



SoundPoint® IP 550

Quick User Guide

Basic Phone Features
Customizing Your Phone

Applies to phones running SIP 2.2 or later.

For detailed information please consult the Star2Star Phone and Features Guide, available for view/download via the Star2Star Web Portal at:

<https://portal.star2star.com/>

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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 hands-free Speakerphone:

- With the handset on-hook, press:
 - any assigned line key, or
 - the **NewCall** soft key.
- Dial the number.

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

Using the optional Headset:

- With the headset connected, press:
 - any assigned line key, or
 - the **NewCall** soft key.
- Press .
- Dial the number.

Or dial the number, and then press .

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 .

*Incoming calls may be ignored by pressing the **Reject** soft key or **Do Not Disturb** during ringing. Callers will receive Voice Mail or Find-Me / Follow-Me if invoked.*

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.

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.

LOCAL CONFERENCE CALLS

To create a three-way local conference call:

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

*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.

Use the Star2Star Conference room feature for larger conferences.

CALL TRANSFER

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

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

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

CALL FORWARDING

To enable call forwarding:

- Press the **Forward** soft key from the phone's idle display or press  and select **Features**, and then **Forward**.
- Select a **Forwarding Type** from **Always**, **No Answer**, and **Busy**.
- For all types, enter a number to forward all future calls to.
- For **No Answer**, enter the number of rings before forwarding.
- 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:

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

CALL FORWARDING (contd)

Use the Star2Star Find-Me / Follow-Me feature in the Star2Star Web portal.

Follow Me (Immediate) -- Calls to your extension will be sent automatically to the number you define.

Find Me (Sequential) -- Calls to your extension will ring your extension and any other numbers that you define, in order.

Find Me (All) -- Calls to your extension will ring your extension and any other numbers that you define, all at once.

REDIAL

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

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. Press **Do Not Disturb** again to turn off Do Not Disturb.

(Note) callers will be directed to Voice Mail or the Star2Star Find-Me / Follow-Me feature if invoked. Calls to the phone with the DND feature invoked will appear as **Missed** calls..

CALL LISTS

1. Press **Directories** followed by Call Lists and Missed, Received, or Placed Calls, as desired. Or use the Navigation keys (down / left / right). 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. **Clear** to delete the call from the list.
- Press **More** and **Exit** soft keys to return to the idle display.

VOICE MAIL

The Message Waiting Indicator on the front of the phone and a message envelope will appear. Stutter dial tone in place of normal dial tone will sound to indicate that message(s) are waiting on the Star2Star voice mail system.

To listen to voice messages:

1. Press **Messages** or dial 1000.
2. Follow voice prompts to listen to messages.
3. (Note) when accessing the voice mail system for the first time your password is your extension#. Change this to a 4 digit number you can recall easily.

CONTACT DIRECTORY

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

1. Access the Star2Star Web Portal and navigate to the Individual Phone Settings section for your phone. Click the Speed Dials link to add contacts and other options to your phone. For more detailed instruction follow the Star2Star Phone and Features Guide available for view/download via the Star2Star Web Portal.

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.

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 ring 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 **Up** or **Down**, 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.

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 (see **CONTACT DIRECTORY** above).
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. (Note) these changes are lost if the phone is powered off.

HEADSET MEMORY MODE

For permanent or full-time headset users, there is an option to default all calls to the headset.

To enable Headset Memory Mode:

1. Press **Menu** and select **Settings** followed by **Basic**, **Preferences**, and **Headset Memory**.
2. Use the **Up** or **Down** arrow keys and press the **Select** soft key to enable Headset Memory Mode.

To disable Headset Memory Mode:
Repeat steps 1 and 2 and select **Disable**.

To activate Headset Memory Mode:
Press **Headset** twice.

STAR2STAR CALL PARK AND RETRIEVE

1. Perform an Attended transfer to the park code 7000.
2. Listen to the system retrieval code announcement e.g. 7001
3. Press Transfer.
4. The caller is now parked.
5. The caller will hear music or message on hold if configured on your system.
6. Dial the system retrieval code e.g. 7001 on any local extension to retrieve the call.



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