

## During a call

This section describes tasks you can perform when you are currently engaged in a call. Soft key and function key names are in **Bold**. *Phone number* means to dial a phone number or an extension number.

Task	Key Sequence
Create conference call with call on hold	Current call + Call on hold (on the same line)+ <b>Join</b>
End call	<b>End Call</b>
Hold call	<b>Hold</b>
Park current call	<b>Menu + 1 + 6 + orbit number + Dial</b> OR <b>Menu + 1 + 7 + orbit number + Dial</b> †
Split conference into 2 calls on hold	<b>Split</b>
Transfer call after consulting	<b>Trnsfer + Normal + phone number + Dial</b>
Transfer call without consulting (blind transfer)	<b>Trnsfer + Blind + phone number + Dial</b>
Transfer call to another user's voicemail	<b>Trnsfer + Blind + phone number + * + Dial</b>

## Other tasks

This section describes tasks you can perform when not currently engaged in a call. Soft key and function key names are in **Bold**. *Phone number* means to dial a phone number or an extension number. *Off hook* means to pick up the handset or press **New Call**, any line key or the headset button.

Task	Key Sequence
Access voice mail	Press the <b>Msgs</b> soft key and follow voice or visual prompts.
Answer call	<b>Answer</b>
Create conference call	<i>Phone number</i> + <b>Confrnc</b> + <i>phone number</i> + <b>Confrnc</b>
End call	<b>End Call</b>
Resume call	Call on hold + <b>Resume</b>
List all parked calls	<b>* + 904 + Dial</b>
List one parked call	<b>* + 904 + orbit number + Dial</b>
Log in or out of a phone	<i>To log in:</i> <b>* + Dial + 98 + extension + password + # + 1</b> <i>To log out:</i> <b>* + Dial + 98 + extension + password + # + 2</b> Menu options available on the <b>*98</b> menu include: <b>1</b> - Log in, <b>2</b> - Log out, <b>3</b> - Log in to a different station, <b>4</b> - Change your status, <b>5</b> - record your agent greeting and <b>6</b> - Log in or out of queues.
Page	<b>* + 901 + zone number + Dial</b>
Pick up held or alerting call (on a station to which you have access)	<i>Off hook</i> + <b>* + pause + 95 + extension</b>
Pick up group call	<i>Off hook</i> + <b>Menu + 1 + 9</b> OR <i>Off hook</i> + <b>Menu + 1 + 10</b> †
Pick up parked call	<i>Off hook</i> + <b>Menu + 1 + 7</b> OR <i>Off hook</i> + <b>Menu + 1 + 8</b> †
Place call	<b>New Call</b> + <i>phone number</i> + lift handset or press headset key OR <i>Phone number</i> + <b>Dial</b> OR <i>Phone number</i> + lift handset or press headset key

† The lower number menu option is used for Managed IP Phones when the Call Forward feature is disabled (default setting).  
 The higher number menu option is used on non-managed phones or Managed IP Phones with the Call Forward feature enabled.

## Polycom® SoundPoint® IP 330/331/335 and 320/321 SIP

### Quick Reference

These instructions highlight Polycom phone features. See your Polycom User Guide for more detailed instructions on using soft keys, feature keys and the phone menu.

Polycom application firmware requirements for each model are listed on the SIP IP Phones information page available at the Genesys Testlab website, <http://testlab.inin.com>.



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## Access voice mail

Received messages are indicated by a flashing Message Waiting Indicator LED on the phone and a visual notification on the display. Individual line indicators reflect voice messages left on that line.

1. Press the **Msgs** soft key.
2. Follow voice prompts or visual prompts in the graphic display to listen to messages.
3. (Optional) If multiple lines are in use, select a line from which to retrieve messages.

Voice mail is an optional feature that requires both Interaction Administrator and Polycom phone configuration. Contact your system administrator.

## Create a conference call

1. Call the first party.
2. Press the **Confrnc** soft key to get a new line and place the first call on hold.
3. Call the second party.
4. When second party answers, press the **Confrnc** soft key again to join all parties in a conference.

### Join a conference call

Press the **Join** soft key to create a conference call at any time between an active call and a call on hold on the same or another line.

### Split a conference call

After you establish a conference call, press the **Split** soft key to place both calls on hold.

## Distinctive ring

If your phone is a Managed IP Phone, your CIC administrator can configure distinctive ring tones for incoming Internal, External, and Direct Dialed calls. This overrides Ring Type settings made on your phone.

## Do Not Disturb

If your phone is a Managed IP Phone, your CIC administrator can enable DND synchronization between your phone setting and your CIC user status.

- Press the **Menu** function key and select **Features**, and then select **Do Not Disturb** to prevent the phone from ringing on incoming calls and to set your user status to "Do Not Disturb" or other selected status.
- Select **Do Not Disturb** again to turn DND status off on the phone and set your user status to your last available status or other selected status.

Refer to CIC client help for details.

## Hold and resume a call

During a call, press the **Hold** function key. The call is placed on hold. Press **Hold** function key or the **Resume** soft key to resume the call.

**Note:** If multiple calls are on hold on a single line key, use the arrow keys to switch between them, then press the **Resume** soft key. Or press a line key to resume the first call on hold on that line.

## Page a zone

1. Get a dial tone.
2. Dial **★** + 901 *zone number* and press the **Dial** function key.
3. Complete page and hang up.

**Tip:** Zone numbers are station extensions, station group extensions, user extensions, or workgroup extensions.

## Park a call

You can park your currently active call in a specific orbit. This places the call on hold and removes it from your station.

1. During a call, press the **Menu** function key.
2. Select **1. Features** and then **6. Park** by using the arrow keys or by typing the menu selection number.
3. Enter an orbit number and press the **Dial** function key.

**Note:** You can use any single digit to 9 digit number, and 10 digit numbers up to 4294967294. Avoid orbit numbers starting with 0 (zero). If the orbit number is already in use, you remain connected to the caller. Repeat this procedure and choose another orbit number.

### Pick up a parked call

You can pick up a parked call from any other station.

1. Get a dial tone by pressing the **New Call** soft key; pressing a line key; picking up the handset; or, if using a headset, pressing the headset key.
2. Press the **Menu** function key.
3. Select **1. Features** and then **7. Call Pickup** by using the arrow keys or typing the menu selection number.
4. Enter the orbit number and press the **Dial** function key.

### List parked calls

You can hear the details of parked calls: orbit number, who called, and how long the call has been on hold. Do one of the following:

- For all parked calls: Press **★** + **904** + **Dial** function key.
- For one parked call: Press **★** + **904** + *orbit number* + **Dial** function key.

## Pick up a group call

You can answer a call that is ringing on any extension in your group by doing one of the following:

1. If you are currently on a call, press the **Hold** key.
2. Press the **Menu** function key.
3. Select **1. Features** and then **9. Group Pickup**.

**Note:** If more than one call is ringing on the phones in your group, the oldest call (the first to ring) is picked up.

## Place a call

Use any of the following methods for placing a call:

- Lift the handset, dial a number.
- Dial a number, press the **Dial** function key, then lift the handset or press the headset key.
- With handset on hook, press the **New Call** soft key or any assigned line key, dial a number, then lift the handset or press the headset key.
- Press a line key, dial a number, lift handset or press the headset key.

## Transfer a call after consulting

Before you transfer a call, you can consult the party to whom you are transferring the call or you can just transfer the call (blind transfer).

1. During a call, press the **Trnsfer** soft key to put the call on hold.
2. Do one of the following:
  - Press the **Normal** soft key, dial the number to which you want to transfer the call and press the **Dial** function key.
  - Press the **Normal** soft key, then the **Callers** soft key. Use the arrow keys to choose a number from a list of received calls and press the **Dial** function key.
  - Press the **Normal** soft key, then the **Dir** soft key. Use the arrow keys to menu to choose a number from the list of your contacts and press the **Dial** function key.
3. After consulting with the party to whom you are transferring the call, do one of the following:
  - Press the **Trnsfer** soft key to complete the transfer.
  - Press the **Split** soft key to put the first call on hold and keep the second call as the active call.

## Transfer a call without consulting

You can transfer a call without consulting the party to whom you are transferring the call (blind transfer).

1. During a call, press the **Trnsfer** soft key to put the call on hold.
2. Do one of the following:
  - Press the **Blind** soft key, dial the number to which you want to transfer the call and press the **Dial** function key.
  - Press the **Blind** soft key, then the **Callers** soft key. Use the arrow keys to choose a number from a list of received calls and press the **Dial** function key.
  - Press the **Blind** soft key, then the **Dir** soft key. Use the arrow keys to choose a number from the list of contacts and press the Dial function key.

## Transfer a call to voice mail

You leave a message for another CIC user or transfer your current call directly to another CIC user's voice mail. Do one of the following:

- Press **★** after dialing a CIC user's extension number to

leave a voice mail message.

- To transfer a call to another CIC user's voice mail, press the **Transfer** soft key, press the **Blind** soft key key, dial the extension number, press **★**, and press the **Dial** function key.

## Shared Lines Appearances

Your phone can be configured to display secondary "lines" for other user's extensions. A shared line is indicated by a different line icon. †



If two phones share a line, an incoming call to that number causes both phones to ring. You can answer a call or pick up a call on hold on a shared line by pressing the line button. A call can be answered on either phone but not both.

Calls on shared lines can be transferred, put on hold, or added to a conference.

For more information on Shared Line Appearances, see *Configuration of IC Phone Features for Polycom Phones* in the CIC Documentation Library.

† A shared line is an optional feature configured on the server and may not be supported on your particular system. Contact your system administrator.

## Two Way Intercom Page

Your phone can be configured to work as intercom.‡

1. Get a dial tone.
2. Dial **★** + **900** + *extension* and press the **Dial** soft key.
  - If the number dialed is not busy, the intercom call is connected and you can start talking. (The receiving phone may play a tone to alert the person called.)
  - If the receiving phone is busy, then the call can be sent to voicemail, transferred, or disconnected like any other call.
3. Complete the conversation and hang up or press **End Call**.

‡ Intercom paging is an optional feature that must be configured for both the sending and receiving phones, users and CIC stations. It may not be supported on your phone. Contact your system administrator.