

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.

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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

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** soft key, 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** soft key.

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 **Send** soft key. If you do not press **Send**, 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

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

▽ Down arrow = Missed calls ◁ Left arrow = Received calls ▷ Right arrow = Placed calls

Once in a list, use the up and down arrows to highlight the number you want to call and press the **Dial** soft key.

CHECK MY VOICEMAIL?

Press the **Messages** button and enter your Voicemail PIN.

INCREASE MY RINGER VOLUME?

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

“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.

PLACE A CALL ON HOLD?

Hold: Press the **Hold** button. The party you were talking to hears music on hold. To return to the call, press the **Resume** soft key or the line button next to the flashing red light.

NOTE: The phone will beep after 90 seconds and every minute after that to remind you the call is on hold.

TRANSFER A CALL?

Consultative: On an active call, press the **Transfer** button, then dial the number you want to transfer to (your other party is on hold during this process). You must wait for the user to answer before being able to complete the transfer. Pressing the **Transfer** button 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 the **Transfer** button, then the **Blind** soft key and enter the number you want to transfer to and then hit the **Send** soft key.

OR

Press the **Blindxfer** soft key and enter the number you want to transfer to and press the **Enter** soft key.

Direct to Voicemail: To deposit a caller directly to a user's mailbox so they can leave a message, press the **VMxfer** soft key, enter the number you want to transfer to and press the **Enter** soft key.

MAKE A 3-WAY CONFERENCE CALL?

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

NOTE: If you have the **Plus** or **Pro** package, you will be able to bridge a fourth party into the call. Simply repeat the steps above.

ADJUST MY LISTENING VOLUME?

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