**Polycom**

# SoundPoint® IP 335

## Quick User Guide for 8x8 Virtual Office

Applies to phones running Polycom Software 3.2.3.x.
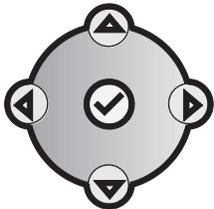
### NAVIGATION

Scrolling ⬆ or ⬇

Step in/out of menus, toggle enabled/disabled: ◀ or ▶

Enter/Select: ✓

## BASIC PHONE FEATURES

### PLACING A CALL

**Using the Handset:**
Pick up the handset, and then dial the number. Or, dial the number first, and then pick up the handset.

**Using the hands-free Speakerphone:**
- With the handset on-hook, press 🔊, any assigned line key, or the **NewCall** softkey. Then, enter the number.

or

- Dial the number, and then press 🔊 or [Dial] or an available line key.

**Using the optional Headset:**
- With the headset connected, press 🎧, any assigned line key, or the **NewCall** softkey.

or

- Dial the number and then press 🎧.

*During a call, you can alternate between modes by pressing 🔊 or 🎧 or picking up the handset.*

### ANSWERING A CALL

**Handset:** Pick up the handset.
**Speakerphone:** Press: 🔊, the line key, or the **Answer** softkey.
**Headset** (optional)**:** Press 🎧.

*Incoming calls may be ignored by pressing the **Ignore** softkey, or sent directly to voicemail by pressing the **More** softkey, then the **Reject** softkey during ringing.*

### ENDING A CALL

Press the **EndCall** softkey or the line key corresponding to the line. Or, depending on the call mode, press 🔊, press 🎧, or hang up the handset.

### REDIAL

Press [Dial] to display the **Placed Call** list. Scroll to select the desired recipient and press [Dial] again.

### LOCAL CONFERENCE CALLS

**To create a three-way local conference call:**
1. Connect to the first party.
2. Press the **Conf** softkey to create a new call (the active call is placed on hold).
3. Place a call to the second party.
4. When the second party answers, press the **Conf** softkey again to join all parties in the conference.

**Conference Behavior:**
- Placing the conference call on hold will place the other conference parties on hold.
- Pressing the **Split** softkey will split the conference into two separate calls on hold.
- To create a conference between an active call and a call on hold, press the down ⬇ button, followed by the **Join** softkey.

### CONFERENCE BRIDGE

**To call into a conference:**
1. Find the **ConfS** softkey by pressing the **More** softkey.
2. Follow the Conference Bridge voice prompts.

### CALL TRANSFER

1. During a call, press the **Trans** softkey (the active call is placed on hold).
2. Place a call to the party to which you want to transfer the call.
3. After speaking with the second party, press the **Trans** softkey to complete the transfer.

*Press the **Blind** softkey to transfer the call without speaking to the second party.*

*Transfer can be canceled by pressing the **Cancel** softkey.*

### DO NOT DISTURB (DND)

Press [Menu] and select **Features** > **Do Not Disturb** to prevent the phone from ringing for incoming calls. Press [Menu] again to return to the home screen. An icon appears for all lines to confirm that DND is enabled. To turn Do Not Disturb off, press [Menu] and select **Features** > **Do Not Disturb**. Press [Menu] again to return to the home screen.

### MICROPHONE MUTE

During a call, press 🔇. Mute applies to all modes. You can hear all other parties while Mute is enabled, but other parties cannot hear you.
To un-Mute, press 🔇 again.

### CALL HOLD AND RESUME

During a call, press 📳.
Press 📳 again, the **Resume** softkey, or the line key to resume the call.

### LCR – LAST CALL RETURN

1. Press the **More** softkey, then the **LCR** softkey.
2. You can pick up the handset first, then press **LCR** to place the call on your handset

### INTERCOM

1. Press the **Intercom** softkey.
2. Dial the number you wish to Intercom to and then press the **Enter** softkey.

If you are receiving an intercom call, the phone rings, then automatically connects to your speakerphone.

### AUTO ATTENDANT

**To access the Auto Attendant:**
1. Press the **AA** softkey. (Press the **More** softkey if the AA softkey is hidden.)
2. Follow Auto Attendant voice prompts.

## ONLINE CALL FORWARDING

*8x8 strongly recommends using online call forwarding instead of phone-based call forwarding so your call forwarding instructions are stored online instead of on your phone. If you set your call forwarding rules on your phone, they will not be in effect if your phone is disconnected from an Internet connection.*

**To enable online call forwarding (Virtual Office):**
1. Log on to your Virtual Office Online dashboard at http://virtualoffice.8x8.com
2. Select **Settings** then **Call Forwarding,** then select the **My Rules** tab.
3. Update your Call Forwarding Rules and press **Save**.

You can return to Virtual Office Online at any time to update your Call Forwarding Rules.

## PHONE-BASED CALL FORWARDING

**To enable phone-based Always Forward:**
1. Press [Menu]
2. Select **Features (1)**, then select **Forward (4)** .
3. Select **Always (1)** .
4. The screen will say **Contact.** Press the ⊘ button to enter the number to forward calls to. Then select **OK**.
5. Press the down ⊙ button to **Disabled.**
6. Press the ⊘ button.
7. Press the right ⊙ button; the screen will say **Enabled**. Select **OK**.
8. Press the left ◑ button, you will see the word **Save**. Press **Yes**.
9. Press [Menu]

**To enable phone-based No Answer Forward:**
1. Press [Menu]
2. Select **Features (1)**, then select **Forward (4)** .
3. Select **No Answer (2)**.
4. The screen will say **Contact.** Press the ⊘ button to enter the number to forward calls to. Then select **OK**.
5. Press the down ⊙ button to **Disabled** and press the ⊘ button.
6. Press the right ⊙ button; the screen will say **Enabled**. Select **OK**.
7. Press the down ⊙ button. You will see **Forward After Rings** on the screen.
8. Press the ⊘ button, enter number of times to ring before forwarding, then press **OK**.
9. Press the left ◑ button, you will see the word **Save**. Press **Yes**.
10. Press [Menu]

**To enable phone-based Busy Forward:**
1. Press [Menu]
2. Select **Features (1)**, then select **Forward (4)**
3. Select **Busy (3)**
4. The screen will say **Contact.** Press the ⊘ button to enter the number to forward calls to. Then select **OK**.
5. Press the down ⊙ button to **Disabled** and press the ⊘ button.
6. Press the right ⊙ button; the screen will say **Enabled**. Select **OK**.
7. Press the left ◑ button, you will see the word **Save**. Press **Yes**.
8. Press [Menu]

**To disable phone-based call forwarding**
1. Press [Menu]
2. Select **Features (1)**, then select **Forward (4).**
3. Select the forwarding feature you want to disable: **Always (1), No Answer (2)** or **Busy (3).**
4. The screen will say **Contact.** Press the ⊙ button to skip; the screen will say **Enabled.** Press the ⊘ button
5. Press the left ◑ button, the screen will say **Disabled**, press **OK**.
6. Press the left ◑ button, the screen will say **Save**. Press **Yes**.
7. Press [Menu]

## VOICE MAIL
A voice mail icon on the screen, a flashing line key, and a stutter dial tone indicate one or more new voice mail messages.
**To listen to new voice messages**:
- Press the **Msgs** softkey, select **Message Center**, then select **Connct** *or*
- Press the **More** softkey to find the **Voicemail** softkey.

## TRANSFER CALL TO VOICEMAIL
1. During a call, select the **xferVM** softkey.
2. Enter the extension of the person you want to transfer the caller to.
3. The caller is transferred directly to the voicemail box at that extension.

## CALL PARK
- During a call, press the **More** softkey, then the **Park** softkey. A recording will tell you which extension the call is parked on (your other party is placed on hold until the parked call is picked up).
- To pick up a parked call, just dial the extension the call is parked at.

## CORPORATE DIRECTORY
1. Press [Menu] and select **Applications** then select **Apps Home,** then **Corporate Directory Listing**.
2. Browse up and down the directory list and select the person you wish to call (speed dial).

## CORPORATE DIRECTORY SEARCH
For long directories, you can search for a user in the directory and then select their name to speed dial them.
1. Press [Menu] and select **Applications**, then **Apps Home** then **Corporate Directory Search**.
2. Input name, extension, or other data into the search field, then scroll down and select **Search**.
3. Select the matching entry to speed dial the user (or select **Back** to do a new search).

## CALL LISTS
From the idle screen, press up ⊕ for Speed Dial, down ⊙ for Receive**d** **Ca**lls, or right ⊙ for Placed **Ca**lls. Or, press [Menu] then select **Features** > **Call Lists**. Choose **Received Calls, Placed Calls** or **Clear**. Call information will be displayed.

Select a call and press [Dial] to dial the number. To **Delete** the entry, **Save** the contact information, or see **Info** about the call, press the **More** softkey.

## SPEED DIALING
To assign a speed dial index, see the **CONTACT DIRECTORY** section. To dial a contact assigned to a line key, press the corresponding line key. You can also enter <X X #>, where XX is a valid speed dial index from 1 to 99, and then press the **Dial** softkey to call the corresponding speed dial contact.

## CALL RECORD ON/OFF
**(Virtual Office Pro users only)**
Call Record On/Off is available on Virtual Office Pro users when the Call Recording feature is set to record calls On Demand.
1. To turn on Call Recording during a call, press the **More** softkey to find the **CallRecrd** softkey.

You will see a "Recording is On" confirmation message on the phone screen.

2. To turn Call Recording off, press the **Exit** softkey, then press the **More** softkey to find the **CallRecrd** softkey again.

Once you press the CallRecord softkey, you will see a "Recording is Off" confirmation message.

## CALL QUEUE IN/OUT
**(Call Queue Users Only)**
Users can log in or out of their Call Queues online:
1. Log into your Virtual Office Online dashboard at http://virtualoffice.8x8.com
2. Select the Call Queue you wish to log in or out of from the top of the screen. If you are not part of a call queue this option won't be visible.

Another way to login or out of a call queue is to dial **557**. If you are not a member of a call queue, you will hear a message telling you that you are not a member of any call queues.

## CUSTOMIZING YOUR PHONE

### CONTACT DIRECTORY
**To add a contact** in your local phone directory:
1. Press `Menu` then select **Features** then **Contact Directory**.
2. Press ⊘ to enter a contact into the phone's database.
3. Enter first name from the dial pad.
4. Press the **Ok** or **Cancel** softkeys to accept or cancel changes.
5. Press the right arrow ▷ to display the next field in the contact's entry.
6. Repeat steps 2 through 5 to enter last name and a unique contact phone number (not already in the directory).
7. Change the other fields as desired.
8. Press the left arrow ◁ to end data entry.
9. Press the **Yes** or **Cancel** softkeys to accept or cancel changes, then press `Menu` twice to return to the idle screen.

---

*Contacts can be easily added from Call Lists. For more information, see the* **CALL LISTS** *section.*

---

**To search for a contact:**
1. Press `Menu` then select **Features**, then **Contact Directory**.
2. Using the dial pad, enter the first characters for the last name.
For example, to find the first directory entry with the last name starting with J, press the 5 key once. Searches are not case sensitive. Dial the successful match from the resulting search screen.

**To edit a contact:**
1. Search for contact (see above).
2. Press the **Edit** softkey and make the necessary changes.
3. Press the left arrow ◁ to end data entry
4. Press the **Yes** softkey to accept your changes, and then press `Menu` twice to return to the idle screen.

## VOLUME ADJUSTMENT
Press the volume keys to adjust the call volume of the active mode. Pressing these keys in idle state adjusts the ringer volume.

## RING TYPE
You can select different rings to match your preferences and distinguish between calls on lines.
**To change the incoming ring:**
1. Press `Menu`, and then select **Settings** > **Basic** > **Ring Type**.
2. Scroll to highlight the desired ring type. Press the **Play** softkey to hear it.
3. Press ⊘ or the **Select** softkey to accept the highlighted ring type, and then press `Menu` to return to the idle screen.

## AUDIBLE RINGER
You can select the default alerting destination for incoming calls.
**To change the audible ringer:**
1. Press `Menu`, and then select **Settings** > **Basic** > **Preferences** > **Alerting Destination**.
2. Scroll to highlight the desired alerting destination for incoming calls.
3. Select the desired destination, and then press `Menu` to return to the idle screen.

## CALL TREATMENT
**DISTINCTIVE RINGING /**
You can set distinctive incoming ring tones for different contacts in your local directory.
**To set a distinctive ring for a local contact:**
1. Press `Menu` then select **Features** > **Contact Directory**.
2. Search for the contact (see the **CONTACT DIRECTORY** section).
3. Press the **Edit** softkey, then scroll down to Ring Type and press ⊘ to edit it.
4. Using ◁ or ▷, select the desired ring tone.
5. Press the **OK** softkey to accept the change, and then press `Menu` twice to return to the idle screen.

## HEADSET MEMORY MODE
For frequent headset users, there is an option to default all calls to the headset.
**To enable Headset Memory Mode:**
1. Press `Menu` and select **Settings** followed by **Basic**, **Preferences**, **Headset,** and **Headset Memory**.
2. Scroll down to **Enable** and press ⊘ to select it, and then press `Menu` to return to the idle screen.

**To disable Headset Memory Mode:**
Repeat steps 1 and 2, but select **Disable**.

**To activate Headset Memory Mode (if enabled):**
Press ☌ twice. The headset icon will flash.