

To Make or Receive a Call...

...Lift handset.

or press Speakerphone 

or press Headset. 

Clear Missed Calls List

1. Press Menu.
2. Select Features.
3. Scroll to Call Lists.
4. Press \checkmark to select.
5. Scroll to Clear... and select.
6. Scroll to Received Calls or Placed Calls, and select.
7. Confirm Delete.

Permanently Select Headset

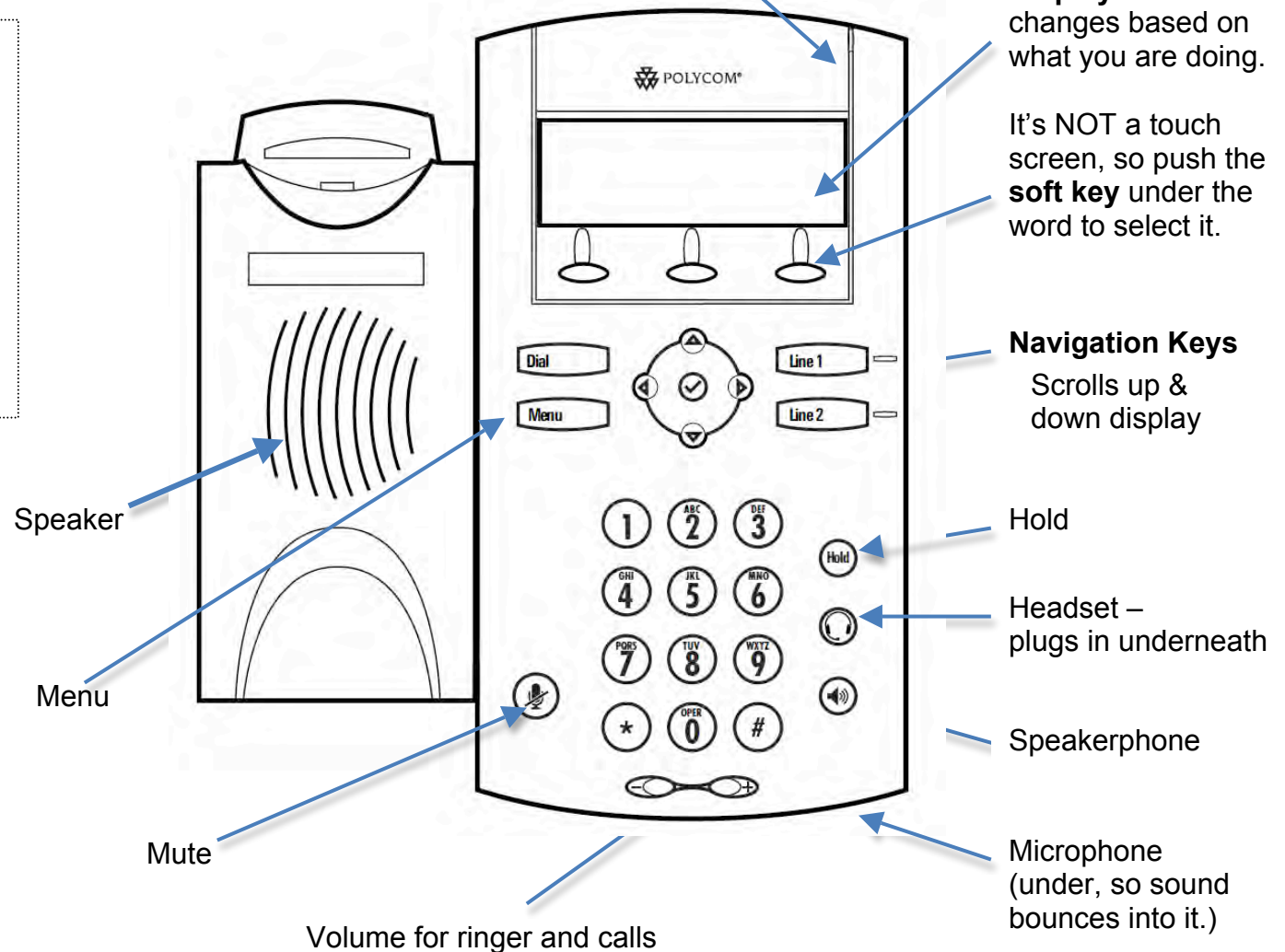
Menu > Settings > Basic > Preferences > Headset > Headset Memory > Enabled

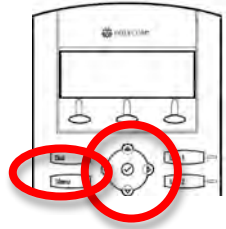
Disable with same steps.

POLYCOM IP335 Phone




Message Waiting Light

Fast flashing red = message waiting





Set Your Ring Tone

1. Press the **Menu** button.
2. Scroll to **Settings**. Press  to select.
If you have multi-line, Press Line 1 or Line 2.
3. Scroll to **Basic**. Press  to select.
4. Scroll to **Ring Type**. Press  to select.
5. Scroll through Ring Types. To play, press **Play**.
6. When you find the one you want as your default ring, press **Select**.
7. Press the **Menu** button to exit.

To pick up someone else's phone

Dial *88 plus their 4 digit number.

To Forward Your Phone

If your phone is set to hunt for another line, press **Menu**, then **Features**, then **Do Not Disturb**. Your calls will go directly to the next number.

If you don't have hunting, use the **Web User Panel**.

Disable Call Forwarding

Press **Do Not Disturb** again,
or use the **Web User Panel**.

Put Calls on Hold

Press the Hold button.

Resume Held Call

Press Resume soft key or press Hold again.



Multiple Calls on Hold

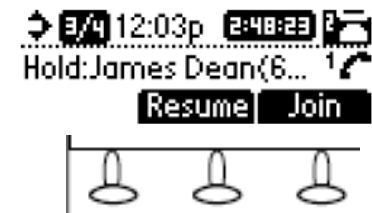
You can receive multiple calls on the same phone number.

While on the 1st call, if a 2nd call comes in, you will hear a Call Waiting tone.

Put the 1st call on hold to answer the next call.

Resuming a Held Call from List

Press  or  to select the call you want, and press **Resume** soft key.



Transferring Calls

Transfer a Call

1. Press **Trans** soft key. This places the caller on hold.



2. Enter other number (the one you want to transfer the call to).

If you don't need to talk to the other person,

- Press **Trans** again or hang up.

If you want to talk to the other person,

- Stay on the line and talk to them (your caller is on Hold and will only hear music).
- Then press **Trans** when you are ready to transfer the call.

If they don't want the transferred call

- Press **Cancel** or **Resume**.
- You now have the call back.

If you mis-dial

You can cancel the transfer by pressing **Cancel**, and start again

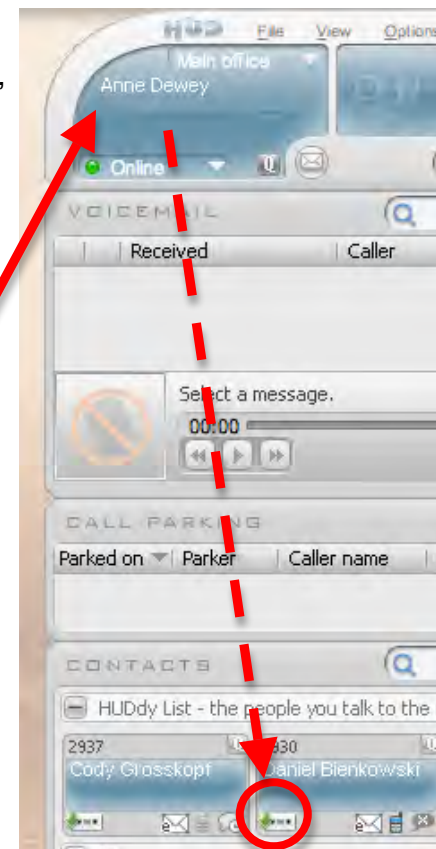
To put the caller into their voicemail:

Dial the transfer # and let it ring to voice mail.

OR

Put them on hold and using the HUD software, drag the call to the voice mail icon for that person.

I can drag from anywhere in my name to Dan's voice mail icon to put the caller into Dan's voice mail.



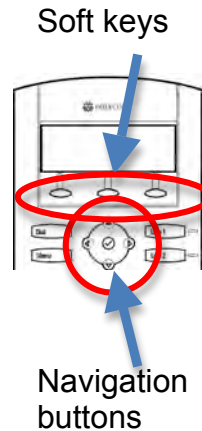
Enter contacts in Directory

You can add up to 99 contacts in your phone.

1. Press **Dir** soft key.
2. It says **New Entry**. Press \checkmark to select.
3. It says **First name**. Press \checkmark to select.
4. Type in First name w keypad.
5. When you pause, it shows a key called **OK**. Press OK when you are done with first name.
6. Press the **down arrow** button.
7. It says **Last Name**. Press \checkmark to select.
8. Repeat steps 4-6 to enter last name and phone number.
9. Press **down arrow**.
10. It says **Speed Dial**. It automatically assigns the next available speed dial number. You can press **OK** or enter a higher number.
11. You can continue with optional settings below, or skip to step 15 to save now.

Optional Steps:

12. **Distinguishing Calls** means to set a distinctive ring tone for that caller. You will need to know the number of the ring tone you want, so check that before you enter the contact, or come back and edit the contact later.
13. **Divert Call** – to automatically transfer the caller to another number.
14. **Reject Call** – Use this for prank callers. Enter them in contacts from your caller list (see at right), and set to automatically reject the number.



15. When done, press the **LEFT arrow**. The display says **Save Directory?** and will show **Cancel, Resume, Yes** for your soft keys. Press **Resume** if you are not done. Press **Yes** if you are done.

Instructions with more pictures are in the handout called Enter Contacts in 2-line Phone at www.scoe.org/helpdesk.

Add Contact from Call List

1. Press Callers soft key.
2. Use up and down arrows to find the number.
3. Press \checkmark to select it.
4. (Optional) Press Info soft key to see caller name.
5. Press the Save soft key to save to your directory.
6. Press the Left Arrow button to exit.

Teleconferences (Conference Calls)

You can call two other people from your phone.

For more participants, set up a teleconference by emailing helpdesk@scoe.org.

We have one toll-free number that we can schedule for you. We will provide the phone number and PIN for your event.