



SOUNDPOINT® IP 560

QUICK USER GUIDE


BASIC PHONE FEATURES


PLACING CALLS

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: With the handset on-hook, press any assigned line key or the **New Call** soft key and dial the number.


Or simply dial the number, then press the **Dial** soft key.

Using the optional Headset: With the headset connected, press any assigned line key or the **New Call** soft key. Then press  and dial the number.

Or simply dial the number, then press .

ANSWERING CALLS

Using the Handset: Pick up the handset.

Using the Hands-free Speakerphone: Press , the **Line** soft key or the **Answer** soft key.

Using the optional Headset: Press .

Incoming calls may be ignored by pressing the **Reject** soft key or  during ringing.



ENDING CALLS

Using the Handset: Hang up or press the **End Call** soft key.

Using the Hands-free Speakerphone: Press  or the **End Call** soft key.


Using the optional Headset: Press  or the **End Call** 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.

HOLDING CALLS

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

To resume a held call, press  again, the **Resume** soft key or the **Line** key.

PLACING CONFERENCE CALLS

To create a three-way local conference call, call the first party. Press  or the **Confrc** soft key to create a new call (the active call is placed on hold). Dial and connect with the second party and press  or the **Confrc** soft key again to join all parties in the conference.



When a conference has been established:

- Press **Hold** from the conference originator's phone to place all other parties on hold.
- Press **End Call** from the conference originator's phone to exit the conference and allow the other parties to continue the conference.
- Press **Split** to split the conference into two calls on hold.

TIP: Conferencing with an Active Call

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.

TRANSFERRING CALLS


During a call, press  or the **Transfer** soft key (the active call will be placed on hold) and call the other party. When you hear the ringback tone, or after you talk with the other party, press  or the **Transfer** soft key again to complete the transfer.

A transfer may be cancelled during establishment by pressing the **Cancel** soft key. The original call will be resumed.


TIP: Blind Transfers


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

REDIAL

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

USING 'DO NOT DISTURB'

Press  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  again to turn off Do Not Disturb.

LISTENING TO 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:

Press  and follow the voice prompts to listen to your messages.


Alternately, you can dial ***98** and enter your password to retrieve your messages.

VOLUME ADJUSTMENT

Press the  volume keys to adjust handset, headset 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 headset volume will return to a preset level after each call, but the configuration can be changed by your system administrator. Hands-free volume settings will be maintained across calls.

CALL LISTS


Press  followed by **Call Lists** to view **Missed**, **Received** or **Placed** calls, as desired. Information on respective calls will be displayed.


From this screen, choose the appropriate soft key:

- Press **Edit** to amend the contact number before dialing.
- Press **Dial** to place the call.
- Press **More**, then:
- Press **Info** to view detailed call information.
- Press **Clear** to delete the call from the list.

Press **More**, then the **Exit** soft key to return to the idle display.

FORWARDING CALLS

To enable Call Forwarding, press  and select **Features > Forward**. Select the forwarding type to enable (Always, No Answer, Busy), enter a forwarding number, and press **Enable**.

To disable Call Forwarding, press  and select **Features > Forward**, select the forwarding type to disable, and press **Disable**.

Alternately, you can enable Call Forwarding Always by dialling ***72** and listen to the prompts. To deactivate Call Forwarding Always, dial ***73**.