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USER GUIDE - POLYCOM PHONE SYSTEM

Video Tutorial: -----
<https://support.star2star.com/entries/23135171-Polycom-IP-33x-32x-Phone-Features-Video-Tutorial>

Helpful Phone Short-Cuts: -----
6xxx - When transferring a call, pre-pend the extension number with 6 to send the call straight to the extensions voicemail.

7xxx - Can be used to page an individual extension.

*8xxx - Answers the call that is ringing on extension xxx.

*7xxx - Parks a call and pages extension xxx with the park position.

*8 - Answers the most recent call that is ringing anywhere in the building.

Voicemail: -----
The Voicemail Guide can be found at this link:
<https://support.star2star.com/entries/23163627-Voicemail-Guide>

Users can access the voicemail system from their Star2Star phone by dialing 1000 (or by pressing the key that looks like an envelope on the phone). They will be prompted to enter a PIN the first time they log-in. The default PIN number is the same as the extension number of the phone. They will need to record their unavailable message and name for their voicemail box (these are located under Mailbox Options, option "0").

Portal Access: -----
If a user e-mail address was provided, they will receive an automatic e-mail with a temporary password and instructions for how to log-in to the Star2Star portal. This e-mail will be sent once the installation process is complete and starbox is on-line. If they cannot find or did not receive the e-mail, please instruct them to enter the URL <https://portal.star2star.com/> into their web browser. Once there, please click the "forgot my password" link, enter the e-mail address then click submit. A temporary password will be sent to the email address and the user will be forced to change this password upon first log-in.



SoundPoint® IP 32x – IP 33x

(IP 320,321,330,331,335)

Quick User Guide

Basic Phone Features Customizing Your Phone

Applies to phones running SIP 2.2 or later.

For detailed information please consult the Star2Star Phone and Features Guide, available for view/download via the Star2Star Web Portal at:

<https://portal.star2star.com/>

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BASIC PHONE FEATURES

PLACING A CALL

Using the Handset:

Pick up the handset and enter the number or enter the number first, and then pick up the handset.

Using the hands-free Speakerphone:

- With the handset on-hook, press:
 - any assigned line key, or
 - the **NewCall** soft key.

- Dial the number.

Or dial the number, and then press

Using the optional Headset:

- With the headset connected, press:
 - any assigned line key, or
 - the **NewCall** soft key.

- Press .

- Dial the number.

Or dial the number, and then press

During a call, you can alternate between handset, headset, or hands-free modes by pressing the or keys, or picking up the handset.

ANSWERING A CALL

Using the Handset:

Pick up the handset.

Using the Speakerphone:

Press:

- , or
- the line key, or
- the **Answer** soft key.

Using the optional Headset:

Press .

*Incoming calls may be ignored by pressing the **Reject** soft key during ringing. Callers will receive Voice Mail or Find-Me / Follow-Me if invoked.*

ENDING A CALL

Using the Handset:

Hang up or press the **EndCall** soft key.

Using the Speakerphone:

Press or the **EndCall** soft key.

Using the optional Headset:

Press or the **EndCall** soft key.

MICROPHONE MUTE

During a call, press . Mute applies to all modes: handset, headset, and hands-free. You can hear all other parties while Mute is enabled.

To turn off Mute, press again.

CALL HOLD AND RESUME

1. During a call, press .

2. Press again, the **Resume** soft key, or the line key to resume the call.

LOCAL CONFERENCE CALLS

To create a three-way local conference call:

- Call the first party.
- Press the **Conf** soft key to create a new call (the active call is placed on hold).
- Place a call to the second party.
- When the second party answers, press the **Conf** soft key again to join all parties in the conference.

*When a conference has been established, pressing the **Split** soft key will split the conference into two calls on hold.*

Placing the call on hold on the conference originator's phone will place the other parties in the conference on hold.

*A conference may be created at any time between an active call and a call which is on hold (on the same line or another line) by pressing the **Join** soft key.*

Ending the call on the conference originator's phone will allow the other parties to continue the conference.

Use the Star2Star Conference room feature for larger conferences.

CALL TRANSFER

- During a call, press the **Trans** soft key (the active call is placed on hold).
- Place a call to the party to which you want to transfer the call.
- After speaking with the second party, press the **Trans** soft key to complete the transfer.

*Press the **Blind** soft key to transfer the call without speaking to the second party.*

*Transfer may be cancelled during establishment by pressing the **Cancel** soft key. The original call is resumed.*

CALL FORWARDING

To enable call forwarding:

- Press and select **Features**, and then **Forward**.
- Select a **Forwarding Type** from **Always**, **No Answer**, and **Busy**.
- For all types, enter a number to forward all future calls to.
- For **No Answer**, enter the number of rings before forwarding.
- Press the **Enable** soft key to confirm Call Forwarding. A moving arrow icon appears for that line to confirm Call Forwarding is enabled.

To disable call forwarding:

- Press and select **Features**, and then **Forward**.
- Select a **Forwarding Type** from **Always**, **No Answer**, and **Busy**.
- Press the **Disable** soft key.

Use the Star2Star Find-Me / Follow-Me feature in the Star2Star Web portal.

***Follow Me (Immediate)** -- Calls to your extension will be sent automatically to the number you define.*

***Find Me (Sequential)** -- Calls to your extension will ring your extension and any other numbers that you define, in order.*

***Find Me (All)** -- Calls to your extension will ring your extension and any other numbers that you define, all at once.*

REDIAL

Press  to display the Placed Call list. Press  and  or hold down  and  to scroll to search for the desired number, and then press the **Dial** key again.

DO NOT DISTURB

Press  and select **Features**, and then select **Do not disturb** to prevent the phone from ringing on incoming calls. A Do Not Disturb icon appears for all lines to confirm that Do Not Disturb is enabled.

Press  and select **Features**, and then select **Do not disturb** again to turn off Do Not Disturb.

(Note) callers will be directed to Voice Mail or the Star2Star Find-Me / Follow-Me feature if invoked. Calls to the phone with the DND feature invoked will appear as *Missed calls*.

CALL LISTS

Press  and select **Features**, and then select **Call Lists**. The Received and Placed Call lists can be viewed. Information on respective calls will be displayed.

From this screen, choose the appropriate soft key:

1. **Info** to view detailed call information.
2. **Save** to store the contact to the Contact Directory. (Note) this information will not be retained if the phone is powered off. Use the Star2Star Web Portal to make permanent changes to your Contact Directory / Speed Dials.
3. **Delete** to delete the call from the list.

Press  repeatedly to return to the idle display. Or press the **Callers** soft key to view the Received Call list.

VOICE MAIL

The Message Waiting Indicator on the front of the phone and a message envelope will appear. Stutter dial tone in place of normal dial tone will sound to indicate that message(s) are waiting on the Star2Star voice mail system.

To listen to voice messages:

1. Press the **Msgs** soft key (if you have new messages) or dial 1000.
2. Follow voice prompts to listen to messages.
3. (Note) when accessing the voice mail system for the first time your password is your extension#. Change this to a 4-digit number you can recall easily.

SPEED DIALING

To dial a contact associated with a speed dial index:

1. Using the dial pad, enter the speed dial index followed by the #.
2. Press  or pick up the handset.

CONTACT DIRECTORY

To add or edit a contact in your local phone directory:

1. Access the Star2Star Web Portal and navigate to the Individual Phone Settings section for your phone. Click the Speed Dials link to add contacts and other options to your phone. For more detailed instruction follow the Star2Star Phone and Features Guide available for view/download via the Star2Star Web Portal.

To search for a contact:

1. Press the **Dir** soft key.
2. Using the dial pad, enter the first characters for the Last name. For example, to find the first directory entry with the last name starting with J, press the 5 key once. Searches are case insensitive. Dial the successful match from the resulting search screen.
3. Or press  and  to scroll and search for the desired number, and then press the **Dial** key.

VOLUME ADJUSTMENT

Press the  volume keys to adjust handset, headset, and hands-free speaker volume during a call. Pressing these keys in idle state adjusts the ringer volume.

RING TYPE

You can select different rings to match your preferences and distinguish between calls on lines.

To change the incoming ring:

1. Press .
2. Select **Settings**, followed by **Basic**, and then **Ring Type**.
3. Using  and , highlight the desired ring type. Press the **Play** soft key to hear the selected ring type.
4. Press the **Select** soft key to change to the selected ring type.
5. Press  or  repeatedly to return to the idle display.

DISTINCTIVE RINGING / CALL TREATMENT

You can set distinctive incoming ringing tones for different contacts in your local directory.

To set a distinctive ring for a local contact:

1. Press the **Dir** soft key.
2. Search for the contact (see **CONTACT DIRECTORY** above).
3. Press the **Edit** soft key and scroll down to Ring Type.
4. Enter a number corresponding to one of the ring types available (see **RING TYPE** above).
5. Press  to end data entry
6. Press the **Yes** or **Cancel** soft keys to accept or cancel changes.
7. Press  repeatedly to return to the idle display. (Note) this change will not be retained if the phone is powered off.

HEADSET MEMORY MODE

For permanent or full-time headset users, there is an option to default all calls to the headset.

To enable Headset Memory Mode:

1. Press  and select **Settings** followed by **Basic**, **Preferences**, and then **Headset Memory**.
2. Use  and  and press  to enable Headset Memory Mode.

To activate Headset Memory Mode:

Press  twice. The Headset icon will flash.

To disable Headset Memory Mode:

Repeat steps 1 and 2 and select **Disable**.

STAR2STAR CALL PARK AND RETRIEVE

1. Perform an Attended transfer to the park code 7000.
2. Listen to the system retrieval code announcement e.g. 7001
3. Press Transfer.
4. The caller is now parked.
5. The caller will hear music or message on hold if configured on your system.
6. Dial the system retrieval code e.g. 7001 on any local extension to retrieve the call.



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COMMUNICATIONS

One System, One Service, One Provider... The Whole Solution