



Polycom IP335 OmniTalk User Guide

Placing Calls:

To place an external/out bound call, lift the handset or press the speaker button and dial the number that you wish to call. If you are only dialing using 7 digits (555-1234), you may wish to press the “dial” key to expedite the call. When dialing with 10 or more digits (228-555-1234 or 1-800-555-1234), pressing the “dial” key is not necessary.

To place in internal/intercom call, lift the handset or press the speaker button and dial the extension number that you wish to call, then press the “dial” key. (for Ext 1234, press 1234 “dial”)

Receiving Calls:

While the phone is ringing, either lift the handset or press the speaker button to answer hands-free.

Transferring Calls:

While on the call that you wish to transfer, press the soft “transfer” key located just below the LCD screen. Then, dial the extension number that you wish to transfer to, then press the “dial” key. At this point, there are 3 options:



1. Screened transfer – Remain on the line to speak with the person you are transferring to, perhaps to inform them of the call. If for whatever reason the recipient does not wish to take the call, they can hang-up. Once they hang-up, the call will be automatically placed on hold on your extension. To return to the call simply press the flashing line key.
2. Blind Transfer – Simply disconnect after pressing the “dial” key in the description above.
3. Direct Voicemail Transfer – This is the same as the “Blind Transfer” with the exception of pressing star (*) before pressing the “dial” key. Ex: For ext. 1000, press Transfer->1000*->dial



Placing Calls on Hold:

While on a call that you wish to put on hold, press the “hold” key. You will see that the line key will be flashing. This feature only places the call on hold on your phone and cannot be picked up on any other extension. (see transferring calls above)



Call History:

A list of up to four current calls is maintained. You can scroll through this list using  and . Calls are ordered using the following priorities: active, alerting, then held. Calls with the same priorities are ordered oldest first. If there are no current calls, this list is empty.

Local lists of missed, received, and placed calls is maintained by the phone (up to 99 for each list). The initial view of both lists shows the list title and the first two calls in the list, where the first call is displayed in reverse video to indicate that it is currently selected. A symbol to indicate whether the call was answered  or missed  is shown for each entry in the incoming list.

Press the **Callers** soft key to view the Received Calls list.

```
⏪ Received Calls
17 📞 Lance Baker(612...
16 📞 Bob Smith(61222...
```

Press **Dial** to view the Placed Calls list.

```
⏪ Placed Calls
17 James Dean(446523...
16 Bob Smith(5234466)
```

To return the call:



- Press **Dial** to return the call.

To return to the previous menu:




- Press .

To store the contact to the local contact directory:

- Press  to select the entry, then press the **Save** soft key.

*Note – Press the **Info** soft key to see the call information. The name is displayed. Access the other information by using  and .*

To delete the call from list:

- Press the **Delete** soft key.
- Press  repeatedly to return to the idle display.
- Press  from the idle display to access Placed Calls list.
- Press  from the idle display to access Received Calls list.

You can use these shortcuts while placing calls or performing transferring and conferencing functions. You can manually clear the call lists. They are automatically cleared when you restart the phone.



Checking your voicemail box from a phone on site

1. Press the Messages Button, or dial *(star) and Your extension
2. Enter your password + “#” (Default is 0000)
3. Follow the prompts

MAIN MENU OPTIONS:

1. **new/old messages** (*-asterisk=rewind; #=fast fwd.)
2. **change folders**
3. **advanced options**
 1. leave msg. for another user

*. return to main menu

0. mailbox options

1. record unavailable greeting
 2. record busy greeting
 3. record name
 4. record temporary greeting
 5. change password
- *. return to main menu
- *. **help**
- #. **Exit**

Mailbox Options after listening to a message:

3. advanced options

1. send reply
 3. hear envelope (date/time, phone number of caller)
 5. leave msg. for another user
- *. return to main menu

5. repeat current msg.

6. play next msg.

7. delete

8. forward to another user

9. save to folder

0. new
 1. old
 2. work
 3. family
 4. friends
- *. **help**
- #. **exit**