




Broadcore Phone Guide for Polycom Soundpoint IP


Soft keys: are the row of black buttons below the display. Soft keys are *italicized* here.

Arrow Keys: are referred to as Up, Down and Left and Right. They are found in a silver compass like display.

Making Calls: Do not pick up the handset. Dial the number, then pick up the handset, press the Speaker button, or press *Dial*. 

Answering Calls: To answer the first call, just pick up handset.

To Answer The Second Call: Press Down Arrow  and then press *Answer*. The first call automatically goes on hold. To go back to the first call, press Down Arrow  and then press *Resume*.

Hold: To place a call on hold, press *Hold*. To resume press *Resume*. 

Transfer (Regular/Consulted): While on a call, press *Transfer*, dial extension or phone number, press *Send*. Wait for connection to announce the call, then press *Transfer* again.

Transfer (Blind): While on a call, press *Transfer*, press *Blind*, dial extension or phone number, press *Send*.

Direct Transfer To Voicemail: While on the call, press *More*, then press *Send VM*, enter the extension number then press *Enter*.


3-way Conference Call: While on a call, press *Confrnc*, dial extension or phone number, press *Send*. Wait for connection, then press *Confrnc* again.

Call Park: While on an active call, press *More*, press *Park*, dial extension, press *Enter*.

To Retrieve Call Park: Press *More*, press *ParkPck*, dial extension, press *Enter*.

Teacher Phone Voicemail Setup:
Menu, 1 Features, 1 Messages,
1 Message Center - follow
prompts

Volume: Press + to increase volume, Press - to decrease volume. This adjusts the active volume whether you are on speakerphone, handset, or headset. While phone is idle, it adjusts the ringer volume.

Mute ON: Press *Mute* so callers cannot hear you. You will still hear them. 

Mute OFF: Press *Mute* again. 

Clearing Missed Calls Alert: When phone is idle, press Down Arrow, then Press Left Arrow to exit.

Call Forward ON: Press *Forward*, then press 1, enter destination phone number, then press *Enable*.

Call Forward OFF: Press *Forward*, then press 1, then press *Disable*.

Do Not Disturb (For Most Phones): Press the *Do Not Disturb* button to enable and disable this feature. **For 33X models only:** Press *Menu*, press 1, 2, 1. to enable and disable this feature.

Voicemail (For Most Phones): Press the "Messages" button, enter pass code and press #. **For 33x models only:** To listen to new messages, press *Msgs*, enter pass code and press #. To listen to old messages, press *Menu*, Press 1, 1, 1. Enter pass code and press #.

User Guides: We have user guides available for download at www.broadcore.com. Look under **Resources>>Documentation>>IP Phone Guides** for an expanded details.

Training: Please watch the YouTube video to learn about your phone. If you have four or six buttons to the right or left of the display use: www.broadcore.com/abs-csd-650

If you have no buttons on either side of the display use: www.broadcore.com/abs-csd-335

We also have weekly online training. For details email training@broadcore.com

Help: For live help call 65544 or 801-826-5544.

Temporary Voicemail Password: **433563**

Web Portal URL: <http://login.broadcore.com>

User ID: **yourtendigitphonenumber** (e.g. 8018260123)

Temporary Web Password: **c433563**

New Passcode: _____