

Unison Poly 501

User Guide



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Poly 501 Diagram



Answering Calls

1. If you are not already on a call, you can pick up the handset, press the speaker phone button  or press the **Answer** button on the display to answer a call
2. If you are on a call, press the **Answer** button on the display to answer a call

Making Calls

1. If you are not already on a call, you can pick up the handset, press the speaker phone button  or dial the number to make a call
2. If you are on a call, press the  button on the display to make another call

End Calls

1. When you are on an active call, you can hang up the handset, press the speaker phone button  or press the **End Call** button on the display to end a call
**To end a call on hold, first resume the call then follow the steps above

Hold Call

1. When you are on an active call, press the **Hold** button on the screen.
2. To resume the call, press the **Resume** button on the screen

Pull Call

1. When you are not on a call, or when a current call is on hold, press the button beneath the **Pull** key on the display
2. The call will be pulled to the phone

Transfer

1. When you are on an active call, press the **Transfer** key on the display.
2. Enter the number you wish to transfer the call to in the dialer screen and press the  key on the display
3. For a blind transfer, press the **Transfer** key on the display immediately
4. For a warm transfer, press the **Transfer** key on the display after the line is picked up



Conference Calls

1. When you are on an active call press the **Confnc** button on the display
2. When you see the dial screen, enter the extension or 10 digit number and press the  button to dial
3. Once the other caller has answered, press the **Confnc** again to have them join the call
4. Repeat the process to add more people (up to five additional)

Retrieving Voicemail

1. Press the  button on the screen
2. You will see the number of messages you have on the display screen.
Press the **Connect** button to call the voicemail system

Enable/Disable DND

1. Press the  button on the side of the phone
2. Press the  button the screen to activate DND, and press again to turn off
3. In the upper right hand corner of the screen, you will see this symbol  which indicates it is active
4. Repeat this process to disable DND (the  symbol will no longer appear)

Call Logs and Directories

View Received/Missed/Placed Calls

1. Press the  button to access your call log
2. In the log, you can filter by call type (Missed/Received/Placed/All) using the  button

You can do the following:

- › Change the types of calls (All, Missed, Received and Placed) listed
- › Get info by pressing the  button beside the entry
- › Dial the number by pressing **Dial** on the screen
- › Add the number and name to your local contacts by pressing **Save** on the screen
- › Remove the entry from the call log by press the  button



Contact Directory

The Contact Directory are contacts that are stored in your phones memory and backed up to our servers. This directory IS NOT shared with your Unison Softphone

Please note that if we need to reinitialize your account due to technical issues your local contacts will be lost

Access the Contact Directory

You can access the Contact directory by

Pressing the  button on the phone, press **Directories** and then **Contacts**

In Contact Directory you can

- › Search for Contacts
- › View information about a contact by pressing the contact you want to view, then use  to delete it  or edit it
- › Add a new contact by pressing  and pressing **Save** when done

You can put the following into a contact

- | | |
|--------------------------------|---|
| › First and Last Name | › Label if you don't want to use First and Last Name for speeddials |
| › Phone or Contact Number | › Assign a unique ring |
| › Email | › Auto Reject the call |
| › Job Title | › Divert it to another number |
| › Speed Dial or Favorite Index | |



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Call Logs and Directories

View Received/Missed/Placed Calls

- › From the home screen, using the  navigation buttons do the following to access call lists
 - › Down Key - Missed Calls
 - › Left Key - Received Calls
 - › Right Key - Placed Calls
- › You can dial from the call log by selecting the entry using the navigation pad and pressing the **Dial** softkey
- › You can view information about the call (Date, Time, Call Duration, Name) by pressing the **Info** softkey
- › Add the number and name to your local contacts by pressing the **Save** softkey
- › You can sort the list by pressing the **Sort** softkey (Ascending/Descending, Name/Time)
- › You can change the type of call displayed (All Calls, Missed, Received and Outgoing) by pressing the **Type** softkey



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Access the Contact Directory

From the home screen, using the  navigation buttons select **Directories**, than **Contact Directory**

In Contact Directory you can

- › Search for Contacts
- › View information about a contact by pressing the  softkey
- › While viewing the contact you can delete or edit the contact by pressing the  or  softkeys
- › You can dial from the directory by selecting the entry using the navigation pad and pressing the  softkey
- › Add a new contact by pressing the  softkey pressing **Save** when done. You can put the following into a contact
 - › First and Last Name
 - › Phone or Contact Number
 - › Email
 - › Job Title
 - › Speed Dial or Favorite Index
 - › Label if you don't want to use First and Last Name for speeddials
 - › Assign a unique ring
 - › Auto Reject the call
 - › Divert it to another number



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Enable/Disable DND

- › Press the **DND** softkey (you may need to press the **More** softkey to see it)
- › You will see your line keys change to 
- › Repeat the process to turn DND off

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Return to the Home Screen

- › From any screen you can press the  button to return to the main/home screen

