

# Telephone User Guide

IP 670



**Polycom IP 670/ IP 560/ IP 330**

# New phone user

Name: \_\_\_\_\_

Your new phone has its own direct phone number \_\_\_\_\_.

Your extension is \_\_\_\_\_.

To begin using your phone, please follow these steps to setup your Voicemail.

1. Pick up the handset.
2. Press the MSG Key or \*97 if no MSG Key.
3. Enter the default password. (ext number)
4. Press 0.
5. Press 5 and then follow the prompts to change your password.
6. Press 1 and then follow the prompts to record your Unavailable Message.  
Example: (You've reached "Name" I'm away from my desk. Please leave a message and I will get back to you as soon as I can. Thank You.)
7. Press 2 and then follow the prompts to record your Busy Message.  
Example: (You've reached Name, I'm on the phone. Please leave a message and I will get back to you as soon as I can. Thank You.)
8. Press 3 and then follow the prompts to record your Name.  
Example: (Name)

If you have any problems or questions please contact your system administrator.

## **Keypad**

The numeric keypad with the keys 0 to 9, \*, and # is used to enter digits and letters. Depending on the operating mode, different actions can be performed (see the table below):

Entry of digits only (e.g., when dialing a phone number)

Typing in letters and digits by pressing the keys repeatedly (similar to a cellular phone), etc.

## **Dialing**

There are two methods to begin a call from the idle state of the phone. You can either dial with the handset resting in the cradle and then pick it up or press speaker and then dial the number. The phone shows the current communication status in the display.

## **Accepting a call**

Picking up the handset or pressing speaker will accept the call. The phone is now in a call. Pressing **MUTE/DEL** while the phone is ringing will send the call to your voicemail.

## **Terminating a call**

End calls by placing the handset on its cradle or pressing speaker. The phone will terminate the call and return to the idle state.

## **Adjusting the volume**

In the idle state or while making a call, you can use the arrow keys to increase or lower the volume. The audio device (speaker, handset, headset) that you are currently using can be adjusted.

## **Mute / Un-mute**

To mute the microphone during a call, press the Mute key, Un-mute to enable the microphone again.

## **Handset / Hands-free / Headset**

The phone supports calls made using the handset or hands-free capability. During a call, it is possible to switch between both modes by pressing the Speaker key.

When a headset is connected, the phone will treat the headset as the output device for calls. The speaker key is therefore used to accept and terminate calls.

## **Park & Retrieve**

To Park a call is to put it on hold in a place anyone could retrieve. While in a call press the ## key and dial 70#. Wait for the system to tell you which extension the call is parked on (71, 72).

To retrieve a parked call, dial the number where the call is parked. (71-79) Press the send button and you will be connected to the parked call.

## **Hold and Resume**

When a call is in progress, pressing hold button puts the call on hold, i.e., neither party can hear the other.

Pressing the line key will resume the call. While a call is on hold, you can establish another call by dialing the desired number.

### **Direct Transfer**

During a call, press the transfer key to put the connected party on hold, then dial the number to which the call is to be directly transferred. Then press Send.

### **Transfer to Voicemail**

To send a call to another person's voicemail, press the transfer key, dial \* and the person's extension number then send. The phone will transfer the held party to that voicemail.

### **Conference 3 Way**

(For your extension and two other calls)

If the phone is connected with two calls, one on hold and one active, you can connect all three phones in a conference by pressing CONF. By pressing again, the conference is disconnected and the calls are all put on hold.

### **For more than 3 parties**

While in a call press the Transfer button , then dial 8001 and then press to transfer that call into a conference room. Do this for each caller to be added to the conference call. To join the conference call from an office phone just dial 8001 to join the call in progress. If there is only one caller in the conference room music will be played until another caller joins.

### **Message Waiting Indication (MWI)**

If you did not answer a call and the mailbox recorded a message for you, the Message Light will be flashing.

### **Call History**

Maintains lists of calls that can be accessed by pressing the round key and selecting call history from the idle state.

For example, after choosing the missed calls, the most recent missed call is displayed first.

By pressing the down arrow key, you can get details about this missed call: To, From, Time, and Missed.

### **DND Mode on/off**

DND is short for Do Not Disturb. If this mode is activated incoming calls will no longer come through to the phone and you will be completely undisturbed by the phone. If there is a mailbox set up for you, the call is redirected to voicemail.

To enable Do Not Disturb dial \*78.

To disable Do Not Disturb dial \*79.

### **Call Forwarding unconditional**

To enable Call Forwarding dial \*72#

Enter your extension and press #.

Enter the phone number or extension number to forward all calls to then press #.

To disable Call Forwarding dial \*73

### **Call Forwarding-Busy**

To enable Call Forwarding-busy dial \*90#

Enter your extension and press #.

Enter the phone number or extension number to forward all calls to then press #.

To disable call forwarding-busy, dial \*91#.

# *Feature Codes*

<b>Feature Code</b>	<b>Action</b>
<b>*30</b>	<b>Blacklist a number</b>
<b>*31</b>	<b>Remove a number from the blacklist</b>
<b>*32</b>	<b>Blacklist the last caller</b>
<b>*52</b>	<b>Call Forward No Answer/Unavailable Activate</b>
<b>*53</b>	<b>Call Forward No Answer/Unavailable Deactivate</b>
<b>*69</b>	<b>Last Called ID</b>
<b>*72</b>	<b>Call Forward All Activate</b>
<b>*73</b>	<b>Call Forward All Deactivate</b>
<b>*74</b>	<b>Call Forward All Prompting Deactivate</b>
<b>*90</b>	<b>Call Forward Busy Activate</b>
<b>*91</b>	<b>Call Forward Busy Deactivate</b>
<b>*92</b>	<b>Call Forward Busy Prompting Deactivate</b>
<b>*70</b>	<b>Call Waiting - Activate</b>
<b>*71</b>	<b>Call Waiting - Deactivate</b>
<b>*28</b>	<b>Day/Night Control Toggle</b>
<b>*34</b>	<b>Perform dictation</b>
<b>*35</b>	<b>Email completed dictation</b>
<b>*78</b>	<b>DND Activate</b>
<b>*79</b>	<b>DND Deactivate</b>
<b>1</b>	<b>Voice Intercom prefix</b>
<b>*0</b>	<b>Speed dial prefix</b>
<b>*75</b>	<b>Set user speed dial</b>
<b>*97</b>	<b>My Voicemail</b>
<b>*98</b>	<b>Dial Voicemail</b>
<b>##</b>	<b>+ xxx+# To Transfer a Call</b>
<b>##70#</b>	<b>Park Call</b>
<b>71=79</b>	<b>Pickup Parked Call</b>
<b>**xxx</b>	<b>Directed call pickup (** + the extension to be picked up)</b>
<b>*xxx</b>	<b>Call directly to an extension's voicemail</b>

# Setting Up Voice Mail

Recording unavailable, busy or temporary greetings

To access your mailbox press MSG

Enter pass-code \_\_\_\_\_

Press [0]

Press [1] Unavailable, [2] Busy or [4] Temporary

Record your greeting

Press # to end the recording

After recording a message (incoming message, greeting, or name)

[1] Accept

[2] Review

[3] Re-record

[0] Reach operator

VoiceMail User Menu and Options

[1] Play voicemail messages

[2] Change folders

[\*] Help

[#] Exit

[0] Mailbox options

[1] Record your unavailable message

[2] Record your busy message

[3] Record your name

[4] Record your temporary message

[5] Change your password

[\*] Return to the main menu

VoiceMail Message Playback Menu

[3] Advanced options

[1] Reply

[2] Return call to number that left message

[3] Envelope

[4] Play previous message

[5] Repeat current message

[6] Next message

[7] Delete current message

[8] Forward messages to another mailbox

[9] Save message in a folder

[\*] Rewind during message playback

[#] Skip forward during message playback

Accessing VoiceMail from out of the office

Call your direct line and wait for your voicemail message to start and then press the \* key then enter your password.

# Managing your phone from your computer

Enter the web address supplied by your system administrator

http://\_\_\_\_\_

## Login

Login:  Your extension number

Password:  Your voice mail password

Remember Password

Use your **Voicemail Mailbox and Password**

This is the same password used for the phone

For password maintenance or assistance, contact your Phone System Administrator.

# Manage your voicemails on line

## Voicemail for Chris Martin (251)

Results 1

select: [all](#) [none](#)

	<a href="#">Date</a> ▼	<a href="#">Time</a>	<a href="#">Caller ID</a>	<a href="#">Priority</a>	<a href="#">Orig Mailbox</a>	<a href="#">Duration</a>	<a href="#">Message</a>
<input type="checkbox"/>	2007-01-20	18:12:42	"John Doe"	3	251	4 sec	<a href="#">play</a>

# Change Your Settings

## Call Routing

Call Forwarding:

Enable

## Voicemail

### Settings

Voicemail Password:

Enter again to confirm:

Passwords must be all numbers and at least 3 digits

Email Voicemail To:

Pager Voicemail To:

- Enable
- Email voicemail as attachment
- Say caller id in recording emailed
- Say envelop (date/time) in recording emailed
- Delete voicemail when emailed

Audio Format:

## Call Monitor

### Settings

Record INCOMING:  Always  Never  On-Demand

Record OUTGOING:  Always  Never  On-Demand