

Quick Guide for the SoundStation IP335



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IP335 Button Diagram

- 1. Dial
- 2. Menu
- 3. Mute
- 4. Message Light Indicator
- 5. Line 1 Display
- 6. Soft Keys
- 7. Line 1 Button
- 8. Scroll Buttons
- 9. Hold
- 10. Headset
- 11. Speaker Phone
- 12. Volume Controls



Basic Information

Polycom offers a solution that fits all of your business communication needs. The SoundPoint® IP 335 delivers an entry level Voice over IP telephone that integrates with Broadcore. This entry-level phone is just perfect for a lobby or kitchen.

IP335 Features

- Revolutionary voice quality delivered through Polycom HD Voice technology
- High-resolution 102 x 33-pixel backlit, graphical display
- Two-line entry-level phone
- Integrated Power over Ethernet (PoE) support (Class 2)
- Hands-free speakerphone
- Advanced functionality, including shared lines, busy lamp field, three-way conferencing, and XML microbrowser
- Two port 10/100 Ethernet Switch
- Dedicated RJ-9 headset port
- Wall mounting included

Reading the Display

Looking at your phone your extension appears at the top right of the display. To the right of your extension is an icon. This icon will change depending on the status of the phone.

Status	Heading on the Display	Icon
Idle and ready	Day, date and time	Solid Phone (filled in)
Incoming call	“Call from:” caller ID	Dancing Musical Notes Line 1 blinks green
Making a call	“Connecting to:” caller ID	Handset/Speakerphone/ Headset Line 1 solid green
On a call	Time, and duration of call, caller ID	Handset/Speakerphone/ Headset Line 1 solid green
Call on hold	“Hold: “ caller ID	Phone with blinking upside down handset. Line 1 blinks red.
Voicemail message waiting	1 new message and the red light blinks. Softkey Msgs for voicemail appears	Envelope
Missed Call	1 new missed call	No change
On a three-way call	Active conference	Handset/Speakerphone/ Headset
Indicates phone is not registered and will be unable to place or receive calls even in case of emergency. (see below for details.)		Hollow phone

Additional notes about the display

If you have missed calls and/or voicemail messages, the top portion of the display will scroll. The highlighted number at the far left is the amount of screens that will scroll. Including, the current date and time, the number of voicemail messages, the number of missed calls, and the extension that these activities occurred.

How to Use your IP335 Phone

Answering the Phone

To Answer a call

- Pickup the handset
- If you have a headset, press headset button

To Answer a second call

- While on a call, a second call is seen on the screen as “Call From” Caller ID. You will also hear one call waiting beep. You see the icon is dancing musical notes
- Press the softkey labeled ANSWER

This will put the first call on hold automatically.

To go back to the first call

- Scroll down once
- Press the soft key labeled RESUME

To mute a call

- Press the mute button
- The display will show a microphone with an X through it and the indicator light will turn solid red

Making a call

It is best to not pick up the handset and then dial

It is best to leave the handset down

Dial all the digits you'd like, then pickup the handset or press the hardkey labeled Dial (to the left/middle)

To put a Call on Hold

- Press the hard key on the phone labeled HOLD (toward the bottom/right)

To Pick up from hold, do not pick up the handset

- Press the soft key labeled RESUME
- Pick up the handset

OR

- Press the hardkey labeled Hold
- Pick up the handset

OR

- Press the hardkey labeled Line 1
- Pick up the handset

Voicemail

- Ask your system administrator to be sure the voicemail is enabled, to get the voice mail portal # and default password
- For more information, see www.broadcore.com Support page for more information
- The first time you call your voicemail, you need to set up a new passcode and record your spoken name. Simply follow the prompts
- You'll know you have a message if your message light is blinking red and your display is scrolling “new messages.” You'll also have an envelope on the phone icon and have a soft key labeled Msgs

To Check Messages

From your IP335

- Press the soft key labeled Msgs
- Enter your passcode and press pound (#)
- Be sure to listen to and save, or delete all messages
This way the message waiting light will turn off

From any phone

- Dial the voice mail portal telephone number
- Press star (*)
- Enter your passcode and press pound (#)

Note: To clear the message waiting indicator, Press star 99 (*99). Press the hard key labeled Dial.

Transfer a call

Announced

To Transfer a call, while on the phone:

- Press the soft key labeled Trans
- Dial the extension or phone number you want to transfer the call to
- If needed, press softkey labeled send or # after the digits
- When the second party answers, tell them who is on the line
- Press the soft key labeled Trans to connect the two parties
- If they do not want the call, press CANCEL to speak to the caller

Note: An announced transfer is recommended when transferring to a mobile phone. A blind transfer can sometimes go directly to mobile voice mail.

Transfer a call

Blind - Not Announced

To Blind Transfer a call, while on the phone:

- Press the soft key labeled Trans
- Press the soft key labeled Blind
- Dial the extension or phone number you want to transfer the call to
- If needed, press softkey labeled send or # after the digits
- Hang up and the call goes automatically

To Transfer a call directly to a Voicemail while on a call

- Press the soft key labeled TRANSFER
- Dial Star 55 (*55)
- Enter the extension number
- Press pound (#)
- Hang up

Conference Call (Three-Way Calling)

To Make a 3 Way Call

- Dial the first number or receive first call
- Press the soft key labeled More
- Press the soft key labeled Conf. The first call is automatically put on hold. You get a dial tone

To separate a 3 Way Call

- Press the soft key labeled Split.
- This puts both calls onto hold. You can see them both by number
- To pick up a call, select the call by scrolling down, press the soft key labeled RESUME
- To disconnect a call, select the call, press the soft key labeled RESUME and then press the soft key labeled EndCall

Redial

While the phone is idle, press the Dial button. You will see the latest calls you've made.

You can scroll down to see other numbers.

Press Dial button again when the desired number is highlighted.

Call Park

Call Park is a “non exclusive Hold” It puts a call on hold that can be picked up anywhere at the company. (Not a transfer) A call can be parked by anyone at any extension and then the call picked up from any extension. Once a call has been parked your phone is free for other calls. You should have overhead paging to utilize Call Park most efficiently. Only one call can be parked at any extension. If the parked call has not been picked up after a set period of time, the call will ring back to the phone where the call was answered and parked from. This timer can be set by your group administrator.

Call Park with a PARK Button

- While on the call you want to park
- Press the softkey labeled More twice
- Press the softkey labeled Park
- Dial the extension (of the person the call is for.)
- Press the softkey labeled Enter
- Instant Message or Page the person on overhead paging to let them know there is call parked at their extension

Park Pickup

To pick up any call parked at any extension

- Press the softkey labeled ParkPck
- Enter the extension
- Press the softkey labeled Enter

Phone Top Settings

To put a call on Speaker Phone

Press the grey speaker button. See Diagram 1.

Adjust the Volume on the phone

Note: These buttons are located below the * 0 #.

- While the phone is idle the volume keys adjust the ringer volume
- While on the handset, headset or speakerphone the volume keys adjust the volume

Change the Ring Type

To change the ring type

- Press Menu
- Press three for Settings
- Press one for Basic
- Press three for Ring Type
- Using the down arrow key. Scroll to each Ring Type, and press the soft key labeled Play
- Press Select to choose the one you enjoy most

Missed Calls Clearing Alert

The easiest way to clear your missed call alert, when the phone is idle, press the down arrow key. Then review the calls.

- This is a list of received calls
- Unanswered calls have a telephone icon
- Answered calls have handset icon
- Press the left arrow key to exit

Just because you have a missed call, does not mean you have messages. The caller could have hung up or the call could have been answered from another phone.

Headset

The phone has an RJ-9 port for the headset. See manufacturer for headset use. Once you setup your headset you can set your phone to go to headset instead of Speakerphone.

Phone Reboot

Periodically, the phone may require a user reboot. Reasons for this include accepting a new configuration or new software upgrade.

There are two ways to reboot the phone:

- Simultaneously press and hold the Messages, Mute, and both Volume keys (see illustration) for more than 3 seconds or until a beep is heard and the display reads Reboot Initiated

OR

- Unplug the power supply, wait ten seconds and then plug in the power supply

Note: The reboot process is complete when the idle display is shown.