

# ENA SmartVoice

## QUICK REFERENCE GUIDE



### ABOUT ENA

ENA is the nation's leading provider of Infrastructure as a Service (IaaS) solutions to school systems, libraries and governments. The data, voice and video services that we design, deploy and manage, as well as the digital classroom resources we offer, improve instructional capabilities and operational efficiencies. In 1996, ENA created one of the first statewide networks in the U.S. and today provides networked solutions to over 4,800 end sites, 555 school districts and 295 libraries across the country, serving more than 2.5 million students, teachers and administrators and more than 3.6 million librarians and patrons. Empowered by their networks, our customers can focus on what matters most: preparing students, strengthening communities and leading enterprises into the 21st century. For more information, please visit [www.ena.com](http://www.ena.com).

130701

### CONTACT US TODAY

Discover why "Service is the Solution!"

[www.ena.com](http://www.ena.com)

[Facebook.com/ENAnetworks](https://Facebook.com/ENAnetworks)

@ENAnetworks

Polycom  
321 / 331 / 335  
Phones



## BUTTONS VERSUS SOFT KEYS:

**Buttons:** Refers to the physical hard buttons on the phone. These are labeled with the name of the function they perform. They always perform the same function.

**Soft Keys:** Refers to the keys that appear on the LCD screen of your IP phone. These are called

“soft” because the function they perform changes depending on the state of the phone. You will notice different options appearing on the soft keys when the handset is in the cradle versus on a call, as well as when you are using soft keys to perform certain tasks. The LCD screen is not a touch screen; you will need to push the small oval buttons on the silver panel below the soft keys.

How  
Do I ... ?

## MAKE A CALL?

### From Your ENA SmartVoice IP Phone

**Option 1:** With the handset still on hook/in cradle, simply dial the number, then pick up the handset, or press the **Dial** button, which will activate the speaker phone.

**NOTE:** If you make a mistake while entering the digits, use the “<<” soft key to delete the incorrect digits before you press the **Dial** button.

**Option 2:** Pick up your handset or press the **Speaker** button on the phone to activate the speaker phone. Dial the number and press the **Dial** button. If you do not press **Dial**, the phone will automatically dial the number you've inputted in three seconds.

### Helpful Hints:

- If you need extra time to reference the number you're calling, option 1 above will allow you all the time you need to enter the number in full.
- You don't need to dial 9 for an outside line and you don't need to dial 1 for Long Distance.

### From Your Call Lists

Press the **Callers** soft key (to access your Received calls list). Once in the list, use the arrow keys to select the number you want to call and press the **Dial** button.

OR

Use the arrows on the silver disk to access your call lists.

- ▽ Down arrow = Received calls
- ▷ Right arrow = Placed calls

**NOTE:** Your Received and Missed calls are combined into one list called Received.

The **C** symbol next to a number means the call was answered while a **T** symbol means the call was missed.

**T** = Missed Call

**C** = Received Call

## CHECK MY VOICEMAIL?

Press the **Vmail** soft key and enter your Voicemail PIN.

## TRANSFER A CALL?

**Consultative:** On an active call, press the **Transfer** soft key on the screen, then dial the number you want to transfer to (your original caller is on hold during this process). You must wait for the new party to answer the call before being able to complete the transfer. Pressing the **Transfer** soft key again will complete the transfer.

**NOTE:** If the party you are trying to transfer to is busy and doesn't want to accept the transfer, you can press the **Cancel** soft key to disconnect that leg of the call and you will be returned to your conversation with the original caller.

**Blind:** If you don't want to introduce the caller whom you are transferring, you can press **Transfer**, then the **Blind** soft key and enter the number you want to transfer to and then hit the **Dial** button.

## MAKE A 3-WAY CONFERENCE CALL?

Make a call to the first party. Once the party has answered, press the **Confrnc** soft key and dial the second number (the other caller is on hold during this step) and press **Dial**. Once the second party answers, press the **Confrnc** soft key again to join all three parties together.

## INCREASE MY RINGER VOLUME?

With the handset in the cradle, use the small “+” button at the bottom center of your phone.

## ADJUST MY LISTENING VOLUME?

While on a call, use the small “+” and “-” buttons at the bottom center of your phone.