



**KAZMAREK**  
TECHNOLOGY SOLUTIONS, Inc.

[www.kazmarek.com](http://www.kazmarek.com)

*User Guide:*  
**Polycom IP 650 Phone**



# How to Use you IP 650Phone



## Answer the Phone

### To answer a call

- While phone is ringing, pick up the handset
- For Speakerphone, press the Speaker Button
- To use your headset, press the headset button
- The soft key labeled ANSWER can be setup for headset or Speakerphone (See Phone Top Settings)

### To answer a second call

- While on a call, a second call is seen on the screen, the indicator light blinks, and you hear a call waiting beep
- Press the green blinking button to answer the second call. First call will be automatically put on hold

### To go back to the first call

- Press the hold soft key
- Use the arrow buttons to the call you want to continue
- Select the resume soft key

### To mute a call

- Press the mute button.
- The display will show a microphone with an X through it and the indicator light will turn solid red.

## Make a Call

Dial a number, an extension, or a conference bridge without picking up the handset or getting a dial tone first.

- Simply enter all the digits you wish to dial
- Pick up the handset  
OR
- Press the soft key labeled DIAL

## Using Hold

### To put a call on Hold

- Press the hard key on the phone labeled HOLD or the soft key labeled HOLD (either button works)

### To pick up from Hold

- Press the soft key labeled RESUME
- Pick up the handset

## Voicemail

Ask your system administrator to be sure the voicemail is enabled, and get the voicemail portal number and default password.

The first time you call you voicemail, you need to set up a new password and record your spoken name as well as your personal greeting. Dial \*97 from your phone, enter your password supplied by your administrator, press 0 to enter mailbox options, then simply follow the prompts.

### From your IP 650 Phone

- Dial \*97
- Enter your password (default password is your extension #)

# How to Use Your IP Phone continued...



## Transfer a call (announced)

### To transfer a call while on the phone:

- Press the soft key labeled TRANSFER
- Dial the extension or phone number you want to transfer to call to
- Press the soft key labeled SEND
- When the second caller answers, announce who is on the line.
- Press the soft key labeled TRANSFER a second time to transfer the call.

Note: If the second party decides they do not want the call, press the CANCEL before the final TRANSFER to speak to the first caller.

## Transfer a call (blind – not announced)

### To Transfer a call, while on the phone

- Press the soft key labeled TRANSFER
- Press the soft key labeled BLIND
- Dial the extension or phone number you want to transfer the call
- Press the soft key labeled SEND to transfer the call.

### To Transfer Directly to a Voicemail while on a call

- Press the soft key labeled TRANSFER
- Press the soft key labeled BLIND
- Dial \* and then enter the extension number

## Conference Call (Three-Way Calling)

### To Make a 3 Way Call

- Dial the first number or answer an incoming call
- Press the soft key labeled CONFRNC
- Dial the second number or extension
- Press the soft key labeled SEND
- Once the second caller has answered, Press the soft key labeled CONFRNC to join all callers

### To Separate a 3 Way Call

- Press the soft key labeled SPLIT
- This places both calls on hold
- To pick up a call, press appropriate line button. Second call will still be on hold
- To disconnect a call, press appropriate line button and END CALL.

### **Auto Answer (INTERCOM)**

Intercom between Polycom Phones

- Dial \*80 followed by extension number

### **Call Parking (PARKING)**

To park the call so it can be picked up from any phone

- Press the soft key labeled TRANSFER
- Dial feature code 70 and press the soft key labeled DIAL
- Listen for and remember announced slot and press TRANSFER
- To pickup parked call from any phone dial announced slot and select soft key DIAL