

Polycom SoundPoint IP 335

Voicemail Setup

To access the voicemail system, dial **101** on your phone.

Set your PIN number

By default, each user is assigned the PIN number **1234**. Users will need to change their PIN number when they initially log into the voicemail system.

1. Log into the voicemail system. If you have never changed your PIN number, the default PIN number is **1234**.
2. Press **5** to change your voicemail options.
3. Press **5** again to change your PIN number. You will be asked to input your current PIN number and then to press the **#** key. If you have never changed your PIN number, the current pin number is **1234**.
4. Enter your desired PIN number (at least 4 digits long), and then press **#**.
5. Enter your desired PIN number again, and then press **#**.

Your PIN number has now been set.

Record Your Name

Without recording your name, callers will hear the following message when they reach your voicemail:

- "The owner of extension XXXX is not available. Please leave a message. When you are finished, press 1 for more options."

If you have recorded your name, the caller will be greeted with the following message:

- "is not available. Please leave a message. When you are finished, press 1 for more options."

To record your name once you have logged into the voicemail system:

1. Press **5** to change your voicemail options.
2. Press **2** to record your name.
3. Record your name, then press **#**.
 - To listen to the recording, press **1**.
 - To save and use the recording, press **2**.
 - To delete the recording and try again, press **3**.

Record A Personal Greeting (optional)

To record a personal greeting once you have logged into the voicemail system:

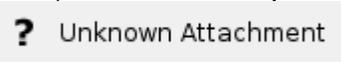
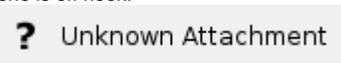
1. Press **5** to change your voicemail options.
2. Press **1** to record a personal greeting.
3. Press **1** to record a standard greeting.
4. Record your greeting, then press **#**.
 - To listen to the recording, press **1**.
 - To save and use the recording, press **2**.
 - To delete the recording and try again, press **3**.

Once you have completed this step, your basic voicemail settings have been activated. If you wish to set more advanced options, you may follow the instructions on the [VoIP End User Documentation](#) page.

Call Management

Making Calls

To make a call, you can either:

- Dial the number while the phone is on hook. Once you have finished dialing the number of the party you wish to speak with, you may either lift the handset, press the  button, or press the **Dial** key.
- Dial the number while the phone is off hook.
 - After you press the  button or lift the handset, dial the number of the party you wish to call.

Redial

To redial the previously dialed number, press the **Dial** button two times.

Receiving Calls

When you are receiving a call you have several options: Answer in handset or handsfree mode, or ignore the call.

 Ignoring the call immediately sends the caller to your voicemail.

- To answer in handset mode, simply lift the handset and begin your conversation.
- To answer in handsfree mode either press the  button or press the **Answer** softkey.

 A softkey is a button located just below the phone screen which can change given the current phone state.

- To reject the call, press the **Ignore** softkey.

Receiving Calls While on the Phone

If you receive a call while you are on the phone with another caller, your phone will notify you by emitting a short "beep" and showing the calling party's Caller-ID information.

To answer the call you can:

1. Place the current call on hold by pressing the **Hold** button.
2. Your phone will begin to ring and you may press either the **Answer** softkey, the  button or lift the handset to answer the call.

 This places the current call on hold. If you wish to conference the two parties together, refer to the [#Impromptu Call Conferencing](#) section of this guide.

Call Transfer

Call transfer can be accomplished a few different ways. The default transfer method is an **Blind Transfer**

- A **Blind Transfer** will transfer the call to the destination number without first connecting with the destination number.
- In an **Attended Transfer**, the party transferring the call waits for the destination number to answer the phone. After the person at the destination number has answered the phone, the party transferring the call states the nature of the call and completes the transfer.

Blind Transfer

1. With the calling party on the line, press the **Trans** softkey.
2. Dial the number of the party you wish to transfer the call to. The call will be transferred.

Attended Transfer

1. With the calling party on the line, press the **Trans** softkey. This places the calling party on hold.
2. Press the **Normal** softkey.
3. Dial the number of the party you wish to transfer the call to.
4. When the call connects and you have established the nature of the call with the party you wish to transfer the call to, press the **Trans** softkey again to complete the call transfer.

Transfer To Voicemail

Transfer to Voicemail is often used in cases where the destination party is either on the phone or out of the office. To transfer a call to another user's voicemail without ringing their phone:

1. Press the **More** softkey.
2. Press the **Xfer2...** softkey.
3. Enter the extension number of the voicemail box you wish to transfer the caller to.
4. Press the **Enter** softkey.

Phone Features

Call Lists

There are two different types of call lists: **Received Calls**, and **Placed Calls**.

Received Calls

The **Received Calls** list shows what calls you have answered on your phone.

- To review these calls, press the **Callers** softkey.
- To clear these calls individually, press the **checkmark** key in the center of the directional arrow pad, then press the **Delete** softkey. Keep pressing the **Delete** softkey until all calls in the list have been removed.
- To exit the caller menu, press the left arrow key until you return to the home screen.

Placed Calls

The **Placed Calls** list shows what calls you have made on your phone.

- To review these calls, press the **Menu** button, select **Features**, select **Call Lists**, then select **Placed Calls**.
- To clear these calls individually, press the **More** softkey, then press the **Clear** softkey.
- To clear these calls individually, press the **checkmark** key in the center of the directional arrow pad, then press the **Delete** softkey. Keep pressing the **Delete** softkey until all calls in the list have been removed.
- To exit the caller menu, press the left arrow key until you return to the home screen.

Ringtones

Ringtones are added by the VoIP system administrator and are universal to all phones in the VoIP system. End users cannot upload their own ringtones due to possible copyright infringements.

To select your ringtone:

1. Press the **Menu** button.
2. Select the **Settings...** menu item.
3. Select the **Basic...** menu item.
4. Select the **Ring Type...** menu item.
5. If necessary, select the line where you wish to set the ringtone.
6. Select your preferred ringtone. You may sample them by pressing the **Play** softkey.

Impromptu Call Conferencing

Call conferencing is useful for when 3 parties wish to speak to each other simultaneously. There are several different ways to invoke call conferencing.



Currently there is a 3-party limit, including yourself, for impromptu conferencing. If you require a conference larger than 3 parties you may request a conference bridge from the VoIP system administrator.

Cold Invitation Conference

A cold invitation conference is established when you conference a second party into a call without first having established a call with them. To establish this type of conference call with a second party:

1. When on an active call, press the **More** softkey.
2. Press the **Conf** softkey.
3. Dial the number of the party you wish to conference.
4. When the third party answers, press the **Conf** softkey. You will be placed in conference with all three parties.

Call Join Conference

A call join conference is a conference that is created when two established calls are joined together. This can happen if you have a caller on the line and another caller is on hold, and you wish to conference both parties in.

1. Wait until both parties have called in (one will be on hold, one will be active).
2. Using the arrow keypad, press the **down** arrow.
3. Press the **More** softkey.
4. Press the **Join** softkey to join both calls together.

Ending a Conference Call

To end the conference call, press the **End Call** softkey or hang up the handset.



After ending the conference call, the remaining parties will still be able to talk to each other.

For More Information

For more information and in-depth documentation please visit the [sipXecs End User Documentation](#) page.