This article pertains to the Sylantro/Unity telephone system. MIT is currently transitioning from the Sylantro/Unity telephone system to the BroadSoft system. To learn about the transition, determine which system you are on, or access additional resources for both systems, see the KB article Transition to MITvoip BroadSoft Cloud.

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Shortcuts for Your Phone Model

- Polycom SoundPoint 550 or 650
- Polycom VVX401 VoIP Phone
- Polycom VVX601 VoIP Phone (with Touchscreen & Video)

If you’re not sure which phone you have, look for a sticker on the back. If you can’t find it, consult Identifying Your Phone’s Model.

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