

### 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 new voice messages: Press the Msgs softkey, select Message Center, then select Connct or Press the More softkey to find the Voicemail softkey.

### TRANSFER CALL TO VOICEMAIL

1. During a call, select the xferVM softkey.
2. Enter the extension of the person you want to transfer the caller to.
3. The caller is transferred directly to the voicemail box at that extension.

### CALL PARK

During a call, press the More softkey, then the Park softkey. A recording will tell you which extension the call is parked on (your other party is placed on hold until the parked call is picked up). To pick up a parked call, just dial the extension the call is parked at.



**WAVESTREET**  
managed services



## Polycom SoundPoint IP 335 Quick User Guide

### Primary Support

Submit Ticket: <http://wavestreet.com/support>

### Secondary/**Emergency** Support

Technical Support Line: (408)471-9700

### User Information:

Extension Number: \_\_\_\_\_

Phone Number: \_\_\_\_\_

### Customer Control Panel:

[http://\\_\\_\\_\\_\\_.voippbxsite.net](http://_____.voippbxsite.net)

Username: (Your Extension Number)

Password: (Your Voicemail Password)

## PLACING A CALL

**Using the Handset:** Pick up 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 the speaker button, any assigned line key, or the **NewCall** softkey. Then, enter the number or Dial the number, and then press speaker button or an available line key.

### Using the optional Headset:

With the headset connected, press the headset button, any assigned line key, or the **NewCall** softkey or Dial the number and then press the headset button

*During a call, you can alternate between handset, headset, or hands-free modes by pressing the speaker button or headset keys, or picking up the handset*

## ANSWERING A CALL

**Using the Handset:** Pick up the handset.

**Using the Speakerphone:** With the handset on-hook, press the speaker button, or the line key, or Answer soft key.

**Using the Optional Headset:** Press headset button

## CALL TRANSFER

1. During a call, press the Trans softkey (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 softkey to complete the transfer.

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

*Transfer can be canceled by pressing the Cancel softkey.*

## CALL HOLD AND RESUME

During a call, press the hold button . Press hold again, the Resume softkey, or the line key to resume the call.

## LCR – LAST CALL RETURN

1. Press the More softkey, then the LCR softkey.
2. You can pick up the handset first, then press LCR to place the call on your handset

## INTERCOM

1. Press the Intercom softkey.
2. Dial the number you wish to Intercom to and then press the Enter softkey. If you are receiving an intercom call, the phone rings, then automatically connects to your speakerphone.

## AUTO ATTENDANT

To access the Auto Attendant:

1. Press the AA softkey. (Press the More softkey if the AA softkey is hidden.)
2. Follow Auto Attendant voice prompts.

## CONFERENCE BRIDGE

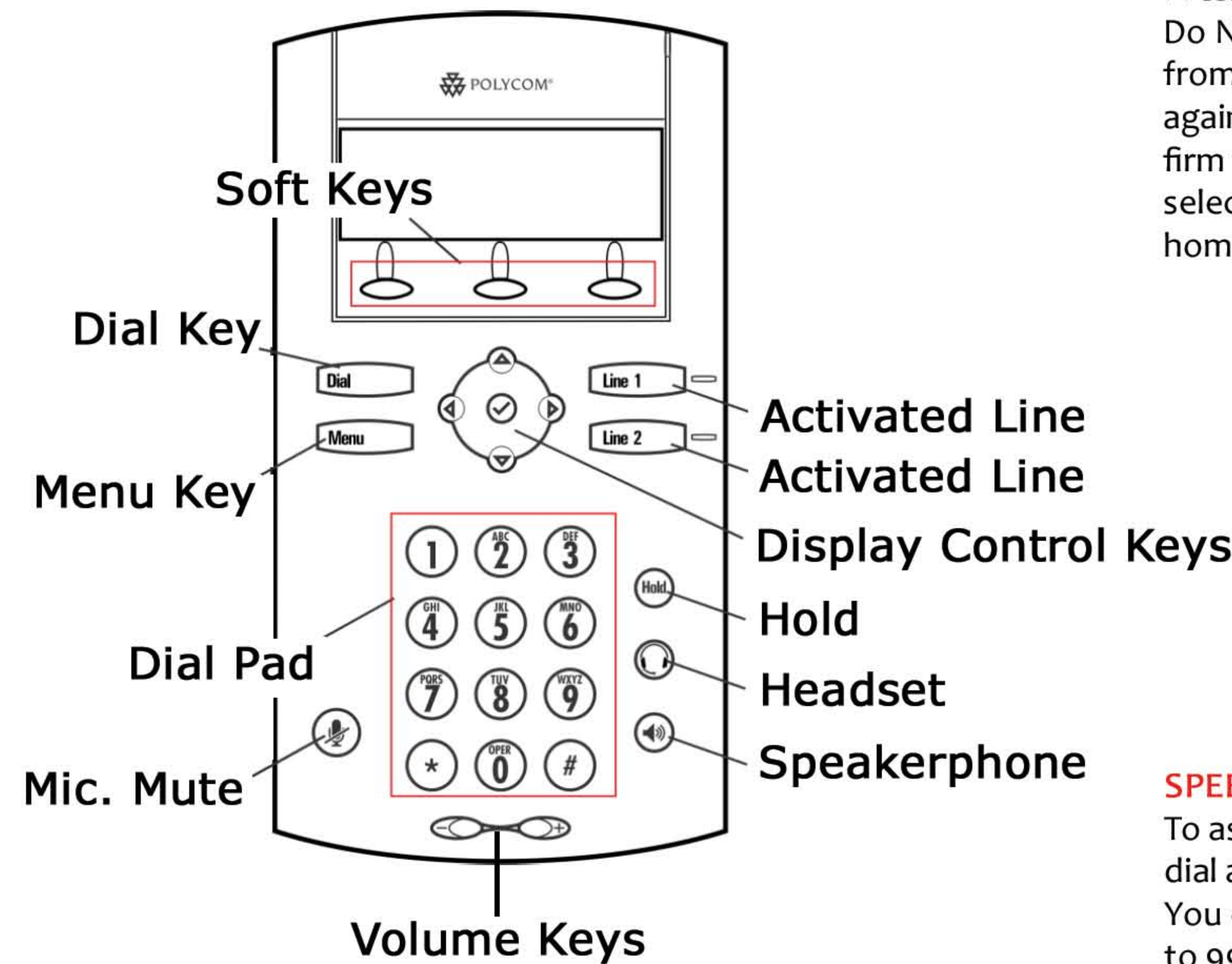
**To call into a conference:**

1. Find the ConfS softkey by pressing the More softkey.
2. Follow the Conference Bridge voice prompts.

### MICROPHONE MUTE

During a call, press mute button Mute applies to all modes: handset, headset, and hands-free. You can hear all other parties while **Mute is enabled.**

**To turn off Mute,** press mute again



## LOCAL CONFERENCE CALLS

**To create a three-way local conference call:**

1. Connect to the first party.
2. Press the Conf softkey 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 softkey 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 softkey will split the conference into two separate calls on hold. To create a conference between an active call and a call on hold, press the down arrow button, followed by the Join softkey.

## RING TYPE

You can select different rings to match your preferences and distinguish between calls on lines. To change the incoming ring:

1. Press the menu button, and then select **Settings > Basic > Ring Type**.
2. Scroll to highlight the desired ring type. Press the Play softkey to hear it.
3. Press Check mark button or the Select softkey to accept the highlighted ring type, and then press the menu button to return to the idle screen.

## ENDING A CALL

**Using the Handset:**

- Hang up.

**Using the Speakerphone:**

- Press or the EndCall soft key.

**Using the Optional Headset:**

- Press or the EndCall soft key.

## REDIAL

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

## NAVIGATION

Scrolling Use the Up or Down arrow buttons. Step in/out of menus, toggle enabled/disabled: left or right arrow buttons  
Enter/Select: Check mark button

## DO NOT DISTURB (DND)

Press the menu button and select Features >

Do Not Disturb to prevent the phone from ringing for incoming calls. Press the menu button again to return to the home screen. An icon appears for all lines to confirm that DND is enabled. To turn Do Not Disturb off, press menu and select Features > Do Not Disturb. Press again to return to the home screen

## CALL LISTS

From the idle screen, press up arrow for Speed Dial, down arrow for Received Calls, or right arrow for Placed Calls. Or, press menu then select Features > Call Lists. Choose Received Calls, Placed Calls or Clear. Call information will be displayed. Select a call and press the dial button to dial the number. To Delete the entry, Save the contact information, or see Info about the call, press the More softkey.

## 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 <X X #>, where XX is a valid speed dial index from 1 to 99, and then press the Dial softkey to call the corresponding speed dial contact.

## VOLUME ADJUSTMENT

Press the volume keys to adjust the call volume of the active mode. Pressing these keys in idle state adjusts the ringer volume.

*Handset volume will return to a preset level after each call. Headset and hands-free (speakerphone) volume will be remembered after each call. This configuration can be changed by 8x8 Support.*

## CALL TREATMENT DISTINCTIVE RINGING /

You can set distinctive incoming ring tones for different contacts in your local directory.

To set a distinctive ring for a local contact:

1. PressMenu then select Features > Contact Directory.
2. Search for the contact (see the CONTACT DIRECTORY section).
3. Press the Edit softkey, then scroll down to Ring Type and press check mark button to edit it.
4. Using left or right arrows, select the desired ring tone.
5. Press the OK softkey to accept the change, and then press menu twice to return to the idle screen.

## 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 > Alerting Destination.
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.