



SoundPoint® IP 501

Quick User Guide

Basic Phone Features
and Customizing Your Phone

Applies to phones running SIP 2.0 or later
controlled by SIP@Net.

For detailed information please consult the
comprehensive SoundPoint IP 501 User
Guide available at : www.nec-philips.com.



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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 :

1. With the handset on-hook, press :

- any assigned line key, or
- **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
- **NewCall** soft key.

2. Press

3. Dial the desired number.

Or dial the number, and then press

*During a call, you can alternate between
hands-free, headset, handset or 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 :

- button, or
- the line key, or
- **Answer** soft key.

Using the optional Headset :

Press

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

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 retrieve the call.

LOCAL CONFERENCE CALLS

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

To create a three-way conference call :

1. Call the first party.

2. Press 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
 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.*

CALL TRANSFER

1. During a call, press or the **Trnsfer**
soft key (the active call is placed on hold).

2. Place a call to the number 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.

*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.*

REDIAL

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

FUNCTIONS PROGRAMMED UNDER SPEED DIAL KEYS

One or more speed dial keys can be pre-
programmed with a dedicated function or a
(colleague's) internal telephone number of
which the status can be monitored by means
of the icons in the display (ask your system
administrator for more details).

Function

Pressing this key activates the function : the
 icon changes to in the display.
Pressing the key once more de-activates the
function : the icon changes back to
again.

Telephone Number

Icon in the display :

- : the telephone is idle
- : the telephone is ringing : you can
answer this call.
- : the telephone is the busy

CALL FORWARDING

To activate Call Forwarding :

- Press the speed dial key, programmed with
the Call Forwarding function, or
- Dial the "activate prefix" possibly followed
by the alternative destination number.

To cancel Call Forwarding :

- Press the speed dial key, or
- Dial the "cancel prefix".

Ask your system administrator for both prefixes.

DO NOT DISTURB

To activate Do Not Disturb with fall back to operator :

- Press the speed dial key, programmed with the Do Not Disturb function, or
- Dial the "activate prefix".

To cancel Do Not Disturb :

- Press the speed dial key, or
- Dial the "cancel prefix".

Ask your system administrator for both prefixes.

An alternative way (no fall back) is :

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

CALL LISTS

Press **Directories** followed by Call Lists (or just **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 dial string before dialing.
2. **Dial** to return 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.

To quickly view respective call lists from the idle display :

- Press **▶** for Placed Calls.
- Press **◀** for Received Calls.
- Press **⊙** for Missed Calls.

VOICE MAIL

Voice Mail is an optional feature that must be configured on the call server. Particulars and menu options may vary.

Message Waiting Indicator LED on the front of the phone and individual line LED indicators will flash and 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 **Messages**.
2. Follow voice prompts to listen to messages.

SPEED DIALING

To assign a speed dial index, see **CONTACT DIRECTORY** below.

To dial a number assigned to a line key, press the line key opposite the number.

To quickly view the speed dial list from the idle display, press **⊙**.

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 keypad. 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 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 **Directories** or the **Exit** soft keys to return to the idle display.

Contacts can be easily added from Call Lists. For more information, see **CALL LISTS** section above.

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 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.

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.

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 **Ring Type**.
3. Using the **Up** or **Down** arrows, 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** to return to the idle display.

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 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 **Cancel** to abandon the change, then press **Directories** to return to the idle display.

HEADSET MEMORY MODE

For permanent or full-time headset users, there is an option to default all calls to go 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** arrows 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 **⊙** twice.