POLYCOM®

Telephone Quick Reference Card

SoundPoint ® IP 321/331

1. graphic display
2. hookswitch
3. speaker
4. microphone mute
5. dial pad
6. volume keys
7. hands-free microphone
8. speakerphone
9. headset
10. hold
11. navigation cluster
12. line indicators
13. line speed dial keys
14. soft keys
15. message indicator

Call Transfer

1: During a call, press TRANSFER or the **Transfer** soft key [the active call is placed on hold].

2: If a blind transfer is required, press the **Blind** soft key.

3: Call the number to which you want to transfer the call or access the number from a call list, and press the **Dial** soft key.

4: After the ring-back sound is heard, or after the party answers, press TRANSFER to complete the transfer.

VoiceMail

Message Waiting Indicator LED & individual line LED indicators on the phone will flash. A stutter dial tone will replace the normal dial tone to indicate that message(s) are waiting at the message center.

listen to voice messages:

1: Press MESSAGES to access voice messaging

2: Follow voice prompts to listen to messages.

3-Way Conference Calls

creating a three-way conference call:

1: Call the first party.

2: Press CONFERENCE or the **Confrnc** soft key to create a new call (the active call is placed on hold).

3: Call the second party.

4: When the second party answers, press CONFERENCE or the **Confrnc** soft key again to join all parties in the conference.

5: When a conference has been established, press the **Split** soft key to split the conference into two calls on hold.

Display Control Keys

1: speed dial

2: received calls*

3: missed calls*

4: placed calls*

*scroll through call lists and use the Dial soft key to quickly dial any of the numbers

POLYCOM®

digium Switchvox

User's Quick Start Guide

Welcome to your new Digium Switchvox and Polycom phone system. This guide will help you become familiar with using your new phone and phone system. These instructions assume you are using a Polycom IP 650/670 telephone. If you're using a different Polycom phone, the instructions should be similar, or ask your system administrator for help.

There are online tools that can make things even easier. Ask your system administrator for the URL to access your extension's web interface. It should be something like http://192.168.0.7/

Getting Started

Start by logging in to your Voicemail and recording your mailbox greeting. To do this, press the "Messages" button on your phone, log in with your password followed by the pound key when prompted, then press "0" for advanced options, and then press "1" to record your Unavailable Message.

Making and Receiving Calls

- Answer incoming calls with handset or headset (press the speaker button for speakerphone)
- To place a call dial 9 + 7-digit local number, or 11-digit long distance number. If the call does not dial automatically, press Send to place the call.

Main Menu

1 - New Messages
2 - Change Folders (i.e. old messages, saved messages)
3 - Advanced Options (operates on current message):
  1 Reply to Voicemail (only available when leaving or receiving messages on internal extensions)
  3 Hear Message Envelope (date/time, caller id of message)
  * Return to the Main Menu
0 - Mailbox Options:
  1 Record Unavailable Message
  2 Record Busy Message
  3 Record Your Name
  * Return to the Main Menu

The following options are only available when actually listening to your messages:
4 - Previous Message
5 - Repeat the Current Message
6 - Next Message
7 - Delete/Undelete the Current Message
8 - Forward Message to another User
9 - Save to another Folder

Press * at any Time for Help Press # to Exit

Copyright ©2009 Polycom, Inc. Polycom®, SoundPoint®, SoundStation® and the Polycom logo are registered trademarks of Polycom, Inc.

1725-17611-001 Rev. A