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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

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 [Do Not Disturb] 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 [Transfer] or the **Trnsfer** 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 [Transfer] 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 [Conference] or the **Confrnc** 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 [Conference] 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.

*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.

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* - 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 🔊 or the **EndCall** soft key.
Using the Optional Headset:
- Press ☉ or the **EndCall** soft key.

CALL FORWARDING
To turn call forwarding on:
1. Press the **Forward** soft key from the phone's idle display or press [Menu] 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 [Menu] 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.*

REDIAL
Press the **Redial** soft key or [Redial] 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 [Directories] followed by Call Lists (or just [Call Lists]) 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.

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

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 [Messages] 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.

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

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.

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 volume settings will be maintained across calls.

CUSTOMIZING YOUR PHONE

CONTACT DIRECTORY
To add or edit a contact in your local phone directory:
1. Press [Directories] 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 [Directories] or the **Exit** soft keys to return to the idle display.

To search for a contact:
1. Press **More**, then **Search** from the **Contact Directory** menu.
2. Using the dial pad, enter the first few characters for First or Last names.
3. Press **Search** to search for contacts.
4. Successful matches can be dialed from the resulting screen.

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

RING TYPE
You can select different rings to match your preferences and distinguish between calls on lines.
To change the incoming ring:
1. Press [Menu] 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.

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 [Directories] and select **Contact Directory**.
2. Using the arrow keys, scroll through the directory to choose a contact.
3. Press **Edit** 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 [Directories] to return to the idle display.

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 [Menu] and select **Settings** followed by **Basic**, **Preferences**, and **Headset Memory**.
2. Use the **Up** or **Down** arrows and **Select** soft key to enable Headset Memory Mode.

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

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