Polycom 550/560/650 At-A-Glance

The Polycom 650 has 6 Line/Speed dial Keys

Line/Speed Dial Keys

- If multiple lines appear, the line button must be pushed to answer.
- Set up your speed dial keys at:
  http://myphone.colostate.edu

Function Keys

Directories
- Department directory/Contact Directory
- Missed/dialed calls

Applications
- CSU Directory
- Weather Forecast

Conference
- Three-way

Transfer
- Redial

Quick Dial:

Help: 0
Voicemail: 15500
Telecom: 15881

For more information please visit:
http://myphone.colostate.edu/help

Email: telecom_voip@colostate.edu

Soft Keys

Soft keys show available functions:
- For a menu
- During a call

Personalize your phone at:
http://myphone.colostate.edu/

Navigation Keys

Navigate menus

Short Cuts

DOWN: Missed Calls
UP: Speed Dial
LEFT: Received Calls
RIGHT: Placed Calls

Email: telecom_voip@colostate.edu
Basic Features

Place a Call
- Dial the number and press the Dial button (or)
- Press “New Call” and dial the number (or)
- Lift handset and dial number

Receive a Call
- Pick up the handset (or)
- Press Answer
- Press reject to immediately forward to voicemail

Put a call on Hold
- Press the Hold button, place handset in cradle
- To retrieve call, press Resume or lift handset and press flashing line button

Transfer – Consultative (with Announcing)
This is the default method
- While on Call – press Trnsfr soft button
- Dial the target extension
- Wait for target to answer call
- Announce transfer
- Press Trnsfr button and place handset in cradle
- To Cancel a Transfer, press Cancel soft key
  before pressing Trnsfr the second time. Caller is reconnected to your line.

Transfer – Blind (without Announcing)
- While on call – press Trnsfr soft button
- Press Blind soft button
- Dial the target Extension
- Place Handset in cradle

Transfer – To Voicemail
- While on call – press Trnsfr soft button
- Press Blind soft button
- Dial 8 + the target Extension
- Press Send soft button
- Place Handset in cradle

Do Not Disturb
- Press the Do Not Disturb button to enable
- All incoming calls go directly to Voicemail
- Press Do Not Disturb button again to disable

Conference Call
- While on a call, Press the Conference soft button
- Dial the next party to join the call
- Press Dial Soft Key
- Wait for next party to answer
- Press Conference soft key again
- All parties are now joined on the Conference

Adv. Features

For Advanced features use myphone.colostate.edu for these self-configurable Options

Setup Speed Dial (self-configurable)
- Log into myphone.colostate.edu with your extension and PIN (you can request a PIN through telecom)
- Click the Speed Dial Tab and the Add Number link
- Add the number then Save and Update your phone.
  Speed Dials will appear on your fee lines or in your contact directory

Configure Forwarding (self-configurable)
- Log into myphone.colostate.edu with your extension and PIN (you can request a PIN through telecom)
- Click the Call Forwarding Tab and the Add Number link
- Configure you forwarding and then Apply
- Choose the Schedules Link to create forwarding options other than always.

Restart Your Phone
- Menu; 3-Settings; 1-Basic; 5-Restart Phone

Set Custom Ring Tones
- Menu; 3-Settings; 1-Basic; 4-Ring Type

Basic Dialing

Emergency
- Dial 911

Voicemail
- On Campus: 15500
- Off Campus: 491-5500

Campus numbers
- Dial 5 digit extension
- E.g. 1-1111

Off Campus
- Dial 8+7 digits
- E.g. 8491-1111

Long Distance
- Dial 8+1+area code+ the seven digit telephone number (8+1+xxx-xxx-xxxx).
- Enter the long distance authorization code following the three short beeps.

International
- Dial 8+011+country code+city code+telephone number.
- Press the send key, or just wait
- Enter the long distance authorization code following the two short beeps.

TELEPHONE REPAIR:
If you experience telephone trouble in the future, please report the problem to the CSU Telephone Switchboard in Fort Collins at 970-491-1111 (or simply extension 1-1111).

Tell the operator your Fort Collins 970-491-xxxx phone number and what the problem is. Our operators will make a Trouble Ticket in our telephone inventory and repair service system and issue the trouble ticket to a technician for resolution.