

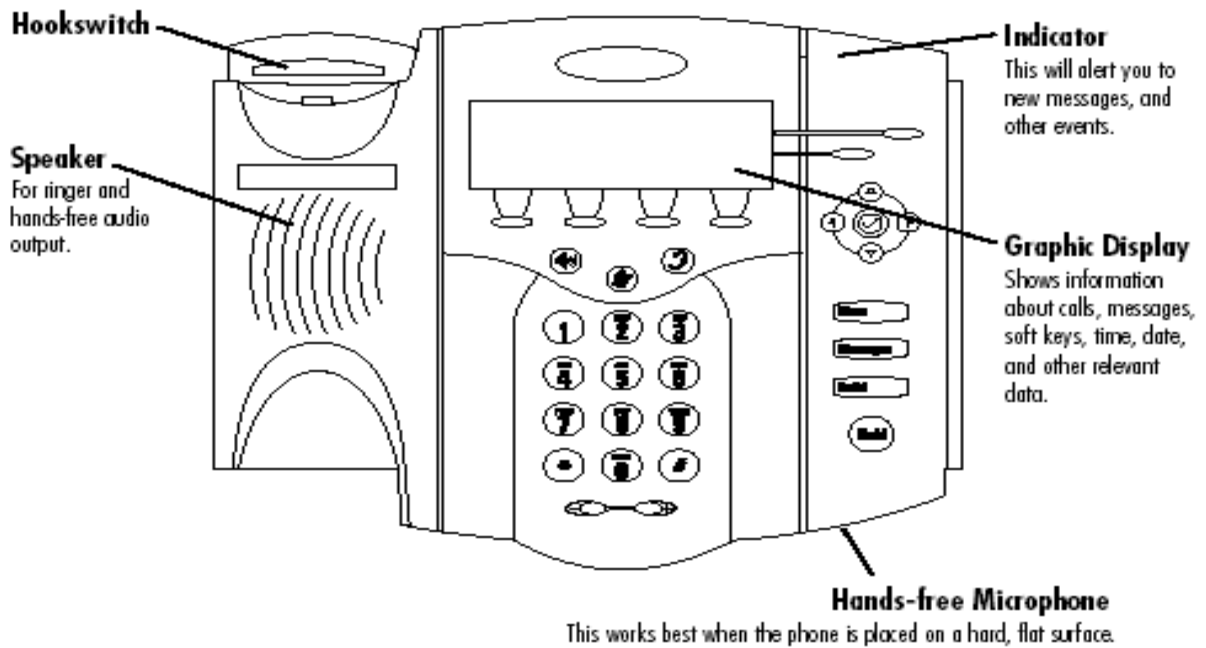
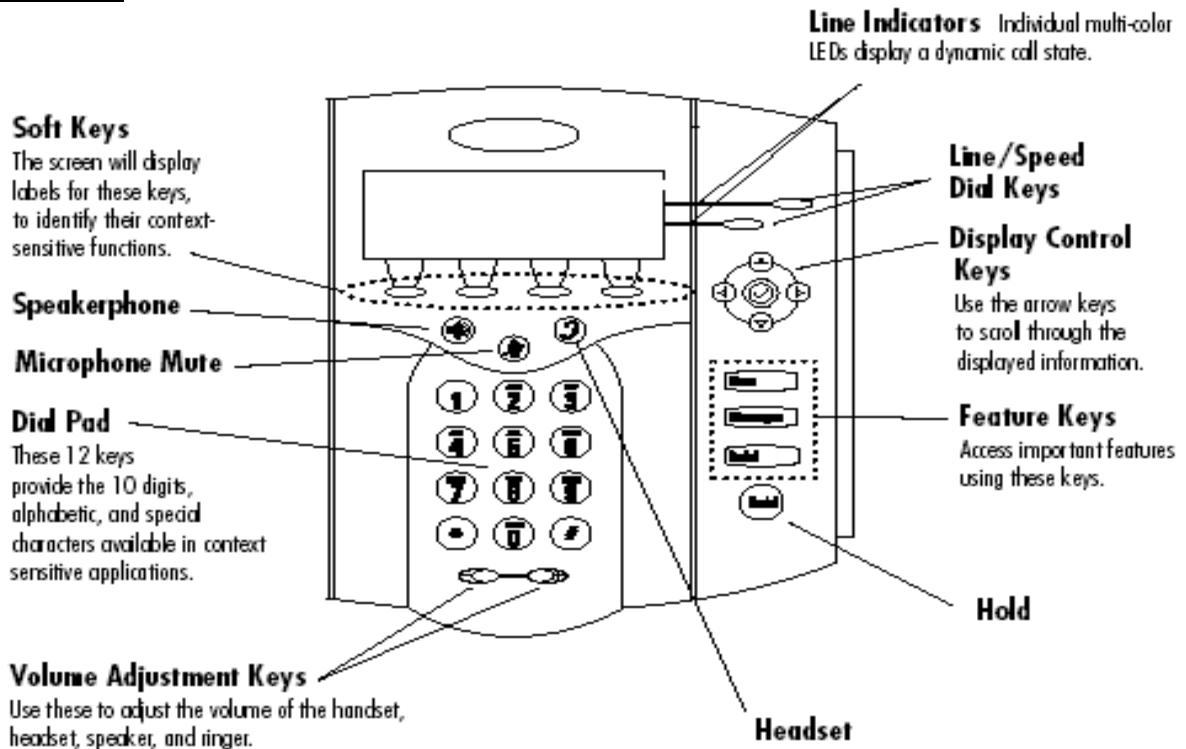


POLYCOM SOUNDPOINT IP430




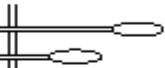








TABLE OF CONTENTS

Features.....	1
Key descriptions.....	2
Using Soundpoint IP430.....	3-8
Compello voice mail information.....	9

Features



Key descriptions

Feature Key	Description
	Allows for hands-free communication during calls.
	Mutes audio transmission locally during calls.
	Allows you to place and receive calls through an optionally connected headset.
	Line or Speed Dial keys with LED indicators.
	Dials last connected party from the phone.
	Places current active call in Hold state.
	Access Message Center and Instant Messages.
	Access local and server features.
	Select control for options and text within local menus.
	Scrolling of lists and control of text/number entry on display.
	Soft keys to select from various context-sensitive options.
	Volume keys to adjust audio and ringer volume.
Dial Pad	General dialing and alphanumeric entry (incl. special characters).


Using Soundpoint IP430

Answering a Call


Using the Handset:

Pick up the handset.

Using Hands-Free Speakerphone Mode:

Press , or with the handset on hook press the line key with the active indicator, or the **Answer** soft key.


Using the Headset:

Press  to answer the call through an optionally connected headset.

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 invoking **Do Not Disturb** during ringing. Note that **Do Not Disturb** stays active when the call is dropped and will remain so until toggled off.*

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, or the line key to retrieve the call.


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.

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 all modes: handset, headset, and hands-free. You can still hear all other parties while Mute is enabled.

To turn off Microphone Mute, press  again.

Using Soundpoint IP430

General Key Use

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

1. Use  and  to scroll through lists. In some lists the  and  keys can be used as “Page Up” and “Page Down”.
2. When menus have submenus, use  and  to move one level down or one level back up.
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 (A) 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 **Cnfrnc** soft key to create a new call (the active call is placed on hold).
3. Dial the phone number of the second party or use the arrow keys to access speed dial numbers, missed, placed and received call lists. From one of these lists press the **Dial** soft key.

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

4. When the second party answers, press the **Cnfrnc** 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 or another line) by pressing the **Join** soft key.

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 IP430

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, missed, placed, and received call lists. From one of these lists, press the **Dial** soft key.

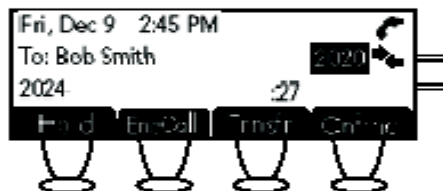
3. Press the **Trnsfr** soft key again to complete the transfer. This can be done as soon as the ringback sound is heard or you can wait until the third party answers and talk to them before completing the transfer.

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

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

Call Timer



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




Ending a Call



Press the **EndCall** soft key.

OR

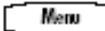
Replace the handset, or press  if in Hands-free Mode, or  if in Headset Mode.

Redial

Press  to dial the last call placed from your phone.

To redial another previously dialed number, press  from the phone's idle display, and press  again to place the call

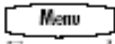
OR

Press  and select *Features, Call Lists, Placed Calls* to access the list.

Using Soundpoint IP430

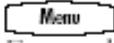
Call Forwarding

Calls may be forwarded to another extension as follows:

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

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

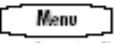
Call forwarding is not available on shared lines.

Volume Adjustment

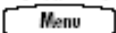
Press the volume keys to adjust handset, headset, and hands-free speaker volume during a call. Pressing these keys in idle state adjusts the ringer volume.

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.

Do Not Disturb

To prevent the phone from ringing on incoming calls, press  and select *Features*, *Do Not Disturb*. 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 Calls* list.

To turn off Do Not Disturb, press  and select *Features*, and then

deselect *Do Not Disturb*.

(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.

Using Soundpoint IP430

Ring Type

Many ring types are available including a “Silent Ring”. 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 **Menu**. 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 **Menu** or the **Exit** soft key to return to the idle display.

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

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

Call Lists

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

Press **Menu** followed by *Features, Call Lists and Missed, Received, or Placed Calls* as desired. Call information will be displayed. From this screen:

1. Choose **Edit** to amend the dial string before dialing.
2. Choose **Dial** to return the call.
3. Choose **Exit** to return to the previous menu.

For additional choices, press **More** followed by:

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 **More** and **Exit** soft keys to return to the idle display.

To quickly view respective call lists from the idle display:

*Press **▶** for Placed Calls.
Press **◀** for Received Calls.
Press **⏪** for Missed Calls.*

Contact Directory

In addition to a directory of missed, placed, or received calls, the phone can store a local directory of 500 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.*

Using Soundpoint IP430

To add or edit a contact:

1. Press **Menu** and select *Features, Contact Directory*.
2. Press **More** and then **Add** to enter another contact into the phone's database or highlight an existing entry then press **Edit**.
3. Enter first and/or last name from the keypad. Press the **1/A/a** soft key to select between numeric and upper/lower case alphanumeric modes. Press **More** and then **Encode** to access special characters in other languages if necessary.
4. Enter the Contact number. This is a required field and it must be unique (not already in the directory).
 - ▶ The Speed Dial Index will automatically be assigned the next available index value.
5. Ring Type and Divert Contact may be left blank.
6. Use **▶** and **◀** 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 **Menu** or the **Exit** soft keys 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 **More** and then **Search** from the *Contact Directory* 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.

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.

Example: To change a Speed Dial key assignment:

1. Press **Menu** and select *Features, Contact Directory*. Highlight an existing directory 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 directory will automatically be displayed.
2. If a speed dial index already exists, delete it by pressing the **▶** key and then the **<<** softkey.
3. If desired, enter a new speed dial index.
4. Press **Save** to confirm or **Cancel** to abandon the change then press **Exit** to return to the idle display.

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.

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