



Using Common Features on your Polycom 335

Making and Receiving Calls-When making a call you can either:

1. Enter the number then pick up the receiver to place the call to that number
2. Pick up the receiver first and then dial the number
3. Dial the number and then press the Dial Hard Key
4. Press the speaker button then dial the number

What happens to calls you reject

1. The call will be sent to your voicemail and the Message Waiting Indicator (MWI) light on the phone will blink in red
2. If you have another phone number in your Routing Plan, calls will be sent to that/those numbers

Blind Transfer-Involves transferring a call without consulting the person to whom the call is being sent. To Blind Transfer an active call:

1. Press the Transfer Soft Key on your phone
2. Press the Blind Soft Key on your phone
3. Enter the number or extension to which you want to transfer the call
4. Press the ✓ Hard Key or wait for the Transfer to complete

Supervised Transfer-Allows you to first consult the person to whom you are transferring the call. To Supervised Transfer an active call:

1. Press the Transfer Soft Key
2. Enter the number or extension to which you want to transfer the call
3. Press the ✓ Hard Key
4. This will connect you to the person to whom you are transferring the call and the first caller will be put on hold automatically
5. When you are ready to transfer the call, press the Transfer Soft Key

Voicemail Transfer-Allows you to transfer a call directly to an extension's Voicemail. To perform a direct to Voicemail Transfer:

1. Press the # key
2. Press the * key
3. Enter the number of the extension to which you want to transfer the call and press the ✓ Hard Key or Transfer Soft Key

Call Parking-Works when a call comes thru the Auto-Attendant or to a Direct Line. It does not work if the call comes directly to an extension or a Direct Line. If you receive a call from the Auto-Attendant you may park the call by doing the following:

1. Press the #9996 keys
2. You will next hear an announcement of the extension where the call is parked and you are no longer connected to the call
3. The caller will hear hold music
4. Any WorldSmart user may connect to this call by dialing the announced extension then pressing the Dial Hard Key from the Polycom 335 phone

5. If no one picks up the call within 2 minutes, the user who parked the call will receive it again

3-Way Conference Call-To establish a 3-Way Conference Call you will do the following:

1. Dial the number or extension of the first person, or you may already be on a call with that person
2. Let them know they will be placed on Hold while you connect to the next person
3. Press the Conference Soft Key (first caller is now on Hold)
4. Enter the number or extension of the next person and press the ✓ Hard Key
5. Press the Conference Soft Key again and now you are connected to the two other people

DND (Do Not Disturb)-You may place your phone on DND if you do not wish to receive incoming calls

To Enable

1. Press the Menu Hard Key
2. Press the ✓ Hard Key to select option 1 for Features
3. Scroll down using the Up/Down Arrow and select option 2 for Do Not Disturb by pressing the ✓ Hard Key
4. Press the Left Arrow to return to the main display of the phone
5. You will know your phone is in DND as you will have a text on the display indicating Do Not Disturb

To Disable

1. Press the Menu Hard Key
2. Press the ✓ Hard Key to select option 1 for Features
3. Scroll down using the Up/Down Arrow and select option 2 for Do Not Disturb by pressing the ✓ Hard Key
4. Press the Left Arrow to return to the main display of the phone
5. You will know your phone is no longer on DND as you will not see the text on the display indicating Do Not Disturb

Call Forwarding- To divert all calls coming to your Polycom to another extension or phone number:

To Enable

1. Press the Menu Hard Key
2. Press the ✓ Hard Key to select option 1 for Features
3. Scroll down using the Up/Down Arrow to highlight option 3 for Forward and press the ✓ Hard Key
4. Select the line you wish to forward by using the Up/Down Arrow and press the ✓ Hard Key on the highlighted line
5. Press the Up/Down Arrow to choose either Always, No Answer, or Busy. Then press the ✓ Hard Key
6. Next press the ✓ Hard Key to enter your Contact
7. Now enter the phone number or extension to which you wish to forward your calls and press OK Soft Key
8. Press the Back Arrow Hard Key
9. Press the Yes Soft Key to Save
10. Press the ✓ Hard Key to Select option 3 for Forward
11. Press the Up/Down Arrow to choose either Always, No Answer, or Busy. Then press the ✓ Hard Key
12. The Number you entered will now be displayed and press the Down Arrow Hard Key
13. You should now see Disabled Highlighted and press the ✓ Hard Key
14. Press the Right Arrow to change Disabled to Enabled and press the OK Soft Key
15. Press the Left Arrow then Press the Yes Soft Key to Save the Enabling of Forwarding

16. Press the Left Arrow 2 times to go back to the main display of the phone, You will see text on the display indicating Call Forward Enabled

To Disable

1. Press the Menu Hard Key
2. Press the ✓Hard Key to select option 1 for Features
3. Scroll down using the Up/Down Arrow and select option 3 for Forward, then press the ✓Hard Key
4. Scroll Up/Down to select the line which is forwarded and press the ✓Hard Key on the highlighted line
5. Press the ✓Hard Key on either Always, No Answer, or Busy (Depending on which you enabled)
6. You will now see the contact number to which your calls are forwarding
7. Press the Down Arrow Hard Key
8. Press the ✓to Select Enabled
9. Now press the Right Arrow Hard Key to change Enabled to Disabled
10. Press the OK Soft Key
11. Press the Left Arrow and then press the Yes Soft Key to Save
12. Press the Left Arrow Hard Key 2 times to go back to the main display of the phone

Volume Settings-You may change the volume settings for both the ringer and during a call:

1. Press the – or + Hard Keys on the phone while the handset is hung up to find your desired Ringer Volume
2. Press the – or + Hard Keys on the phone while the handset is picked up to find your desired Volume During a Call

Ring Type-You may change the Ring Tone on your phone for one or all of your lines

1. Press the Menu Hard Key
2. Scroll down using the Up/Down Arrow and highlight option 3 for Settings, then press the ✓Hard Key
3. Basic will be highlighted and now press the ✓Hard Key
4. Scroll down using the Up/Down Arrow and highlight option 4 for Ring Type
5. Select the line and press the ✓Hard Key
6. Press the Down Arrow Hard Key to Scroll through the options for Ring Tones and pres the Play Soft Key to preview
7. Once you identify the Ring Type you prefer, press the Select Soft Key
8. Press the Back Soft Key 5 times to return to the main display of your phone or lift the handset and hang it up

Missed, Received, Placed Calls-Access to view the caller ID, date, & time stamp of all calls

1. Press the Menu Hard Key
2. Highlight Option 1 for Features and press the ✓Hard Key
3. Scroll down using the Up/Down Arrow and highlight option 5 for Call Lists, then press the ✓Hard Key
4. Scroll down using the Up/Down Arrow and highlight the option you wish to view, then press the ✓Hard Key
5. Once in the Missed, Received or Placed Calls you may Exit by pressing the Back Soft Key 4 times