



## 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/](http://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 .

#### 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. Chose 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 ring 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.