HORIZON
Unlimited communications

Polycom 650 IP Phone

Quick User guide

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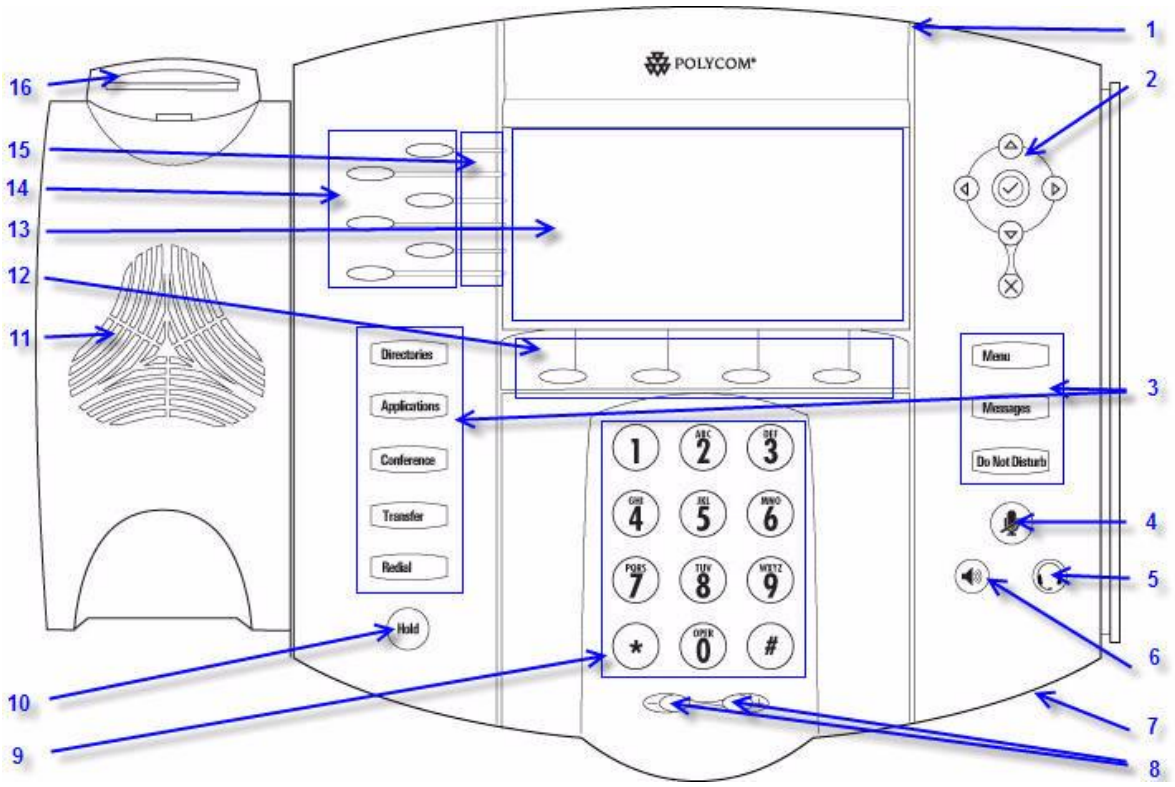
Your phone's display and buttons



1. Message Waiting Indicator Alert - for voice and text messages

2. Navigation key - arrow keys to scroll.

- Tick key to select a field.
- X key to delete.

3. Feature Keys

- *Directories* - to access call lists.
- *Applications* - not currently enabled.
- *Conference* - for multiple-person conversations.
- *Transfer* - to transfer call.

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- *Redial* - to call back most recently dialled party.
- *Menu* - to access phone and system features.
- *Messages* - to access and manage voice and text messages.
- *Do Not Disturb* - sends calls direct to voicemail.

4. Microphone Mute - Press to activate, press again to deactivate.

5. Headset button - Allows you to place and receive calls through a headset.

6. Speakerphone button - For hands-free communication.

7. Hands-free Microphone - Picks up audio during hands-free conversation.

8. Volume Keys - Adjusts volume for the handset, headset, speaker and ringer.

9. Keypad

10. Hold button - Holds an active call or resumes a held call.

11. Handset speaker - For ringer and hands-free audio output.

12. Soft Keys

- *When idle*: Guest In – for Hot-Desking.
- *When enabled*: Guest Out - for Hot-Desking.
- *When in use*: Automatically labelled, according to the screen you're in.

13. Display - Shows relevant data on calls, messages, soft keys, time, date, line status and other call-specific information.

14. Line/Speed Dial key - Enables up to two line keys and four speed dials to be set up.

15. Line Indicators - Individual multi-coloured LEDs displaying current call and remote user status.

- *Green*: Call in progress.
- *Fast flashing green*: Shows an incoming call or a call being held by the other party.
- *Red*: Line is active or in use.
- *Flashing Red*: Call is on hold.
- *Orange*: Line is unregistered (cannot be used).
- *Flashing orange*: The phone is not connected to the network.

16. Hookswitch

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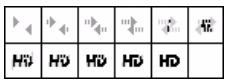
On-screen icons:

- Registered line (solid)
- Registered shared line
- Unregistered line (outline only)
- Voice mail/Text messages
- Speed dial
- Ringing
- Call Forward
- Do Not Disturb
- Conference
- Presence/Busy Lamp Field (BLF)
- Call in progress  with HD Voice

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Making calls

There are three ways to make calls on the Polycom 650. You can:

- Lift the handset and dial the number.
- Push the headset button, dial the number and then press the **New Call** soft key.
- Push the speaker button, dial the number and then press **New Call**.

You can also dial your number on the keypad first, then choose how you want to connect e.g. via hands-free, and then press the New Call soft key.

During a call, you can switch between Speakerphone Hands-Free, Headset, or Handset modes by pressing the relevant key, or picking up the handset.

To select a number you've called before, press the redial soft key. Use the navigation button to scroll up and down the list and highlight the number you want to dial.

Remember, you don't need to dial 9 first in order to get an outside line with Horizon.

Speed Dials

You should only set up speed dials through the Horizon system website, to ensure these stay on your phone, even after system software upgrades. Ask your system administrator for more details.

Taking calls

You can answer a call on the Polycom 650 in three ways:

- By lifting the handset.
- By pushing the headset button with the handset still on the phone.
- By pushing the speakerphone button with the handset still placed on the phone.

To answer when you've set your phone up with a silent ring, press the Line key or the Answer soft key. If your handset is off-hook, the call goes to the handset. If it's on-hook, the call is routed to the speaker.

Taking multiple calls

You can also take two calls on a single line. To do this, you must first activate Call Waiting:

- To turn on Call Waiting, **press *56** on your keypad

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- To turn off Call Waiting, **press *57** on your keypad

You'll know if there's a second call by the other line button flashing green. To switch to it:

- press the flashing green line button. The button for the first call will now start flashing red, to show it's on hold.
- When you're finished on the second call, press **Resume** to return to the original caller.

Ignoring an incoming call

You can ignore an incoming call and send it to voicemail by pressing the **Reject** soft key. You can also select Do Not Disturb, which will route all calls on that line directly to voicemail. To cancel this option, press the Do Not Disturb button again.

Accessing voicemail

- If you've got voicemail, the red strip light above the LCD display will light up. To get to your messages: hold down the Voicemail button or
- dial the Company Voice Portal.

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Main call handling features

Hold

Push the “**Hold**” softkey. To return to your call, push “**Unhold**”.

Unattended Call Transfer - to simply transfer a call

- Press the **Transfer** soft key. You'll hear a secondary dial tone.
- Dial your colleague's extension.
- When the person answers, press **Transfer** again and hang up.

Attended Call Transfer - to ask the person first to accept the call

- Press **Transfer** soft key. You’ll now hear a secondary dial tone.
- Dial your colleague’s extension. When they answer, ask if they want to take the call:
  - *If yes* - Press **Transfer** soft key and hang up.
  - *If no* - Press **Transfer** soft key again to return to the caller.

Other call handling services

To set up facilities like Call Pickup, Call Forward, Hunt Groups or Conferencing, ask your system administrator.

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