



Polycom Soundpoint IP 330/331/335 Phone

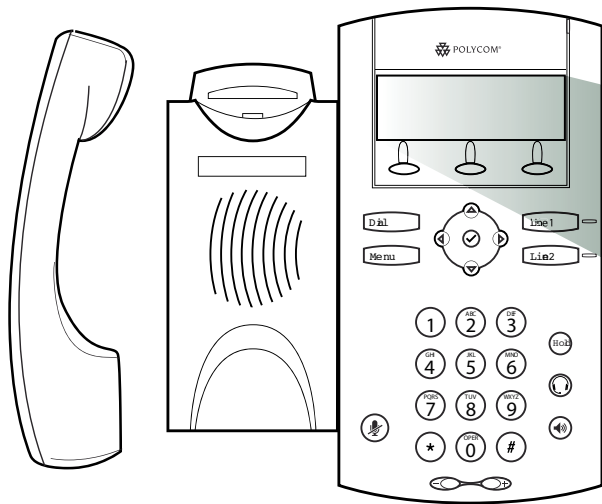
Quick Reference Guide

www.i-evolve.com/voip

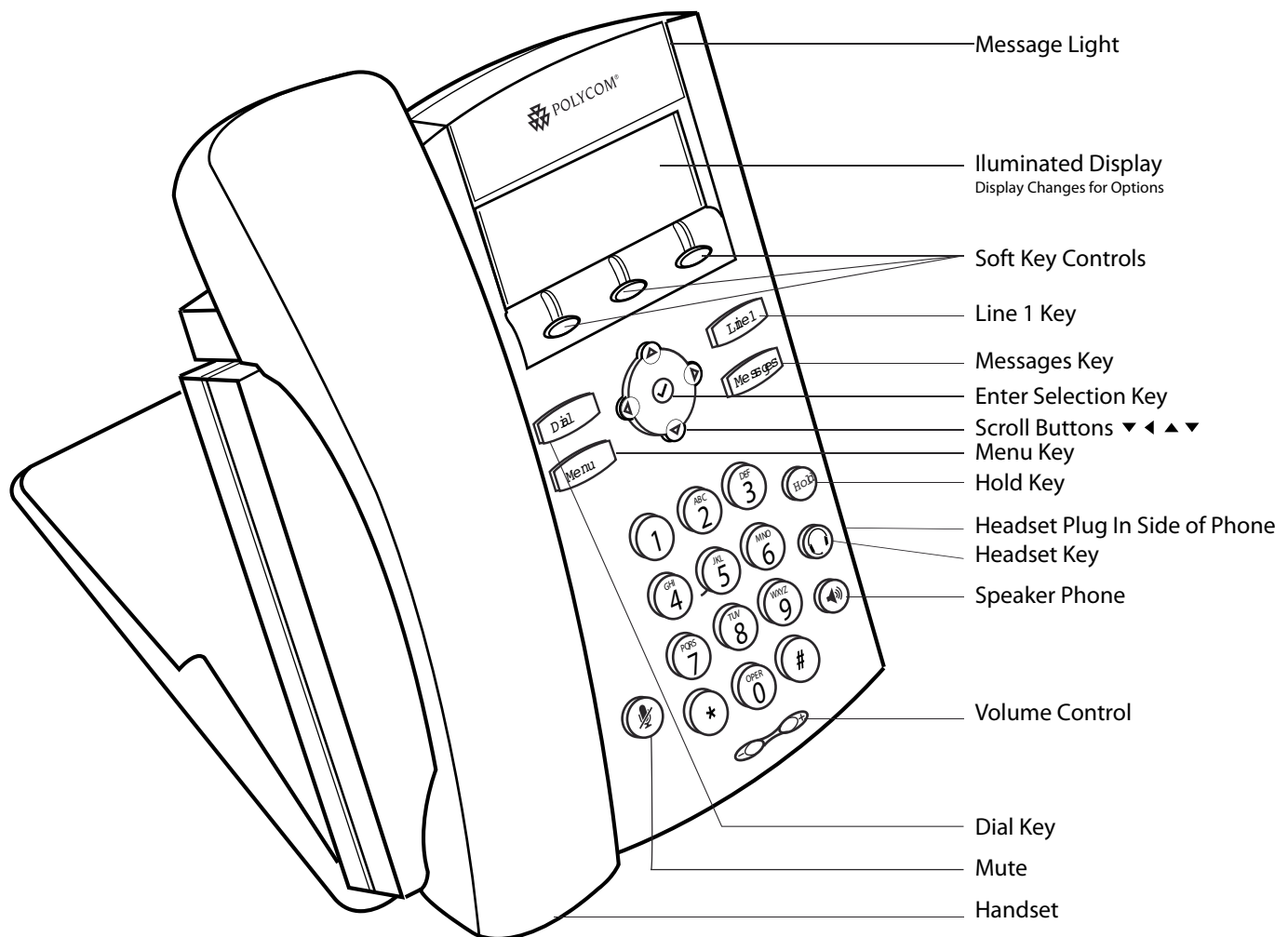
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Polycom SoundPoint IP 331 Phone - Overview



Default Display Screen Shows Date, Time & Extension



Soft Key Features

Features from the Main Display

New Call	Press this to place a new call.
Msgs	Press this to access voicemail directly.
Callers	Press this to access received callers.
Dir	Press this to access the Contact Directory

Features While On a Call

Park	Press this to park a call on a line to be picked up from another phone
Trans	Press this to transfer a call to a telephone number
Conf	Press this when creating a 3 way call

Features when a call is on Hold

Resume	Press this to resume the call you placed on hold
Join	Press this to join a call on hold to an active call

How to Place a Call

How to Place a Call

You can place a call using the handset, headset, or speakerphone by pressing one of the following buttons:

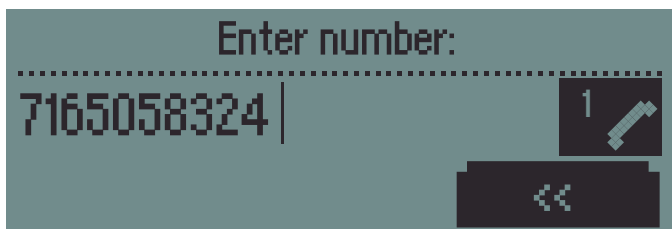
- Dial
- Line 1
- New Call Soft Key
- Headset
- Speaker

You can also dial the number first, and then choose the method you will use to speak to the other party.

During a call, you can alternate between Handset, Headset, or Hands-Free Speakerphone modes by pressing the Speaker or Headset buttons, or picking up the Handset.



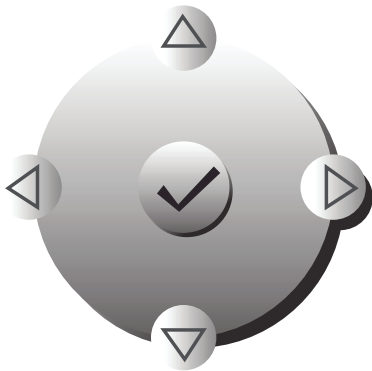
Phone with Default Screen



Display changes to this screen once phone receiver is picked up and you start dialing your number.

Placing Calls from a Call List

Speed Dial



Placed Calls

Received Calls

To Place a Call From a Call List

Use the **Up, Right, and Down Arrow** keys to scroll through the list to find the contact.

- **Up** shows your speed dial list
- **Right** shows your placed calls
- **Down** shows your received calls

When the party you wish to contact is highlighted in black press Dial or pick up the handset.

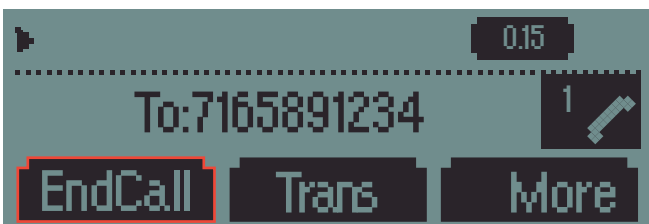
Ending a Call

Do one of the following steps:

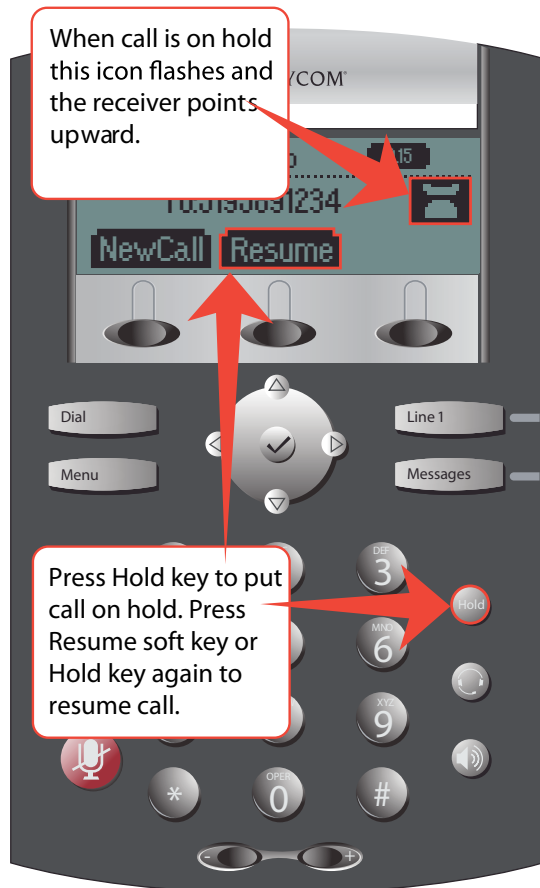
- Press the **End Call** soft key
- Replace the handset to the cradle
- Press the Speaker key if in speakerphone mode
- Press the Headset key if in headset mode



Note: When scrolling through your Received Calls using the up and down arrows, calls that were picked up show a phone receiver icon next to the phone number. Calls that were not picked up show an icon of an entire phone beside the number.



How to Put a Call on Hold and Multiple Calls on Hold



How to Put a Call on Hold

Call Hold and Resume

During a call, press the **Hold** button

1. Press **Hold** button or **Resume** soft key to resume the call

When a call has been on hold for an extended period of time, both visual and audible alerts appear. Contact your system administrator to determine if this feature is enabled/disabled, what the time period is, and what sound effects are available. When active on a call, the sound effects are played at a volume that is typically lower than the normal ringer volume.

Note As using the Hold feature typically generates music or a beeping tone, avoid putting a conference call on hold.



Multiple Calls on Hold

If multiple calls are on hold, use the **Up and Down Arrow** keys to switch between the calls, then press the Resume soft key to retrieve the desired call. If two or more calls are on hold, an indication appears on the graphic display, for example "3/4", indicating that this is the third call out of four calls.

Transferring Calls

How to Transfer a Call

Transfer - Allows you to speak with the end party first, prior to completing the call transfer. The end party will see the caller ID of the person transferring the call.

Blind Transfer - The call is transferred directly to the end party. The end party will see the caller ID of the original caller.

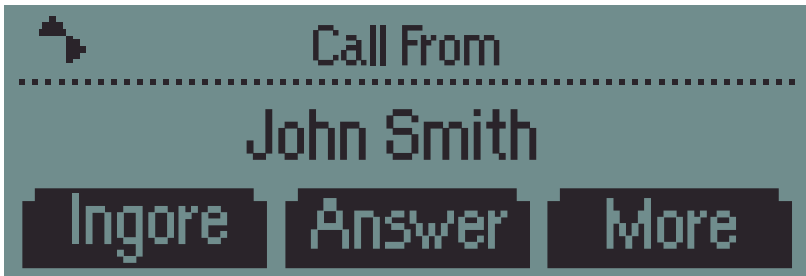
Transferring calls to a Telephone Number ("Trans")

The "Trans" function allows you to transfer calls to an external telephone number by following these steps:

1. Press the **Trans** soft key
2. Choose **Normal** or Blind
3. Enter the telephone number of the end party. Once the display returns to the main screen your call has been transferred and you can place the handset back on the cradle.



Call Waiting



New Call

When you receive a call when already on a call you have 3 options:

Ignore

Ignores the incoming call. The display screen will clear and the ring will be muted. The call is routed according to your extension configuration. ie Call goes to voicemail after 4 rings

Answer

Places your active call on hold to answer the new incoming call

Reject

Sends the incoming call to voicemail immediately

Incoming Call Screen when user is on an Active Call

Moving Between Active Calls



Moving Between Active Calls

The screen currently shows 2 active calls as indicated in the top left box in the display.

Using the **Down Arrow** key will show call on hold.



Call on Hold

Press **Resume**, other call is placed on hold.

Press **Join** and **Conference** this call in with your first active call.

Set Up Conference in an Active Call | 3 Way Conference Call on Outbound Calls | Conference Bridge**To Set Up a Conference in an Active Call Using the Join Soft Key:****When you are in an active call:**

1. If you have one call on hold and answer a new call, use the down arrow to go to the call on hold, then press the Join soft key. A conference is created with the active call, the call on hold, and yourself.
2. If you have more than one call on hold, use the up and down arrow keys to switch to the desired call on hold, press the Join soft key. A conference is created with active call, the call on hold and yourself.
3. As above if you are on an active call and receive a new call, you can use join from call waiting.

How to do a 3 way Conference Call on Outbound Calls

You can create a conference with other parties using the phone's conference feature.

To set up a conference:

1. Call the first party.
2. Press the **More** soft key to find the **Conf** soft key.
3. Press the **Conf** soft key to create a new call. The active call is placed on hold.
4. Call the second party.
5. When the second party answers, press the **Conf** soft key again to join all parties in the conference.

To split a conference call:

Press the **Split** soft key to split the conference. Both parties will be on hold.

To end a conference call:

Press the **End Call** soft key or hang up. The other parties will continue to be connected.

How to Park a Call and Pick Up a Parked Call



Parking a call allows a person to put a call on hold at one telephone set and continue the conversation from any other telephone set or let any other user pick up the call from any other set.

Parking a Call:

1. While the call is in progress press the **Park** soft key. The auto attendant will give you a “**park position**” number to where the call will be parked followed by a busy signal.

Picking up a Parked Call:

2. A parked call can be picked up by any other telephone set by picking up the handset and dialing the same number that the auto attendant gave you. You may also need to press the **Dial** button to connect to the parked call.

How to Use Voicemail



VOICE MAIL

The presence of new Voice Mail messages is indicated by a flashing Message Waiting Indicator LED on the front of the phone and a visual notification on the graphic display. The stutter dial tone in place of normal dial tone will also sound to indicate that message(s) are waiting at the message center.

To Listen to Voice Messages:

1. Press the **Messages** button directly on your phone
2. Lift handset if desired

Options While Listening to Voice Mail

3 Advanced options

- 1 Send a reply (if the sender has a mailbox on the system)
- 2 Call back the number that left the message
- 3 Hear the message envelope (Time, Caller ID, Message)
- 4 Place an outgoing call
- * Return to the main menu

4 Play previous message

5 Repeat message

6 Next message

7 Delete current message

8 Forward the message to another user

- 1 Enter the extension number

9 Save message to:

- 0 New message folder
- 1 Old message folder
- 2 Work message folder
- 3 Family message folder
- 4 Friend messages folder

2 Change folders

- 0 Switch to new messages
- 1 Switch to old messages
- 2 Switch to work messages
- 3 Switch to family messages
- 4 Switch to friends messages

0 Mailbox options

- 1 Record your unavailable message (message callers will hear if you are away from your desk or unable to pick up the phone)
- 2 Record your busy greeting (message callers will hear if you are on the phone and have call waiting disabled)
- 3 Record your name (used for company directory)
- 4 Record your temporary greetings (overrides all other greetings, useful for days out of the office)
- 5 Change your password
- * Help - replays mailbox options
- # Exit

Feature Codes



System Wide Feature Codes and Prefixes

- * 1 Voicemail direct access (your phone) with PIN (pre-programmed on phone as messages button)
- * 2 Voicemail login to a mailbox (asked) with PIN
- * 6 + <extension> = dial directly to a users voicemail
- * 7 2 + <number/extension> = enable call forward
- * 7 3 Cancel call forward
- * 6 7 + Number = hide caller id
- # Attended transfer
- * 8 Blind transfer
- # + * 7 Park a call (wait for the number call is parked at).
To pick up the call dial the number you were given.
- 2 1 1 Information & Referral Search www.211wny.org