

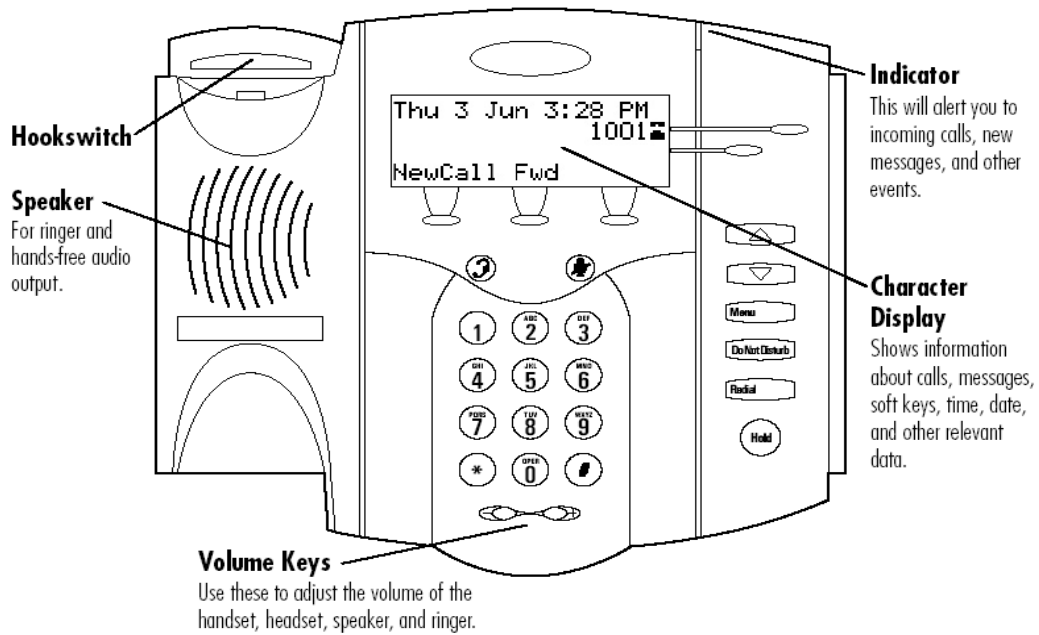
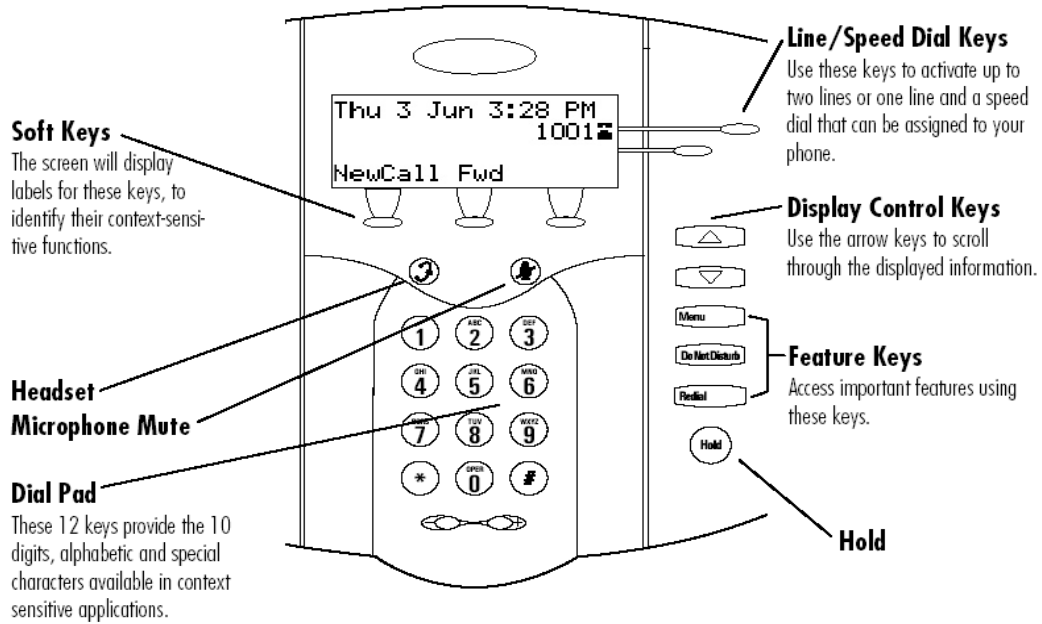


## **POLYCOM SOUNDPOINT IP301**






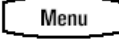



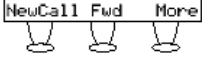

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# Features



## Key descriptions

Feature Key	Description
	Mutes audio transmission locally during calls.
	Allows you to place and receive calls through an optionally connected headset.
	Line or Speed Dial keys.
	Scrolls through menu options.
	Scrolls through menu options.
	Access local and server features.
	Cancels ringing and directs incoming calls to your Voice Mail (if supported).
	Dials last connected party from the phone.
	Places current active call in Hold state.
	Soft keys to select from various context-sensitive options.
	Volume keys to adjust audio and ringer volume.
<b>Dial Pad</b>	General dialing and alphanumeric entry (including special characters).

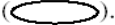
# Using Soundpoint IP301

## Answering a Call



### Using the Handset:

Pick up the handset.


### Using Listen Mode:

Press the **Answer** soft key or the line key ()

### Using the Headset:


Pressing  will answer the call through an optionally connected headset. If headset memory mode is enabled, pressing the line key () will do the same.

In all cases, the active call will appear on the display showing call duration and destination.

*Incoming calls may be ignored by pressing the **Reject** soft key or  during ringing. Note that Do Not Disturb stays active when the call is dropped and will remain so until toggled off.*

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## Call Hold and Resume

During a call, press  or the **Hold** soft key. The call will be placed on hold and this will be indicated on the display. Press the **Resume** soft key to retrieve the call.

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## Multiple Calls on Hold

If multiple calls are on hold on a single line key, use the arrow keys to switch between the calls then press the **Resume** soft key to retrieve the desired call. If more than two calls are on hold on a single key, an indication will appear on the display, for example "2/3" shows that this is the second call out of three calls.


If calls are on hold on more than one line key, the details of the calls on any line key can be viewed by pressing that line key and holding it down for a few seconds. If a line key is pressed briefly, the first call on hold on that line key will be retrieved.

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## Microphone Mute

During a call, press . The LED on the phone lights up and a flashing microphone on the display indicates that the other party (parties) cannot hear you.






Microphone Mute applies to handset and headset modes. You can still hear all other parties while Mute is enabled.

To turn off Microphone Mute, press  again.

## Using Soundpoint IP301

### General Key Use

To navigate through menus and to enter data, these are useful tips:

1. Use  and  or the **Next** and **Prev** soft keys to scroll through lists. In some lists the  and  keys can be used as “Page Up” and “Page Down”.
2. Many soft keys can only be accessed by pressing the **More** soft key.
3. Press  to exit from any menu.
4. To enter text using the dial pad, press the number keys one or more times. For example, for ‘A’ press ‘2’ and for ‘C’ press ‘222’. When in text entry mode the display title will show whether keys will generate numbers (1), upper-case (Å) or lower-case (a) characters and the **1/A/a** soft key can change this.

---

### Local Conferencing

You can create a conference with two other parties using the phone’s local conferencing feature.

1. Place a call to the first party.
2. Press the **Conf** soft key to obtain a new line (the active call is placed on hold).
3. Dial the number of the second party or use the arrow keys to access speed dial numbers or the missed call list, or use the Features menu to access placed and received call lists. From one of these lists press the **Dial** soft key.
4. When the second party answers, press the **Conf** soft key again to join all parties in the conference, or press the **Split** soft key to put the first call on hold and keep the second call as the active call.

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

*Ending the call on the conference originator’s phone will not end the conference; the other two parties can continue to talk*

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### Splitting a Conference

When a conference has been established, a **Split** soft key is available. Pressing this

key will split the conference into two calls on hold.

## Using Soundpoint IP301

### Transferring a Call

1. During a call, press the **Trnsfr** soft key (the active call is placed on hold).
2. Dial the number to which you want to transfer the call or use the arrow keys to access speed dial numbers or the missed call list, or use the Features menu to access placed and received call lists. From one of these lists press the **Dial** soft key.
3. Press the **Trnsfr** soft key again or hang up to complete the transfer. This can be done as soon as the ringback sound is heard or you can wait until the third party answers and talk to them before completing the transfer. Press the **Split** soft key to put the first call on hold and keep the second call as the active call.

*A blind transfer (without consultation) can also be supported by pressing the **Blind** soft key.*

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

---

### Call Timer

Call progress on an active call is monitored through a local call timer. This is visible within the active call window on the display.


```
Mon, Nov 22 2:23PM  ◀
To: Bob Smith      $
6337              03:28
Hold EndCall More
```

---

### Ending a Call

Press the **EndCall** soft key.

OR

Replace the handset, or press  if in Headset Mode.

## Using Soundpoint IP301

### Redial

Press **Redial** to dial the last call placed from your phone.

To redial another previously dialed number, press the **Menu** soft key, and select *Features*, *Call Lists*, then *Placed Calls*.

You will see a list of previously placed calls. Choose the number you wish to redial and press **Dial**.

---

### Call Forwarding

Calls may be forwarded to another extension as follows:

1. Press the **Fwd** soft key from the phone's idle display or press **Menu** and select *Features* and *Fwd...* at any time.
2. (Optional) If multiple lines are in use, select which line to forward.
3. Enter a number or URL to forward all future calls to.
4. Press the **Enable** soft key to confirm Call Forwarding.

Idle display returns with a moving arrow on the line label to confirm Call Forwarding enabled.

To turn call forwarding off:

1. Press the **Fwd** soft key from the phone's idle display or press **Menu** and select *Features* and *Fwd...* at any time.
2. (Optional) If multiple lines are in use, **Select** which line to disable Call Forward.
3. Press the **Disable** soft key.

Idle display returns and the line indicator now displays the regular icon.

*Call Forwarding is not available on shared lines.*

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### Volume Adjustment

Press the volume keys to adjust receiver volume during a call. Pressing these keys in idle state adjusts the ringer volume.

*To conform to regulatory requirements, handset and headset volume will return to a preset level after each call. Hands-free volume settings will be maintained across calls.*

## Using Soundpoint IP301

### Do Not Disturb

Press **Do Not Disturb** to prevent the phone from ringing on incoming calls. A flashing icon and text on the display indicates that Do Not Disturb is on.

Calls received while Do Not Disturb is enabled are logged in the *Missed Call* list.

To turn off Do Not Disturb, press **Do Not Disturb** again.

(Optional) If multiple lines are in use, Do Not Disturb can be set on a line-by-line basis. Contact your system administrator for further details. When Do Not Disturb is enabled for a particular line, this is indicated by a flashing “X” beside the line indicator on the display.

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### Time and Date

Time and Date is clearly displayed on the SoundPoint<sup>®</sup> IP 300/301 SIP phone. If the phone cannot obtain a time and date from the server, the display will flash. Contact your system administrator if either time or date is incorrect. You have control over the format of the display and can turn it off. Select options which are right for you as follows:

1. Press **Menu**.
2. Select *Settings* followed by *Basic, Preferences, Time & Date*;
3. Select from *Date Format, Time Format, Clock Order* or *Enable/Disable*.
4. Scroll through the options via the up and down arrow keys.
5. Press **Select** to confirm and **Menu** to return directly to the idle display.

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### Headset Memory Mode

As an option, the headset can be permanently enabled. This is especially useful for regular headset users.

To do this:

1. Press **Menu**.
2. Select *Settings* followed by *Basic, Preferences, Headset Memory*.
3. Use the up or down arrows and **Select** soft key to enable Headset Memory Mode.
4. Press **Menu** to return directly to the main menu.

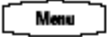
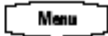
Subsequent calls to or from this phone using the headset will activate a flashing headset icon on the display. Pressing the line keys or **Answer** soft key to receive a call will now connect to the user's headset automatically.

Repeat steps 1-3 and select **Disable** to turn Headset Memory Mode off.

## Using Soundpoint IP301

### Display Contrast

To adjust the contrast on the display to a comfortable level:

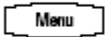
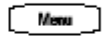
1. Press . Select *Settings* followed by *Basic, Contrast*.
2. Press the **Up** or **Down** soft keys (or volume keys) to increase or decrease the display contrast.
3. Press the **Ok** or **Cancel** soft keys to accept or cancel changes.
4. Press  or the **Exit** soft key to return to the idle display.

---

### Ring Type

Many ring types are available. You can select different rings to distinguish between lines or to have a different ring from your neighbor's phone.

To change the incoming ring:

1. Press . Select *Settings* followed by *Basic, Ring Type*.
2. (Optional) If multiple lines are used, first select which line to change.
3. Using the arrow keys, highlight the desired ring type. Press the **Play** soft key to hear the selected ring type.
4. Press **Select** to change to the selected ring type.
5. Press  or the **Exit** soft key to return to the idle display.

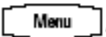
See also **Distinctive Ringing / Call Treatment**.

*If "Silent Ring" is selected, incoming calls can only be answered by pressing the Answer soft key.*

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### Call Lists


A local list of calls missed, received, and placed is maintained by the phone (up to 100 for each).

Press . Select *Features* followed by *Call Lists*. Select *Missed, Received, or Placed Calls* as desired. Call information will be displayed.

Choose:

1. **Edit** to amend the dial string if necessary.
2. **Dial** to return the call.
3. **Exit** to return to the previous menu.
4. **Info** to view information about the call.
5. **Save** to store the contact to the Contact Directory.
6. **Clear** to delete the call from the list.

Press the **Exit** soft key to return to the idle display.

*To quickly view the Missed Calls list from the idle display press .*

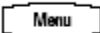


## Using Soundpoint IP301

### Contact List

In addition to a directory of missed, placed, or received calls, the phone can store a local directory of 200 or more contacts\*. You can add, delete, edit, dial, or search for any contact in this list through just a few key strokes.

*\*Limit depends on Server configuration. Contact your system administrator for full details.*

#### To add or edit a contact:

1. Press , select *Features* and *Contact List*.
2. Press **Add** to enter another contact into the phone's database or press **Edit** to edit an existing entry.
3. To move between fields when editing, use the **Next** or **Prev** soft keys. Enter first and/or last name from the keypad. Press the **I/A/a** soft key to select between numeric and upper/lower case alphanumeric modes.
4. Enter the Contact number. This is a required field and it must be unique (not already in the directory).
5. Speed Dial Index, Ring Type and Divert Contact may be left blank.
6. Use  and  or the **Change** soft key to switch between Enabled and Disabled settings for the last four fields.
7. Press **Save** to confirm or **Cancel** to abandon the changes, then press **Exit** to return to the idle display.

*Contacts can be easily added from Call Lists. See **Call Lists** for more information.*

#### To search for a particular contact:



1. Press **Search** from the *Contact List* menu.
2. Using the dial pad, enter the first few characters for First or Last names.
3. Press **Search** to search for contacts.
4. Successful matches can be dialed from the resulting screen.

## Using Soundpoint IP301

### Speed Dial


Pre-assigned numbers can be associated with speed dial entries for rapid automated dialing. Speed Dial entries are consecutively placed next to assigned line keys on the phone. When a new entry is added to the Contact List, it is automatically assigned the next available speed dial index.

To change a Speed Dial assignment:

1. Press , select *Features* and *Contact List*. Scroll to the desired entry and press **Edit**,
  - ▶ OR press and hold the line key which already has a speed dial number assigned to it. That contact in the list will automatically be displayed.
2. Delete the Speed Dial Index number using the  and then the **Delete** soft keys.
3. If desired, enter a new speed dial index.
4. Press **Save** and **Exit** to return to the idle display.

Idle display could now be as shown:

```
Thu 24 Jun 3:28 PM
                    1001
                    John
NewCall Fwd
```

To quickly view the list of speed dial entries, press  from the idle display.

### Multiple Lines

Your SoundPoint® IP 300/301 SIP can support up to two lines, each associated with its own line key. Lines can be configured for private or shared lines.

Typically, the top-most line key is reserved for the principal directory number of the phone. Depending on how your phone is configured, the display could resemble one of the screens shown:

```
Thu 3 Jun 3:28 PM
                    1001
NewCall Fwd
```

```
Thu 24 Jun 3:28 PM
                    1001
                    1002
NewCall Fwd
```

### Multiple Keys Per Line

A line on the phone can be configured to have two line keys associated with it. If this is the case, the display could look something like this:

Incoming calls to this line will be distributed evenly among the two available keys. Similarly, outgoing calls will be distributed.

```
Thu 24 Jun 3:28 PM
                    1001
                    1001
NewCall Fwd
```

## **Compello Voicemail Information**

### **Access Voice Mail**

To access your voicemail from:

1. Your own Polycom phone
  - Dial 8500
  - Enter your extension when prompted “Mailbox”
  - Enter your password when prompted “Password”
2. Remotely

Call the office phone number and when the Auto Attendant answers, follow the above steps that are listed for calling from your own phone.

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### **Mailbox Options**

1. Press 1 to receive your messages
  - Press 5 to repeat the current message
  - Press 6 to receive the next message
  - Press 7 to delete the message
  - Press 8 to forward the message to another user
  - Press 9 to save this message
2. Press 2 to change folders
3. Press 3 for advanced options
4. Press 0 for Mail box options
  - Press 1 to record your unavailable message
  - Press 2 to record your busy message
  - Press 3 to record your name
  - Press 4 to record your temporary greeting
  - Press 5 to change your password