



SoundPoint® IP 335 Quick User Guide

Basic Phone Features

Customizing Your Phone

The content in this guide may vary depending on phone configuration. For detailed information please consult the SoundPoint IP 335 User Guide available at www.polycom.com/support/voicedocumentation/

NAVIGATION

Scrolling: ⏴ or ⏵

Step in/out of menus, toggle enabled/disabled: ⏪ or ⏩

Enter/Select: ✓

BASIC PHONE FEATURES

PLACING A CALL

Using the Handset:

Pickup the handset and then dial the number. Or dial the number first and then pick up the handset.

Using the hands-free Speakerphone:

With the handset on-hook, press , any assigned line key, or the **Newcall** soft key; then enter the number

- or -

Dial the number and press  or .

Using the optional Headset:

With the headset connected, press , any assigned line key, or the **Newcall** soft key.

- or -

Dial the number and then press .

During a call, you can alternate between modes by pressing  or  or picking up the handset.

ANSWERING A CALL

Handset: Pick up the handset.

Speakerphone: Press , the line key, or the **Answer** soft key.

Headset (optional): Press .

*Incoming calls may be denied by pressing the **Reject** soft key during ringing.*

ENDING A CALL

Press the **EndCall** soft key or the line key corresponding to the line or, depending on the call mode, press ,  or hang up the handset.

REDIAL

Press  to display the Placed Call list. Scroll to select the desired recipient and press  again.

MICROPHONE MUTE

During a call press . Mute applies to all modes. You can hear all other parties while Mute is enabled but other parties cannot hear you.

To un-Mute, press  again.

CALL HOLD AND RESUME

During a call press .

Press  again, the **Resume** soft key, or the line key to resume the call.

LOCAL CONFERENCE CALLS

To create a three-way local conference call:

1. Connect to the first party.
2. Press the **Conf** 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 the **Conf** soft key again to join all parties in the conference.

Conference Behavior:

- Placing the conference call on hold will place the other conference parties on hold.
- Pressing the **Split** soft key will split the conference call into two separate calls on hold.
- A conference may be created between an active call and a call on hold by pressing the **Join** soft key.

CALL TRANSFER

1. During a call, press the **Trans** soft key (the active call is placed on hold).
2. Place a call to the party to which you want to transfer the call.
3. After speaking with the second party, press the **Trans** soft key to complete the transfer.

*Press the **Blind** soft key to transfer the call without speaking to the second party.*

*Transfer can be cancelled during establishment by pressing the **Cancel** soft key. The original call is resumed.*

CALL FORWARDING

To enable call forwarding:

1. Press  and select **Features > Forward**.
2. Select a Forwarding Type: **Forward Always**, on **No Answer**, or on **Busy**.
3. For all types, enter a number to forward calls to.
4. For **No Answer**, enter the number of rings before forwarding.
5. Press then **Enable** soft key to confirm Call Forwarding. A moving arrow icon appears for that line.

To disable call forwarding:

Perform steps 1 and 2, but select **Disable**.

Call forwarding is not available on shared lines.

CALL LISTS

From the idle screen, press  for Speed Dial,  for Received Calls, or  for Placed Calls. Or press  then select **Features > Calls Lists > Missed Calls, Received Calls, or Placed Calls**.

Call information will be displayed.

Select a call and press  to dial the number. You can also **Delete** the entry, **Save** the contact information, or see **Info** about the call.

VOICE MAIL

A voice mail icon on the screen, a flashing line key, and a stutter dial tone indicate one or more new voice mail messages.

To listen to voice messages:

1. Press the **Msgs** soft key or press **Menu** and select **Features > Messages**.
2. Press the **Connect** soft key and follow voice prompts.

PHONE LOCK

Lock your phone with a user password to prevent unauthorized access.

To lock the phone:

1. Press **Menu** and then select **Phone > Settings > Lock Phone**.
2. Choose to **Allow ringing when I...** (locked) or enable **DND when locked** for incoming calls.
3. Press the **Lock** soft key to confirm.

To unlock the phone:

1. Press the **Unlock** soft key.
2. Enter the password and press **✓**.

SPEED DIALING

To assign a speed dial index, see the **CONTACT DIRECTORY** section. To dial a contact assigned to a line key, press the corresponding line key. You can also enter <XX#>, where XX is a valid speed dial index from 1 to 99, and then press the **Dial** soft key to call.

CUSTOMIZING YOUR PHONE

CONTACT DIRECTORY

To add a contact in your local phone directory:

1. Press the **Dir** soft key and select <**New Entry**>.
2. Press **✓** to enter a contact into the phone's database.
3. Enter the first name from the dial pad.
4. Press **Ok** or **Cancel** soft keys to accept or cancel changes.
5. Press **⊙** to display the next field in the contact's entry.
6. Repeat steps 2 through 5 to enter the last name and a unique contact phone number (not already in the directory).

7. Change the other fields as desired.
8. Press **⊙** to end data entry.
9. Press the **Yes** or **Cancel** soft keys to accept or cancel changes, then press **Menu** twice to return to the idle screen.

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

To search for a contact:

1. Press the **Dir** soft key.
2. Using the dial pad, enter the first characters of the Last name.

For example, to find the first directory entry with a last name starting with J, press the 5 key once. Searches are not case sensitive. Dial the successful match from the resulting search screen.

To edit a contact:

1. Search for contact (see above).
2. Press the **Edit** soft key and make the necessary changes.
3. Press **⊙** to end data entry.
4. Press the **Yes** soft key to accept your changes, then press **Menu** twice to return to the idle screen.

VOLUME ADJUSTMENT

Press the  volume keys to adjust the call volume of the active mode. Pressing these keys in the 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** and then select **Settings > Basic > Ring Type**.
2. Scroll to highlight the desired ring type. Press the **Play** soft key to hear the selected ring.
3. Press **✓** or the **Select** soft key to accept the highlighted ring type, and then press **Menu** to return to the idle screen.

*If you select Silent Ring, press the Line key or **Answer** soft key to answer incoming calls.*

AUDIBLE RINGER

You can select the default alerting destination for incoming calls.

To change the audible ringer:

1. Press **Menu** and then select **Settings > Basic > Preferences > Audible Ringer**.
2. Scroll to highlight the desired alerting destination for incoming calls.
3. Select the desired destination and then press **Menu** to return to the idle screen.

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 the **Dir** soft key.
2. Search for the contact (see the **CONTACT DIRECTORY** section).
3. Press the **Edit** soft key then scroll down to **Ring Type** and press **✓** to edit.
4. Using **⊙** or **⊕**, select the desired ring tone.
5. Press the **Ok** soft key to accept the change and press **Menu** twice to return to the idle screen.

HEADSET MEMORY MODE

For frequent or full-time headset users, there is an option to default all calls to the headset.

To enable Headset Memory Mode:

1. Press **Menu** and select Settings, followed by **Basic, Preferences, Headset, and Headset Memory**.
2. Scroll down to **Enable** and press **✓** to select, then press **Menu** to return to the idle screen.

To disable Headset Memory Mode:

Repeat steps 1 and 2 but select **Disable**.

To activate the Headset Memory Mode (if enabled):

Press **Ⓜ** twice. The headset icon will flash.