

Polycom Advanced Feature Reference Guide

Voice Mail

All phones have a visual and audio indicator (stutter tone) for new Voice Mail. To listen to Voice Mail:

On all phones, dial ***86**

On Soundpoint IP 450, 550 and 650 press the **Message** button.

On the VVX 1500, press the **MSG** button.

On the Soundpoint IP 335, press **MSGs** soft key on the dynamic menu, or press **Menu**, **Features** and then **Messages**.

Call Forwarding Busy Activation

Thanks to multiple lines, voicemail, and an intelligent phone system that lets you take your calls with you when you leave the office, a busy signal is mostly a thing of the past. If you have reason to believe that a caller may hit a busy signal anyway, you may configure your extension to forward that call to a different number.

- In the toolbar, click on **Services** and look for Call Forwarding options. You have the ability to select behavioral options for:
 - Call Forwarding Always (all inbound calls will forward to the specified number. This feature has an on/off button on the Toolbar)
 - Call Forwarding No Answer (you are unable to answer calls and prefer to forward it to another phone rather than go to voicemail)
 - Call Forwarding Busy (the unlikely event that the caller is unable to reach any of the configured phones and gets a busy signal)
- Click **On** and enter the full 10 digit number of the phone you wish to have receive the call.

Call Park, Call Retrieval

Call parking is a handy business tool that lets you place a caller on hold so that anyone can pick it up. A parked caller is held in the system until retrieved.

- To park a call, press the **Park** button on your phone (or press ***68-extension**).
- To retrieve a parked call, press the **Call Retrieve** button and the extension where it is parked (or press ***88-extension**).

Directed Call Pickup

This feature allows you to steal the call on another extension in the office.

- To execute Directed Call Pickup, dial ***97** and then the extension where the call is currently live.

Directed Call Pickup with Barge In

This feature inserts you into a live call on another extension in the office, making an instant three way call.

- Dial ***33** and then the extension where the call is currently live.

Note that you can Barge In with a muted phone to silently monitor the call.

DND On/Off

There are several ways the caller can turn Do Not Disturb on and off.

- Press the **DND** button on your phone.
- There is a toggle button for DND on the toolbar. When the icon appears depressed, DND is active.
- In the CommPilot Call Manager, check the DND box to enable
- Dial ***78** to enable. Dial ***79** to disable.

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Push to Talk

Push to Talk forces a connection to the extension you call. The call is preceded by an attention getting tone to let the called party know the call is being presented.

- To initiate a Push to Talk call, press the **PTT** button on your phone menu and then the extension.
- Optionally, you can dial ***50** and then the extension.

Toolbar Calling

- To place a call using the toolbar, either right click on a phone number in your web browser and select **Dial**, or in the **Dial Number** box of the toolbar itself dial the number you wish to call and hit the **Enter** key on your keyboard.
- Once the call has been placed, your phone will ring as a prompt for you to pick up your end. If you do not pick up the phone before the call has been answered by the called party, the call will go to your speaker phone automatically.

CommPilot Call Manager

- From the toolbar, click the **Portal Auto Login** button (which looks like a keyhole). This will launch the Broadsoft portal for your extension and will provide the option for you to have the Call Manager automatically launch as a popup. Please allow the portal to launch the Call Manager to do this and disable any pop-up blockers for this site.

CommPilot Express

- You can configure your presence behavior in the Toolbar by clicking **Services**, and then in the box configuring each of the options to suit your preferences (In Office, Out of Office, Busy, Unavailable).

Remote Office

Remote Office allows you to “shift” your office phone to an alternative location and to use the CommPilot Call Manager or Toolbar to control the calls that phone handles. Note that VSC codes do not work on Remote Office phones, just Call Manager features.

- To enable Remote Office in the Toolbar, click **Services** and **Call Control / Remote Office**, then enter the number of the phone you wish to use, and click **On**. Once a number has been entered, you can enable and disable Remote Office using the Remote Office button on the Toolbar. When depressed, Remote Office is active.
- Alternatively, you can configure Remote Office in the CommPilot Call Manager by clicking on **Call Control** and then **Remote Office** and configuring the same options as above.