

POLYCOM SOUNDPOINT IP 301 PHONE USER QUICK START GUIDE



BASIC PHONE OPERATION

Making Phone Calls

Making a phone call is very simple and works just like a standard telephone.

1. To make a call to the US or Canada dial 1, followed by the full 10 digit number. For example, 1-617-555-1212. You should **not** dial 9 to get an outside line.
2. To make an international call, dial 011, followed by the country code, and then the number. For example, a call to Sweden would look like this: 011 46 999 12345, where 46 is Sweden's country code, and 999 12345 is the number in Sweden.

FOR INTERNAL CALLS ("4-DIGIT DIAL") – Simply dial the last 4 digits of their phone number

Call Forwarding

You may call forward your phone to any other number both within your VCX Enterprise system and also to ANY external phone number.

1. By default, each phone has a "FWD" soft-key. Press this key.
2. Under "Contact" enter the number you would like your calls forwarded to
3. Press the "Enable" soft key.

To disable call forwarding, follow the same steps, choosing the "Disable" soft key. When call forwarding is enabled, you will see a moving arrow (forwarding symbol) appear beside the line status indicator (the icon next to the rectangular blue button).

Call Transfer

You also have the ability to forward your call to any internal or external phone number.

1. When on a active call, the soft keys will change options to "Hold, End Call, More", select the "More" soft key for additional options. You will see the "Trnsfr" soft key appear. Press this button. This will place then your caller on hold. From here there are two types of transfer you can place: Attended and Blind.

A.) Attended Transfer – You Stay on the Line

1. Enter the phone number of the party you are transferring the call to and press "Send".
2. Wait for them to pick up the phone. Once they have picked-up the phone or their voicemail has answered, the "Trnsfr" soft key will appear again. Press it and the call will be transferred.

B.) Blind Transfer – Forward the Call WITHOUT Staying on the Line

1. Press the "Blind" soft-key - This will prompt you to enter the number you wish to blind transfer to
2. Enter the number and the call will be transferred immediately.



3-Way Calling

You can create a conference call between 2 additional internal and external parties.

1. Dial the first party you would like to speak with. Once they are on the line, press the "More" soft key for additional options, then press the soft key labeled "Conf".
2. Dial the 2nd number you wish to add to the call. Once the 2nd party answers, again select the "More" soft key, and then select the "Conf" soft key. Press it and all parties will be on the line.

The "Split" feature allows you to keep both calls, but separate them from the conference (so you will have 2 individual calls on the line).

VOICE MAIL OPERATION

Setup & Access

Setting Up Your Voicemail

Once your phone is set-up you will need to perform a few tasks to get your voicemail up and running properly.

1. To access the voicemail system, dial "*123" from your handset.
2. Your initial password is the 10 digits of your phone number (the last four digits are also displayed on the screen of your phone).
3. Follow the prompts to immediately change your voicemail password.
4. Follow the prompts to record your unavailable greeting.

To access your voicemail from outside the office, dial your own phone number. When you hear your greeting, dial the "*" key, that will prompt you for your password.

A copy of your voicemail will also be emailed to you. Deleting this email will not delete the message from your phone. The email is provided for archival purposes.

Accessing Your Voicemail

You can access your voice mail directly from your phone or call remotely from an external phone number.

To access your voicemail while sitting at your desk:

- a. Dial "*123"

To access your voicemail remotely from outside the office:

- b. Dial your own phone number and listen for your greeting
- c. Dial the * key, you will then be prompted for your password.

- OR -

1. Dial your main corporate number, listen for your main auto-attendant
2. Off the main auto-attendant dial **999**, listen for prompt
3. Dial your 10 digit phone number, you will then be prompted for your password



VOICE MAIL OPERATION

Voice Mail Tree (Option Menus)

Operation of your voice mail box is simple. In most cases, if you do not know what to do, just wait for the system to tell you what options are available! Here are the menu trees for the 3 areas of your voice mail box.

MAIN MENU

1. **Listen to Messages**
New by default
2. **Change Folders**
To access old and saved messages
0. **Mailbox Options**
To record your name and greetings
- * **Help**
- # **Exit**

LISTEN TO MESSAGE MENU

1. **Listen to Messages**
2. **Move Message to Folder**
 - 0 New Messages
 - 1 Old Messages
 - 2 Work Messages
 - 3 Family Messages
 - 4 Friend Messages
3. **Advanced Options**
 - 1 Reply
 - 2 Call Back
 - 3 Message Envelope
 - 4 Outgoing Call
4. **Play Previous Message**
5. **Repeat Current Message**
6. **Play Next Message**
7. **Delete Current Message**
8. **Forward Message To Another Mailbox**
(Note! Enter Complete 10-Digit Number!)
 - 1 Prepend Message
 - 2 Forward without Prepending
 - * Return To Main Menu
9. **Save Message In A Folder**
- * **Help** (Rewind during playback)
- # **Exit** (Fast Forward during playback)

MAILBOX OPTIONS MENU

1. **Record Unavailable Message**
Your main message
 2. **Record Your Busy Message**
This is what will play when you turn on DO NOT DISTURB
 3. **Record Your Name**
This is what will play when people search your "dial by name" directory
 4. **Record Your Temporary Message**
Typically used as a vacation message, this message will over your main message until it is deleted. To delete, return to this menu and press "2" – your main message will now play again.
 5. **Change Your Password**
 - * **Return To The Main Menu**
- Options While Recording Your Message or Name**
1. **Accept Your Recording**
 2. **Review / Listen Recording**
 3. **Re-Record Message**

For more information, visit

www.thinkingphones.com

