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SoundPoint® IP 560

Quick User Guide

Basic Phone Features
Customizing Your Phone

Applies to phones running SIP 2.2 or later.

For detailed information please consult the comprehensive SoundPoint IP 560 User Guide available at:
www.polycom.com/support/voicedocumentation/

BASIC PHONE FEATURES

PLACING A CALL
Using the Handset:
Pick up the handset and dial the number or dial the number first, and then pick up the handset.
Using the hands-free Speakerphone:
1. With the handset on-hook, press:
   - any assigned line key, or
   - the **NewCall** soft key.
2. Dial the number.
Or dial the number, and then press the **Dial** soft key.
Using the optional Headset:
1. With the headset connected, press:
   - any assigned line key, or
   - the **NewCall** soft key.
2. Press 🎧.
3. Dial the number.
Or dial the number, and then press 🎧.

> *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:
Press:
- ◀)), or
- the line key, or
- the **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.*

ENDING A CALL
Using the Handset:
Hang up or press the **EndCall** soft key.
Using the Speakerphone:
Press ◀) or the **EndCall** soft key.
Using the optional Headset:
Press 🎧 or the **EndCall** soft key.

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
1. During a call, press `Hold` or the **Hold** soft key.

2. Press `Hold` again, the **Resume** soft key, or the line key to resume the call.

LOCAL CONFERENCE CALLS*
To create a three-way local 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` or the **Confrnc** soft key 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 other parties in the conference on hold.*

> *A conference may be created at any time between an active call and a call which is on hold (on the same line 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.

CALL TRANSFER
1. During a call, press `Transfer` or the **Trnsfer** soft key (the active call is placed on hold).
2. Place a call to the party to which you want to transfer the call.
3. After speaking with the second party, press `Transfer` or the **Trnsfer** soft key to complete the transfer.

> *Press the **Blind** soft key to transfer the call without speaking to the second party.*

> *Transfer may be cancelled during establishment by pressing the **Cancel** soft key. The original call is resumed.*

VOICEMAIL*
The Message Waiting Indicator on the front of the phone and individual line indicators will flash and the 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`
2. Follow voice prompts to listen to messages.

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

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REDIAL

Press the **Redial** soft key or ⌷Redial⌷ to redial the most recently dialed number.

DO NOT DISTURB

Press ⌷Do Not Disturb⌷ to prevent the phone from ringing on incoming calls. A Do Not Disturb icon appears for all lines to confirm that Do Not Disturb is enabled. Press ⌷Do Not Disturb⌷ again to turn off Do Not Disturb.

> *If Do Not Disturb is configured on the call server, then particulars may vary.*

CALL LISTS

Press ⌷Directories⌷ followed by Call Lists and Missed, Received, or Placed Calls, as desired. Information on respective calls will be displayed.

From this screen, choose the appropriate soft key:
1. **Edit** to amend the contact number before dialing.
2. **Dial** to place the call.

Or 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.

VOLUME ADJUSTMENT

Press the ⌷◁▷⌷ volume keys to adjust headset, handset, 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 volume will return to a present level after each call,*
>
> *Configuration can be changed by your system administrator. Hands-free volume settings will be maintained across calls.*

HEADSET MEMORY MODE

For permanent or full-time headset users, there is an option to default all calls to the headset.

To enable Headset Memory Mode:

1. Press ⌷Menu⌷ and select **Settings** followed **by Basic, Preferences, and Handset Memory**.

2. Use the **Up** or **Down** arrow keys and press the **Select** soft key to enable Headset Memory Mode.

To disable Headset Memory Mode:

Repeat steps 1 and 2 and select **Disable.**

To activate Headset Memory Mode:

Press ◯ twice.