



 **QUICK START GUIDE**

SoundPoint® IP 650 Phone

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# Getting Started With Hosted PBX

## Introduction

Welcome to Cogeco's Hosted PBX SoundPoint® IP 650 Phone. This handy guide will take you through all of its features including setting up your voicemail, conference calls and auto-attendant. We've also included useful, time-saving tips throughout this guide to help you streamline your business communications. **Let's get started.**

## Setting up Voice Mail Greetings From Your Phone

1. Dial feature code \*98 or press **MESSAGE**
2. Enter a PIN of your choice (at least 6 digits)
3. Re-enter PIN to confirm
4. Upon hearing the system voice prompt, record your name
5. Press **#** to confirm
6. Setting up the Greetings

### Choose one of the following options:

#### Press 1

to record a personal greeting. Follow the voice prompts to complete the recording.

#### Press 2

to select system generated greetings that include your name. Greeting is automatically created.

#### Press 3

to select system generated greetings that include your phone number. Greeting is automatically created.

#### Press 4

to select system generated greetings that include both your name and telephone number. Greeting is automatically created.

Press the pound key (**#**) to confirm

After 3 unsuccessful attempts to log in, you will be locked out. Please contact technical support at [1-855-440-5602](tel:1-855-440-5602). Accessing the Voice Portal from a remote location is not offered.

VoIP 9-1-1 Service features may differ from traditional wireline 9-1-1 services. Visit [cogeco.ca/911](http://cogeco.ca/911) for more information.

Applies to phones running SIP 2.2 or later. For detailed information please consult the comprehensive SoundPoint IP 650. User Guide available at: [www.polycom.com/support/voicedocumentation/](http://www.polycom.com/support/voicedocumentation/)

## Basic Phone Features

### Placing a Call



#### Using the Handset:



Pick up the handset and dial the number or dial the number first, and then pick up the handset.

#### Using the Speakerphone:

1. With the handset on-hook, press: any assigned line key, or the **NewCall** soft key.
2. Dial the number. Or dial the number, and then press the **Dial** soft key.


#### Using the optional Headset:

1. With the headset connected, press: any assigned line key, or the **NewCall** soft key.
2. Press .
3. Dial the number. Or dial the number, and then press .

**TIP:** During a call, you can alternate between handset, headset, or hands-free modes by pressing the  or  keys, or picking up the handset

### Answering a Call

**Using the Handset:** Pick up the handset.

**Using the Speakerphone:** Press: , or the line key, or the **Answer** soft key.

**Using the optional Headset:** Press .

**TIP:** Incoming calls may be ignored by pressing the **Reject** soft key or **Do Not Disturb** during ringing.

### Ending a Call

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



#### Using the Speakerphone:

Press  or the **EndCall** soft key.

#### Using the optional Headset:



Press  or the **EndCall** 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.

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## Call Hold and Resume

1. During a call, press  or the **Hold** soft key.
  2. Press  again, the **Resume** soft key, or the line key to resume the call.
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## Local Conference Calls\*

### To create a three-way local conference call:

Pick up the handset and dial the number or dial the number first, and then pick up the handset.

1. Call the first party.
2. Press **CONFERENCE** or the **Confnc** soft key to create a new call (the active call is placed on hold).
3. Place a call to the second party.
4. When the second party answers, press **CONFERENCE** or the **Confnc** soft key again to join all parties in the conference.

#### TIPS:

- When 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 other parties in the conference on hold.
- 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.
- Ending the call on the conference originator's phone will allow the other parties to continue the conference.

\*Conferencing is an optional feature that must be configured on the call server. Particulars and menu options may vary.

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## Call Transfer

1. During a call, press **TRANSFER** or the **Trnsfer** soft key (the active call is placed on hold).
2. Place a call to the party to which you want to transfer the call.
3. After speaking with the second party, press or the **Trnsfer** soft key to complete the transfer.

**TIP:** Press the **Blind** soft key to transfer the call without speaking to the second party. Transfer may be canceled during establishment by pressing the **Cancel** soft key. The original call is resumed.

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## Call Forwarding

### To enable call forwarding:

1. Press the **Forward** soft key from the phone's idle display or press **MENU** and select **Features**, and then **Forward**.
2. Select a **Forwarding Type** from **Always**, **No Answer**, and **Busy**.
3. For all types, enter a number to forward all future calls to.
4. For **No Answer**, enter the number of rings before forwarding.
5. Press the **Enable** soft key to confirm Call Forwarding. A moving arrow icon appears for that line to confirm Call Forwarding is enabled.

### To disable call forwarding:

1. Press the **Forward** soft key from the phone's idle display or press **MENU** and select **Features**, and then **Forward**.
2. Select a **Forwarding Type** from **Always**, **No Answer**, and **Busy**.
3. Press the **Disable** soft key.

**TIP:** Call forwarding is not available on shared lines. If call forwarding is configured on the call server (invoked using \* code dialing or from a PC-based application), then particulars and menu options may vary.

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## Redial

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

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## Do Not Disturb

Press **DO NOT DISTURB** 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.

**TIP:** If Do Not Disturb is configured on the call server, particulars may vary.

Press **DO NOT DISTURB** again to turn off Do Not Disturb.

## Voice Mail

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:

1. Press **MESSAGE**.
  2. Follow voice prompts to listen to messages.
- 

## Call Lists

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

From this screen, choose the appropriate soft key:

1. **Edit** to amend the contact number before dialing.
  2. **Dial** to place the call. Or 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. Press **More** and **Exit** soft keys to return to the idle display.
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## Speed Dialing

To assign a speed dial index, refer to the **Contact Directory** section. To dial a contact assigned to a line key, press the corresponding line key.

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# Customizing Your Phone

## Contact Directory

### To add a contact in your local phone directory:

1. Press **DIRECTORIES**, and then select **Contact Directory**.
2. Press the **More** soft key, then the **Add** soft key to enter another contact into the phone's database.

3. Enter first and/or last name from the dial pad. Press the **1 / A / a** soft key to select between numeric and upper / lower case alphanumeric modes. Press the **Encoding** soft key to access special characters in other languages if necessary.
4. Enter a unique contact phone number (not already in the directory).
5. Change the Speed Dial Index if desired. It will automatically be assigned the next available index value.
6. Modify the remainder of the fields (Ring Type, Divert Contact, Auto Reject, and Auto Divert) if desired.
7. Press the **Save** soft key to confirm or the **Cancel** soft key to abandon the changes, then press or the **Exit** soft keys to return to the idle display.

**TIP:** Contacts can be easily added from Call Lists. For more information, refer to the Call Lists section.


#### To search for a contact:

1. Press **DIRECTORIES**, and then select **Contact Directory**.
2. Press the More soft key, and then the **Search** soft key.
3. Using the dial pad, enter the first few characters for First or Last names.
4. Press the **Search** soft key to search for contacts. Dial successful matches from the resulting search screen.

#### To edit a contact:

1. Press **DIRECTORIES**, and then select **Contact Directory**.
2. Search for contact (see above).
3. Press the **Edit** soft key and make the necessary changes.
4. Press the **Save** soft key to confirm or the **Cancel** soft key to abandon the changes, then press **DIRECTORIES** or the **Exit** soft keys to return to the idle display.

## 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.

## Ring Type

You can select different rings to match your preferences and distinguish between calls on lines.



**To change the incoming ring:**

1. Press **MENU**.
2. Select **Settings**, followed by **Basic**, and then **Ring Type**.
3. Using **▲** or **▼**, highlight the desired ring type. Press the **Play** soft key to hear the selected ring type.
4. Press the **Select** soft key to change to the selected ring type.
5. Press **MENU** or the **Exit** soft keys to return to the idle display.

**TIP:** If you select Silent ring, press the Line key or Answer soft key to answer incoming calls.

### Distinctive Ringing / Call Treatment

You can set distinctive incoming ringing tones for different contacts in your local directory.

**To set a distinctive ring for a local contact:**

1. Press **DIRECTORIES**, and then select **Contact Directory**.
2. Search for the contact (refer to the **Contact Directory** section).
3. Press the **Edit** soft key and scroll down to Ring Type.
4. Enter a number corresponding to one of the ring types available (see **Ring Type** above).
5. Press the **Save** soft key or the **Cancel** soft key to abandon the change, then press **DIRECTORIES** to return to the idle display.

### Auto Attendant Greetings

Dial the Auto Attendant (AA) phone number

(E.g. 51#, 52#, 53# provided by Cogeco)

Upon hearing the IVR Prompt, press/key-in **\*6** Enter PIN followed by **#**

(E.g. 1234#)

If entering the system for the first time, it will give you the option of choosing your PIN (a minimum of 4 digits is recommended). Re-enter the new PIN to confirm, followed by **#**.

**To Record & Edit recordings for Business and Non-Business hours****Press 1**

To change the configuration of your automated attendant

**Press 1**

To turn on/off your automated attendant

**Press 2**

To record or edit announcements used for your business-hours menu

- Press **#** to record your initial greeting
- When finished recording press **#**
- Press 1 to save the recording
- Press 2 to re-record/override
- Press 3 to exit
- Press 4 to continue recording

**Press 3**

To record or edit announcements used for your non-business-hours menu  
(Note: this option will be only available if you have your attendant configured by Cogeco to provide your callers with options during Non-Business hours)

- Press **#** to record your initial greeting
- When finished recording press **#**
- Press 1 to save the recording
- Press 2 to re-record/override
- Press 3 to exit
- Press 4 to continue recording
- Follow the voice prompts to complete the recording.
- Press the **(\*)** button to return to the previous menu.

## Questions?

Please visit our HPBX FAQ page at [cogeco.ca](https://www.cogeco.ca)  
or call us at 1-855-440-5602.