfer the call.

You can talk privately to the party to which you are transferring to before the transfer is completed. The transfer can be completed by hanging up or pressing the **Transfer** or **Trnsfer** soft key.

### Blind Call Transfer

During a call, press the **Transfer** or **Trnsfer** soft key.

Press the **Blind** soft key



Enter the number to which you want to transfer the call

### Transfer direct to voicemail

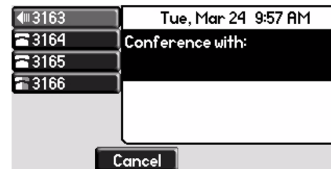
To transfer directly to someone's voicemail, preface the number to which you are performing a blind transfer to with **\*86 (Example \*863500)**

### Set up a Conference Call

Call the first party.

Press **Conference** or **Confnc** soft key to create a new call.

The active call is placed on hold.



Call the second party

When the second party answers, press the **Conference** or **Confnc** soft key again to join all parties.

To add another party, repeat step 2.

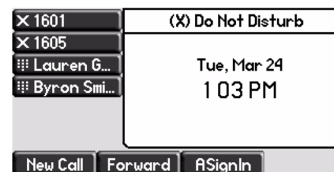
### To split a Conference Call

From the active conference page, press the **More** key, and then the **Split** soft key to split the conference.

### Enabling Do Not Disturb

Press **Do Not Disturb**

A flashing icon and text on the graphic display indicate that Do Not Disturb is enabled.



Calls received while DND is enabled are logged in missed calls unless otherwise directed.

To disable, press **Do Not Disturb**

### Paging

Press **\*401** on the keypad.

This will connect you to the paging system

### Call Park

During a call, press **Trnsfer** soft key, then press the **Blind** soft key.

Press **\*77** then a two digit park zone.

Example: \*7701

Press the **Send** soft key.

To pick up a call, lift any handset within the park group and press **\*77**, then the park zone the call was given and press the **Send** soft key.

### Voicemail

To retrieve voicemail messages, press the **Messages** key or press **\*86** on the keypad.

At the prompt, enter your password and enter 1 to review messages.

### Place a call on Hold

To place a call on hold, press the **Hold** key.



Press **Hold** again or the **Resume** soft key to resume the call.

