

FacetPhone – New IP Phone Trade-offs

Polycom IP 501 (MGCP) vs. Polycom SIP Phones

FacetCorp will soon be offering SIP-based IP phones. Initially, the offering will include the Polycom SIP line. Those desk phones are the IP 331, IP 335, IP 450, IP 550, IP 650 and others in the SoundPoint product line. While FacetPhone has not yet been tested with all of the SoundPoint line, the telephone software is designed to be compatible across all their SoundPoint products.

The IP 501 (what FacetCorp has been selling), the IP 331 and the IP 550 are described in detail below with representative images of each phone. Here is the list of functional differences between the IP 501 and the IP 550 as currently implemented with FacetPhone.

Polycom Model	IP 501	IP 550
Protocol	MGCP	SIP
Included Feature Buttons	<ul style="list-style-type: none"> • Park • Unpark • Transfer – Blind • Record • Conference • Redial 	<ul style="list-style-type: none"> • Conference • Transfer <ul style="list-style-type: none"> ○ Announced ○ Blind • Redial
Excluded Feature Buttons	<ul style="list-style-type: none"> • Transfer – Announced 	<ul style="list-style-type: none"> • Park • Unpark • Record
Implementation Differences:		
<ul style="list-style-type: none"> • Hold 	- FP system hold	- Local phone hold (can't take it off hold from GUI). If put on hold from GUI, can't take it off hold from phone.
<ul style="list-style-type: none"> • DND 	- Changes FP user status	- Sends callers to VM, but does not change FP user status

The FacetPhone GUI works just as it always has and is a very good way to move calls to other users, park calls, etc. From the SIP phone, calls are easily moved with the transfer button (announced or blind). Or to page for someone, you may press the hold button, and press #3 to park the call, then press #6 to page the

user (i.e. “call on line 3 for John Doe”). Then the person being paged can pickup the call from a phone (#4) or from the GUI.

Polycom IP501

- Single line mode only (3 Line phone)
- 4 Soft keys
- Buttons on Left: (3 line buttons at top - unused)
 - 1) Park
 - 2) Unpark
 - 3) Transfer Excludes announced call transfer
 - 4) Record
 - 5) Conference Works integrated with FP conferencing
 - 6) Redial
- Buttons on Right:
 - 1) Menu Internal to phone only
 - 2) Messages Immediately takes user to their FP VM
 - 3) Do Not Disturb Changes FP status for the user
 - 4) Hold FP system hold (not local to the phone)



Polycom IP550

- Single line mode only (4 Line phone)
- 4 Soft keys
- Buttons on Left: (4 lines buttons at top - unused)
 - 1) Directories Internal to phone only
 - 2) Services / Applications Unused
 - 3) Conference Works integrated with FP conferencing
 - 4) Transfer Includes announced call transfer (instead of Park & Unpark)
- 5) Redial
- 6) Hold Local hold only (FP is aware)
- Buttons on Right:
 - 1) Menu Internal to phone only
 - 2) Messages Follow soft key instructions on telephone display
 - 3) Do Not Disturb Calling party goes to user's VM, but does not change FP status for the user

* HD – High Def audio is not currently supported in FacetPhone.



Polycom IP331

- Single line mode only (2 Line phone)
- 3 Soft keys
- Buttons on Left:
 - 1) Menu
 - 2) Dial

- Buttons on Right: (2 line buttons - unused)
 - 1) Hold (Local hold only (FP is aware))

