



This **Telephone Guide** describes the various features available to you. **Telephone Buttons** describe the buttons and keys physically on the phone while **Telephone Features** describe the capabilities available utilizing the phone functionality of **Nextera's Polycom IP550**. The **Other Features** and **Access Code** section describes even more features that are available by either entering a star [*] code or by accessing MyNextera – your on-line account manager.



TELEPHONE BUTTONS

Line/Speed Dial:	There are four buttons on the upper left of the telephone. Some (or all) have been preconfigured by Nextera. Any that are unused may be used by you for speed dial.
Navigation Keys:	These are the gray keys in the upper right of the telephone. Use these to move around when entering information in the display. The arrows will move in the indicated directions. The 'Sel' (select) button will allow you to choose and continue. Pressing the down arrow while entering information moves to the end of the line. Pressing the up arrow moves to the beginning of the line.
Messages:	Used to listen to your voicemail messages. You will know you have messages waiting when the red light is flashing on your phone. There is also a short intermittent beep to alert you. You will also see an envelope icon replace the telephone icon next to your line button. Just press the Message button and follow the voice prompts. If you are subscribed to UCM, (Unified Call Messaging) you may also have optionally received an email included as an attachment with your voicemail messaging. For details on how to use the voicemail system, refer to the VoiceMail guide.
Do Not Disturb:	Press this to place your call in a mode where it will not accept incoming calls. It will send any calls directly to your busy voicemail greeting.
Mute:	This is the button with a microphone with a line through it. Press it and it will glow red. While red, the microphone on your speakerphone is turned off. Press again and it will turn the microphone back on and the light off.
Headset:	This is the lowest right button below the Mute button. If you have a headset attached and wish to use it instead of the handset, press the button instead of picking up the handset. It will turn off your handset and turn on the headset. It will glow green when active.
Speakerphone:	This is the button with the speaker on it. Press it and it will glow green and activate the speakerphone. If you are on a call and wish to use the speakerphone instead of the handset or the headset, press the button then hang-up the handset. Press it again and the speakerphone will hang-up. Lifting the handset or pressing the headset button while on the speakerphone will turn the speakerphone off and place the call on the handset or the headset.
Volume:	These are the plus and minus keys at the bottom center of the telephone. Pressing them while the phone is idle will adjust the ringer volume. Pressing them while on a call will adjust the call volume for either the handset, headset or the speakerphone.
Dial Keys:	These are the normal telephone dialing keys. During some operations they are also used for alphanumeric input similar to sending instant messages on your cell phone. Each successive press of a key will send a different character as shown on the display. Usually these will only be used in this manner when entering speed dial contacts.
Soft Keys:	These are the four buttons directly above the dialing keys and directly below the display. These keys will have different uses at various times. The display above them will place a label to let you know their function at any given time.
Directories:	Your telephone keeps four different lists of numbers. This button is used to access these lists. Below is a brief description of these lists. For a detailed description on their operation, refer to the next section of this document. Contact Directory: This allows you to enter a list of frequently dialed numbers similar to an address book. Entries within this directory may also be assigned to unused Line Keys for quicker access. Missed Calls: This is a list of the incoming calls you have not answered. Your display will tell you if you have any missed calls. This features allows you to clear the list, provide detailed information about the calls or move the calls into your Contact directory. You will also see a button to dial the number. Received Calls: This is a list of calls you have actually answered. Similar features and caveats as Missed Calls apply. Placed Calls: This is a list of calls you have originated. Similar features and caveats as Missed Calls apply.
Services:	Not in use.
Conference:	Allows the creation of three way conference calling. See the Conference feature description.
Transfer:	Used to transfer calls. See the Transfer feature description.
Redial:	Used to redial the last number dialed. Just press the button and the telephone will automatically redial the last number. May be used either while on hook or off hook.
Hold:	Used to place a call on hold. Press this key while on a call and the call will be placed on hold. Press the button again or press the 'Resume' soft key to return to the call. See the Hold feature description.

TELEPHONE FEATURES

The following features are available on your telephone set:

PLACING A CALL

Using the Handset:

Simply pick up the handset and dial the desired number.

*Incoming calls may be ignored by pressing the **Reject** soft key or the Do Not Disturb button during ringing and the call will go directly to voicemail.*

Using the Handset – Post Dial:

If you prefer to dial the number after receiving dial tone without picking up the handset, either 1) press the **'New Call'** soft key or 2) press the **'Speakerphone'** button. Receive dial tone, then dial your number. Note: You must begin dialing within 15 seconds or you will hear an error tone.

Using the Speakerphone:

Dial the desired number first. When done just press the **'Dial'** soft key and the number will be automatically dialed for you on the speakerphone. The '<<' soft key allows you to erase an entered digit so you can correct your number.

ANSWERING A CALL

Using the Handset:

Simply pick up the handset.

To Answer a call on 2nd line: Select the call and press **'Answer'** and this places the first call on hold.

Using the Speakerphone:

Press either the **'Answer'** soft key or the Speakerphone button and the call will be connected to the speakerphone.

ENDING A CALL

If using the handset, place it on the telephone. If using the speakerphone, press the 'End Call' soft key or press the Speakerphone button.

MICROPHONE MUTE

This is the button with a microphone with a line through it. Press it and it will glow red. Mute applies to both handset and hands-free. You can hear all other parties while Mute is enabled. To turn off Mute, press the button again.

CALL HOLD AND RESUME

To place an **existing call on hold**, just press the **'Hold'** button or the **'Hold'** soft key.

To return to a call on hold, press the **'Resume'** soft key or the **'Hold'** button.

Two calls can be placed on hold on a single line. Use the up and down arrow keys to select the desired call, then press the 'Resume' soft key to return to that call.

If two calls are on hold on more than one line key, the call details can be viewed by pressing and holding the desired line key. If a line key is pressed briefly, the first call on hold on that line key will be retrieved.

CALL TRANSFER

There are 2 types of transfers – blind and announced. An announced transfer allows you to tell the person you are sending the call to who is calling. It then gives them an opportunity to say they do not wish to take the call or to send it elsewhere. A Blind transfer sends the call immediately to the destination. This is useful if the person is known to not be in their office and you wish the caller to go to voicemail.

To **begin a transfer**, press the **'Transfer'** button or the **'Trnsfer'** soft key (the active call is placed on hold). You will receive dial tone. Press the **'Blind'** soft key if you do not wish to announce the call. Now dial the number you wish to send the call to or use the arrow keys to access the number from a call list and press the **'Dial'** soft key. As soon as ring-back is heard, or after the party answers, press Transfer button to complete the transfer.

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

3-WAY CONFERENCE CALLING

To **create a three-way conference call**, call the first party. Then press either the **'Confnc'** soft key or the Conference button. This places the first party on hold and you will then hear a dial tone. Now dial the second party. If they do not answer or the line is busy, press **'End Call'** soft key and the **'Resume'** soft key and you will be reconnected to the original caller. If the person you wish to conference is available, press either 'Conference' button again to join all parties in the conference. Once 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 entire conference on hold.

Ending the call on the conference originator's phone will disconnect the other parties.

CALL FORWARDING

To **establish call forwarding** where all calls will be sent to another telephone, you will need to create a contact so the telephone knows where to send the call. To create the contact, press the **'Forward'** soft key. Press the blue down arrow or press 2 to move to the Contact line. Press the 'Edit' soft key. Enter the number you wish to send your calls to. Press the 'Forward' soft key and your telephone will now be forwarded. On your display you will see an animated icon replace the telephone icon to indicate your telephone is now forwarded.

To **cancel call forwarding**, press the **'Forward'** soft key followed by the **'Disable'** soft key. Your phone has now been returned to normal and your icon is now back to the telephone.

In the future, to forward your phone just press the **'Forward'** and the 'Enable' soft keys to send to the same number. If you wish to send to another number, edit the contact entry.

DO NOT DISTURB

Press the Do Not Disturb button to prevent the phone from ringing on incoming calls. Calls will go immediately to voicemail, if available. If no voicemail, the caller will hear a busy signal. Press the Do Not Disturb button again to turn off Do Not Disturb.

REJECT

When a call comes in that you do not wish to answer and do not want it to keep ringing your phone, press the 'Reject' soft key. This will send the call immediately to voicemail.

CALL LISTS

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

From this screen:

1. Choose **Edit** to change the dial string before dialing.
2. Choose **Dial** to return the call.

For Additional choices, 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.

*To quickly view respective call lists from the idle display:
Press right arrow for Placed Calls.
Press left arrow for Received Calls.
Press down arrow for Missed Calls.*

Press **More** and **Exit** soft keys to return to the idle display.

CONTACT DIRECTORY

To add or edit a contact in your local phone directory:

1. Press Directories button and select Contact Directory.
2. Press **'More'** then **'Add'** to enter another contact into the phone's database or highlight an existing entry for editing, and then press **'More'** and **'Edit'**.
3. Enter First Name by pressing the keypad with the corresponding letter. As an example, to enter the name 'John', press the [5] key once. You will see the letter 'J' displayed on the screen. Now press the [6] key three times. The screen will display 'M', then 'N', and finally 'O' (these are the letters printed on the dial keys). Now press the [4] key twice and finally the [6] key twice.
4. Press the down arrow to get to the Last Name field and enter similar to First Name.
5. Enter the contact number (not already in the directory).
6. The Speed Dial Index will automatically be assigned the next available index value, but it can be modified. The contact can be assigned to any unused line key with the Speed Dial Index. The Speed Dial index is a relative number. It is a sort field for contact which you wish to assign to buttons. Assume you only have 1 line key preprogrammed with an extension number and you now have five blank buttons. You may use the numbers 1, 2, 3, 4, and 5 as your index numbers. However, if your first entry into your contact list is 5 it will show up at the top of the list, as it is the only entry. Note: If you enter another contact and give it an Index number of 1, the contact on 5 will be below the new contact on your speed dial buttons.

Press the 1/A/a soft key to select between numeric and upper/lower case alphanumeric modes. At the top of the display it should indicate 'Add to Directory (1/Ascii)'. This is indicating that pressing a number key will enter a number. If you see (A/Ascii) will result in capital letters and a/Ascii) results in lowercase letters.

Note: The Ascii indication is identifying the encoding the phone will use to send the displayed information. Do not press the 'Encoding' soft key as it will toggle through several language selections.

If you make a mistake, use the blue keys for editing. The Del button erases the character to the left of the flashing cursor. The left and right arrow keys move the cursor left and right.

VOICE MAIL

When a caller has left a voice message for you, your telephone will flash the red light at top center of your phone, it will turn your telephone icon for your extension to a letter, and give a stutter dial tone.

To listen to voice messages:

While at **your telephone**:

1. Press the Messages button.
2. Dial your PIN number, followed by [#].
3. Press [1] from the main menu.

From **any telephone**:

1. Dial your telephone number or extension (if internal).
2. When you hear your voicemail greeting, press [*].
3. Enter your PIN, followed by [#].
4. Press [1] from the menu to listen to your messages.

Many options such as Personalized Name announcements, hands free and timesavers, greetings, and group lists are available with VoiceMail. Please refer to Nextera's VoiceMail User Guide.

OTHER FEATURES

These features are not immediately accessible via a button or soft key on the telephone set but are available by dialing access codes and/or by accessing MyNextera OnLine Account Manager.

Call Forwarding Busy: Allows you to forward all your incoming calls to a different phone number if your phone is currently busy.

Call Forwarding No Answer: Allows you to forward all your calls to a different phone number when you do not answer your phone.

Call Return: Same as Redial key.

Caller ID Block: Block your name and number from being shown on all calls by turning Caller ID Block on in the MyNextera online account manager.

Anonymous Rejection: Reject Calls from anonymous parties who have restricted their Caller ID. Calls from Anonymous Callers do not ring and you are not notified of the call.

Reminder Call: Allows you to schedule an announcement to ring on your phone. Reminders can be set for a one-time situation up to 24 hours in advance or can be regular reminders that are repeated at the same time every day, every weekday or a specific day of the week.

Selective Call Rejection: Allows you to create a list of up to 10 numbers from which incoming calls are automatically rejected. When the parties on the list attempt to call, they will receive a recorded announcement.

Speed Call: Speed Calling allows you to dial a pre-defined number by simply dialing either one or two digits. Speed Dial 8 allows you to set up to eight speed dial numbers that can be dialed with a push of a button. Speed Dial 30 allows you to set up to 30 speed dial numbers that can be called with the push of two buttons.

Follow-Me: Allows you to customize where an in what sequence incoming calls will be forwarded to make sure you never miss a call. You can choose to set phone numbers to ring simultaneously, in sequence, or the combination. For example, you may want to ring your business phone and cell phone simultaneously for a period of time and, if neither is answered, try the home phone, and if that isn't answered then forward to voicemail.

Uniform Call Messaging: Allows you to control all of your messages – voicemail, email and fax. See the UCM guide for more information.

FEATURE ACCESS CODES

These features can be activated and deactivated via the use of access codes by dialing a * and a 2 or 3-digit number.

*77 Anonymous Call Rejection Activation
*87 Anonymous Call Rejection Deactivation
*72 Call Forwarding Always Activation
*73 Call Forwarding Always Deactivation
*90 Call Forwarding Busy Activation
*91 Call Forwarding Busy Deactivation
*92 Call Forwarding No Answer Activation
*93 Call Forwarding No Answer Deactivation
*67 Caller ID Block Per Call

*82 Caller ID Delivery Per Call
*78 Do Not Disturb Activation
*79 Do Not Disturb Deactivation
*66 Last Number Redial
*60 Selective Call Rejection
*74 Speed Call 8
*75 Speed Call 30
*86 VoiceMail Access

Reminder Calls
*310 Individual Reminder Call Activation
*313 Individual Reminder Call Verify
*311 Individual Reminder Call, Cancel All
*312 Individual Reminder Call, Cancel One

*314 Regular Reminder Call Activation
*317 Regular Reminder Call Verify
*315 Regular Reminder Call, Cancel All