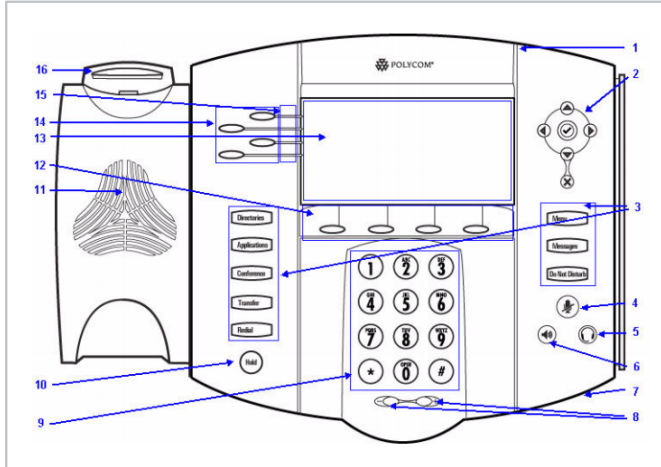


# POLYCOM 550 & 650 GUIDE



5	Headset	Allows you to place and receive calls through an optionally connected headset.
6	Speakerphone	Allows for hands-free communication during calls.
7	Hands-free Microphone	Picks up audio during hands-free calls. Place your phone on a hard, flat surface for best results.
8	Volume Keys	Adjusts the volume of the handset, headset, speaker, and ringer.
9	Dial Pad	Provides the 10 digits, the alphabetic characters, and special characters available in context-sensitive applications.
10	Hold	Holds an active call or resumes a held call.
11	Speaker	For ringer and hands-free audio output.
12	Soft Keys	These keys are automatically labeled to identify their context-sensitive functions.
13	Color Graphic Display	Shows the user interface of the phone. For more information, refer to <a href="#">Information Status</a> on page 1-7. Associated line icons are described in the following table.
14	Line/Speed Dial Key	Use these keys to activate up to four lines or speed dials that can be assigned to your phone.
15	Line Indicators	Individual multi-color LEDs display the dynamic call state and remote user status (busy lamp field (BLF) and presence). The mapping is: <ul style="list-style-type: none"> <li>Solid green—An active call is in progress.</li> <li>Fast flashing green—There is an incoming (ringing) call.</li> <li>Flashing green—The call is held by the other party.</li> <li>Flashing red—The call is on hold.</li> <li>Solid red—The line is busy remotely (shared lines)</li> </ul>
16	Hookswitch	

Item	Description	
1	Message Waiting Indicator Alert for voice and text (instant) messages.	
2	Arrow Keys    	Scroll through displayed information.  Select a field of displayed data.  Delete displayed data.
3	Directories Applications Conference Transfer Redial Menu Messages Do Not Disturb	Feature Keys: Allow you to quickly access important features with a single press.
4	Microphone Mute 	Mutes audio transmission locally during calls and conferences.

## How to Reach us When You Need Us

**Smart Choice Communications** maintains 24 hours a day, 7 days a week customer support call center. Our service representatives aim for first call resolution, allowing you to focus on your real concern, your business.

### When calling:

- Identify yourself and the company you represent.
- State the nature of the trouble.
- A service ticket will be opened.
- Your call will be transferred to our Tech Support Team to attempt problem resolution.
- In the event the issue resides, an onsite dispatch will be arranged.