



BROADCONNECT  
POLYCOM  
SOUNDPOINT IP 550

Quick Reference Guide

My Telephone Number:

My Extension:

Voice Portal URL:

<http://mypbx.broadconnect.ca>

Voice Portal User Name:

Voice Portal Password:

Administrator Name:

Administrator Phone Number:

Administrator E-mail Address:

Conferencing Phone Number:

Conferencing Access Code:

Please reference this information when contacting support:

**support@broadconnect.ca****1.877.228.6616** option #3

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### 3 Introduction

## Thank You for Choosing BroadConnect *Your Next Generation Phone Company*

In this guide you will find information on how to use your Polycom 550 IP Phone and take full advantage of its next-generation features†.

Please contact your Dedicated Account Manager if you have further questions.



† Not all features are necessarily assigned to your service. Please contact your company administrator to confirm services assigned to your system

## Your BroadConnect Account Manager is:

Name: \_\_\_\_\_

Number: \_\_\_\_\_

E-Mail: \_\_\_\_\_

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For service related issues please contact BroadConnect Support at:

**support@broadconnect.ca**  
**1.877.228.6616** *option #3*

## 5 Your Phone

### Telephone Overview

Polycom offers phones that will satisfy all of your business communication needs. The SoundPoint® IP 550 delivers Voice over IP that seamlessly integrates with BroadConnect applications. The intuitive user interface provides dedicated, one-button access to common telephony features; and the information-rich display delivers content for messaging, call information, directory access, and applications. The Polycom SoundPoint IP 550 always offers excellent voice quality whether using the handset, headset, or speakerphone.

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- 1 Line Keys
- 2 Feature Buttons  
Set A
- 3 Hold / Resume
- 4 Volume Keys
- 5 Softkeys
- 6 Message Waiting Indicator  
(MWI)
- 7 Speaker Phone
- 8 Headset
- 9 Mute
- 10 Feature Buttons  
Set B
- 11 Delete
- 12 Scroll Buttons

# Polycom 550: Diagram

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## Hard Buttons

### 2 Feature Buttons, Set A

Directories

Access stored **Contacts** and **Call Lists**

Applications

This is for future application.

Conference

While on a call, initiate a **conference**

Transfer

While on a call, perform a supervised transfer '**Number**' or blind transfer '**Blind**'

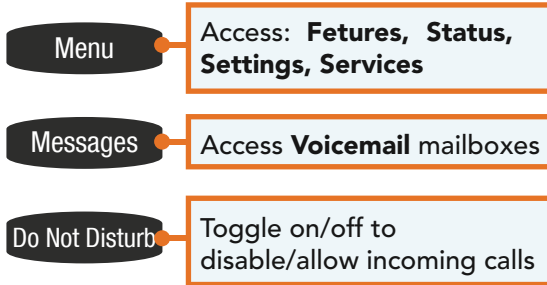
Redial

Dial the last number dialed from your phone

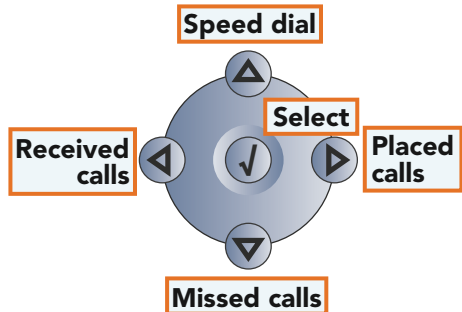


## Hard Buttons

### 10 Feature Buttons, Set B



### 12 Scroll Keys



## Calling Tips

- For outside calls, dial the 7 or 10-digit number you are calling.
- You do not need to dial '9' to place an external call.
- It is not necessary to dial '1' when placing domestic long distance calls.
- For extension calling within your company, simply dial the extension number.
- You must dial **'011'** to call international numbers (outside of the U.S. and Canada)
- For local calls within your area code, you do not need to dial the area code
- Press the **'Dial'** soft key after you have entered the number to initiate the call
- To access directory information dial **'411'**.
- Where available, dial **'911'** to contact emergency services  
**NOTE: Check with your Account Manager to see if 911 is available in your area.**
- If enabled, you may be required to enter a PIN before placing a long-distance call

## Using Your Phone

### To Place a Call:

- Lift the handset and dial the number OR
- Dial the number and press the 'Dial' softkey OR
- Press the 'New Call' softkey and dial the number

### To Answer a Call:

- Lift the handset
- Press the **Headset** button
- Press the **Speaker** button
- Press the '**Answer**' softkey

NOTE: the **Answer** softkey can be set up for headset or speakerphone

### To End a Call:

- Hang up the handset OR
- Press the 'End Call' softkey

## To Put a Caller on Hold:

- STEP 1 Press the **'Hold'** softkey or the **Hold** hard button
- STEP 2 To pick up the call, press the **'Resume'** softkey or the **Hold** hard button

## To Transfer a Call:

- STEP 1 While on a call press the **'Trnsfr'** softkey
- STEP 2 Press the **'Number'** softkey for a supervised transfer or the **'Blind'** softkey for an unsupervised transfer
- STEP 3 Dial the number or extension to which you are transferring the caller
- STEP 4 For a supervised transfer (warm transfer), wait until the party answers, announce the call, press the **'Trnsfr'** softkey, then hang up. For an unsupervised transfer, you will automatically be disconnected.

## To Use 3-Way Conferencing:

- STEP 1 Place a call and wait until the other party answers
- STEP 2 Press the **'Confren'** softkey
- STEP 3 Dial the number of the next party you want to join the call
- STEP 4 When the party answers, press the **'Join'** softkey to create a 3-Way conference call

## To Park a Call:

- STEP 1 Place the call on hold
- STEP 2 Press the **'New Call'** softkey.
- STEP 3 Press **\*68**
- STEP 4 Enter the extension where you want to park the call or press # to park it at your own extension, then hang up
- STEP 5 To pick up a parked call, press **\*88**
- STEP 6 Enter the extension where the call is parked or press # to retrieve it from your own extension



## To Forward Your Calls to Another Number†:

- STEP 1 Press the **'Forward'** softkey
- STEP 2 Select the line/extension from which you would like calls forwarded and press the **'Select'** softkey
- STEP 3 Enter the number to which you would like calls forwarded and press the **'Enable'** softkey
- STEP 4 To disable call forwarding repeat steps 1 and 2 and press the **'Disable'** softkey

† Call Forwarding can also be enabled from your Web Portal explained on page XX

## 13 Voicemail

### To Connect to the Voicemail System: From your BroadConnect Handset

- STEP 1 Press the **Messages** hard button
- STEP 2 Enter your passcode and press #

### From someone else's BroadConnect Handset

- STEP 1 Dial **\*62**
- STEP 2 Dial **\***
- STEP 3 Enter your passcode and press #

### From any phone

- |        |  |        |   |
|--------|--|--------|---|
| STEP 1 | Dial the voicemail portal telephone number | STEP 1 | Dial your number and extension            |
| STEP 2 | Enter your extension                       | STEP 2 | Press <b>*</b> to interrupt your greeting |
| STEP 3 | Enter your passcode and press #            | STEP 3 | Enter your passcode and press #           |

## To Set Up your Voicemail:

- STEP 1** Connect to the voicemail system
- STEP 2** Enter your default password (your extension number) followed by the # key
- STEP 3** Enter a new passcode<sup>†</sup> at the prompt and press #
- STEP 4** Re-enter your passcode at the prompt and press #
- STEP 5** Record your **name** at the prompt and press #  
Record your **busy** greeting at the prompt and press #  
Record your **no answer** greeting at the prompt and press #
- STEP 6** To return to the main menu, press \*; to re-record your name, press **1**; to listen to your name recording, press **2**; or to repeat the menu, press #

<sup>†</sup> For security reasons, do not use a generic passcode such as 123456, 000000, 111111, etc...

## To Retrieve your Voicemail:

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- STEP 1** Connect to the Voicemail system:
- STEP 2** Enter your passcode, followed by the # key
- STEP 3** Once you access the system, choose from the following menu options:

**1** Access your voice mailbox

**2** Change your CommPilot Express profile (Available: In Office, Available: Out of Office, Busy, or Unavailable)

**3** Record your name

**4** Change your Call Forwarding settings

**6** Make a call

**8** Change your passcode

**9** Exit the system

**#** Repeat menu



*Once you access the system, choose from the following menu options:*

**1** Play messages

**2** Busy greeting menu

**3** No Answer greeting menu


**5** Compose message menu

**7** Delete all messages

**\*** Return to main menu

**#** Repeat menu





*While playing messages, you can choose from the following options:*

- # Save Message
- 2 Play/Repeat message or skip envelope information
- 4 Return to previous message
- 5 Play message envelope
- 6 Move to next message
- 7 Delete message
- 8 Call message sender
- 9 Hear additional options
- \* Return to main menu

*After choosing option 2 (play/repeat message), you will be able to choose from the following commands:*

- 1 Rewind 3 seconds
- 2 Pause (restart?)
- 3 Fast forward 3 seconds
- 4 Skip to beginning of message
- 6 Skip to end of message

## To Clear your Message Waiting Indicator (MWI):

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- STEP 1 Dial **\*99**
- STEP 2 Press the '**Dial**' softkey

## To Transfer a Call Directly to Voicemail While on a Call:

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- STEP 1 Press the '**More**' softkey
- STEP 2 Press the '**SendVM**' softkey
- STEP 3 Enter the extension number
- STEP 4 Press the '**Enter**' softkey

## Web Portal Welcome Page



[Help](#) [Home](#)

Welcome User

[\[Logout\]](#)

Options:

- [Profile](#)
- [Incoming Calls](#)
- [Outgoing Calls](#)
- [Call Control](#)
- [Messaging](#)
- [Utilities](#)

## Profile

### Basic

#### Profile

Display and configure profile information such as your name, department and address.

#### Addresses

Addresses allows you to view and maintain your phone numbers and other identities that are used to make and receive calls.

#### Passwords

Set web access and portal passwords.

#### Schedule

Add, modify, or remove schedules.

### Advanced

#### Call Policies

Configure user Call Policies

The web portal enables you to manage the next-generation features of your SoundPoint IP 550

## To Log In:

- STEP 1** Open your web browser and navigate to **<http://mypbx.broadconnect.ca>**
- STEP 2** Enter your **username** (your 10-digit phone number).
- STEP 3** Enter your **password**.

## To Change Passwords:

- STEP 1** Select **'Passwords'** from the **'Profile'** menu in the Voice Portal
- STEP 2** **Type** in your **current password**
- STEP 3** **Type** and **Retype** your **new password**
- STEP 4** Click **Apply** to accept the change and remain in the screen  
Click **OK** to accept the change and exit the screen  
Click **Cancel** to discard the change and exit the screen

Set web access password:

Reset Password

\* Type current password:

\* Type new password:

\* Re-type new password:

## Voicemail to E-mail

- STEP 1 Open the **Messaging** menu in the Web Portal
- STEP 2 Click **Voice Management**
- STEP 3 Check **“E-mail a carbon copy of the message to”** and enter your E-mail address in the corresponding text box
- STEP 4 Click  then  to accept the change and exit the screen

*You will now receive voicemail messages as a .wav attachment every time you receive a new voicemail message*

## Sequential Ring

*Set up a number of devices to ring one after the other*

- STEP 1 Open the **Incoming Calls** menu in the Voice Portal
- STEP 2 Click **Sequential Ring**
- STEP 3 Click **Add**
- STEP 4 Enter **description, time** and **phone numbers**
- STEP 5 Specify the sequential order for the phone numbers you want to ring
- STEP 6 Click  then  to accept the change and exit the screen

## Simultaneous Ring

*Set up a number of devices to ring at the same time*

- STEP 1 Open the **Incoming Calls** menu of the Web Portal
- STEP 2 Click **Simultaneous Ring**
- STEP 3 Click the **On** button
- STEP 4 Enter each phone number and click **Add** for each device that should ring simultaneously
- STEP 5 Click  then  to accept the change and exit the screen

## Call Forwarding



- STEP 1 Open the **Incoming Calls** menu of the Web Portal
- STEP 2 Select **Call Forwarding Always** (forward all incoming calls); **Call Forwarding Busy** (forward calls when line is in use); **Call Forwarding No Answer** (forward calls if you do not answer after a specified number of rings)
- STEP 3 Click the **On** button
- STEP 4 Enter the phone number to which you will forward calls
- STEP 5 Click  then  to accept the change and exit the screen

## Call Control

*Call Control, enables you to place, receive and manage your calls through a web interface. To access Call Control click **Call Control** in the Web Portal menu*

## Microsoft® Outlook Integration



*View and click-to-dial contacts from your Outlook*

- STEP 1 Open the **Call Control** menu in the Web Portal
- STEP 2 Select **Outlook Integration**
- STEP 3 Click the **On** button
- STEP 4 Click  then  to accept the change and exit the screen

*You can now place phone calls directly from Outlook*

## Remote Office

*Allows you to use any phone as a business phone. When active, calls that you make from your remote phone appear on Caller ID as originating from your business phone. Additionally, airtime and long distance use will be billed to your business. Incoming calls to your business phone will ring your remote phone.*

- STEP 1 Click **Remote Office** in **Call Control**
- STEP 2 Click the **On** button
- STEP 3 Enter the remote phone number
- STEP 4 Click  then  to accept the change and exit the screen

## Online Help

*To access context-specific help click the **Help** link in the upper right-hand corner of any screen in the user portal. The Help that is displayed is dependent on the screen you were on before you clicked the Help link.*



## Schedule a Conference:

- STEP 1 Determine the participants and tell them the date and time
- STEP 2 Provide them with the dial-in phone number
- STEP 3 Provide them with the 7-digit access code

## Start an Audio Conference:

- STEP 1 Dial the conference dial-in phone number
- STEP 2 Enter 7-digit access code and your chairperson passcode
- STEP 3 Follow voice prompts for special options
- STEP 4 Begin the meeting

## Chair Commands

*Conference Chairperson commands available from your phone*

	<b>DESCRIPTION</b>	<b>INSTRUCTIONS</b>
*1	Dial out to a participant	To call out to participants press *1, and follow the prompts
*2	Record Conference	Toggle conference recording by pressing *2
*4	Lock Conference	Prevents additional participants from joining. Press *4
*5	Unlock Conference	Unlock conference so that participants can join, Press *5
*6	Mute Line	Mute for line by pressing *6, can be used by all participants
*7	Unmut Line	Unmute your line, press *7, can be used by all participants

## Chair Commands *continued*

	<b>DESCRIPTION</b>	<b>INSTRUCTIONS</b>
*8	Conference Continuation	To let the meeting continue without you, press *8 anytime before you hang up
*9	Roll Call (if activated)	Hear the names of all participants in your conference
*#	Count Participants	Get a count of the number of participants
00	Ask for Operator	Get help from an operator who will join in the conference
*0	Ask for Operator (sub-conference)	Privately talk to an operator in a sub-conference