



MASERGY

Performance Beyond Expectations

Quick Guide for the SoundStation IP 320/321/330/331/335



SoundStation IP 320/321/330/331/335

Quick Guide Content



| | |
|---|----------|
| SoundStation IP 320/321/330/331/335 Button Diagram | 3 |
| Additional notes about the display..... | 4 |
| Reading the Display | 4 |
| Feature Overview..... | 5 |
| Answering the Phone..... | 5 |
| Making a call | 5 |
| Call on Hold | 5 |
| Voicemail | 5 |
| Transfer A Call - Announced..... | 6 |
| Transfer a call (Blind - Not Announced) | 6 |
| Conference Call (Three-Way Calling)..... | 6 |
| Redial | 7 |
| Call Park..... | 7 |
| Park Pick-up..... | 7 |
| Phone Top Features | 8 |
| Headsets..... | 8 |
| Changing the Ring Type..... | 8 |
| Missed Calls Clearing the Alert | 8 |
| Phone Reboot..... | 8 |

SoundStation IP 320/321/330/331/335

SoundStation IP 320/321/330/331/335 Button Diagram

1. Dial
2. Menu
3. Mute
4. Message Light Indicator
5. Line 1 Display
6. Soft Keys
7. Line 1 Button
8. Scroll Buttons
9. Hold
10. Headset
11. Speaker Phone
12. Volume Controls



Basic Information

Polycom has a line of IP phones offer a solution that fits all of your business communication needs. The SoundPoint® IP 335 delivers an entry level Voice over IP telephone that integrates with Masergy. This entry-level phone is just perfect for a lobby or kitchen.

320/321/330/331/335 Features

1. Two-line entry-level phone
2. 102 x 33-pixel backlit, graphical display
3. Hands-free speakerphone
4. Wall mounting included
5. Full-duplex hands-free speakerphone
6. PoE or local Power supply
7. up to 4 calls
8. 3 context-sensitive “soft” keys
9. 2 line keys with bi-color (red/green) LED
10. Dedicated 2.5-mm headset port compatible with most mobile phone headsets
11. IP 330/331/335 – two-port 10/100 Mbps Ethernet switch
12. IP 320/32 – single 10/100 Mbps Ethernet port switch

Additional notes about the display

If you have missed calls and/or voicemail messages, the top portion of the display will scroll.

The highlighted number at the far left is the amount of screens that will scroll. Including, the current date and time, the number of voicemail messages, the number of missed calls, and the extension that these activities occurred.

Reading the Display

Looking at your phone your extension appears at the top right of the display. To the right of your extension is an icon. This icon will change depending on the status of the phone.

| Status | Heading on the display | Icon |
|--|---|---|
| Idle and ready | Day, date and time | Solid Phone (filled in) |
| Incoming call | “Call from:” caller ID | Dancing Musical Notes. Line 1 blinks green |
| Making and outgoing call, not yet connected. | “Connecting to:” caller ID | Handset/Speakerphone/Headset. Line 1 solid green |
| On a call | Time, and duration of call, caller ID | Handset/Speakerphone/Headset. Line 1 solid green |
| Call On hold | “Hold:” caller ID | Phone with blinking upside down handset. Line 1 blinks red. |
| Voice-mail message waiting | 1 new message and the red light blinks. Softkey Msgs for voicemail appears. | Envelope |
| Missed Call | 1 new missed call | No change |
| On a three-way call | Active conference | Handset/Speakerphone/Headset |
| Indicates phone is not registered and will be unable to place or receive calls even in case of emergency. (see below for details.) | | |

How to Use your IP Phone

Feature Overview

Answering the Phone

To Answer a call:

- Pick up the handset
- If you have a headset, press the headset button
- To Answer a second call:
 - While on a call, a second call is seen on the screen as “Call From” Caller ID. You will also hear one call waiting beep. You see the icon is dancing musical notes.
 - Press the softkey labeled ANSWER.
 - This will put the first call on hold automatically
 - To go back to the first call:
 - Scroll down
 - Press RESUME

Making a call

- It is best to not pick up the handset and then dial.
- It is best to leave the handset down.
- Dial all the digits you’d like, then pickup the handset or press the softkey labeled Dial.

Call on Hold

- To put a call on hold - Press the hard key on the phone labeled HOLD.
- To Pick up from hold, do not pick up the handset.
- Press the hard key on the phone labeled HOLD or the Press the softkey labeled RESUME
- Pick up the handset

OR

- Press the hardkey labeled Hold
- Pick up the handset

OR

- Press the hardkey labeled Line 1
- Pick up the handset

Voicemail

- Ask your system administrator to be sure the voicemail is enabled, to get the voice mail portal # and default password.
- For more information, see masergy.com Support page for more information.
- The first time you call your voicemail, you need to set up a new passcode and record your spoken name. Simply follow the prompts.
- You’ll know you have a message if your message light is blinking red and your display is scrolling “new messages”. You’ll also have an envelope on the phone icon and have a soft key labeled Msgs:

To Check Messages

From Your IP 335:

- Press the soft key labeled Msgs
- Enter your passcode and press #
- If you do not listen to and save or delete all messages, the light will not be automatically disabled.

How to Use your IP Phone

Feature Overview

From Any Phone:

- Dial the voice portal telephone number.
- Press *.
- Enter your extension, passcode and press #.

From your Masergy phone

if you do not have a soft key labeled Msgs:

- Press *62
- Press the hard key labeled Dial.
- Enter your passcode and press #.
- Note: To clear the message waiting indicator, Press *99. Press the hard key labeled Dial.

Transfer A Call - Announced

To Transfer a call, while on the phone:

- Press the soft key labeled Trans
- Dial the extension or phone number you want to transfer the call to
- If needed, press softkey labeled send or # after the digits.
- When the second party answers, tell them who is on the line.
- Press the soft key labeled Trans to connect the two parties.
- If they do not want the call, press CANCEL to speak to the caller

Note: An announced transfer is recommended when transferring to a mobile phone. A blind transfer can sometimes go directly to mobile voice mail.

Transfer a call? (Blind - Not Announced)

To Transfer a call, while on the phone:

- Press the soft key labeled Trans
- Press the soft key labeled Blind
- Dial the extension or phone number you want to transfer the call to
- If needed, press softkey labeled send or # after the digits.
- Hang up and the call goes automatically.

To Transfer a call directly to a Voicemail while on a call:

- Press the soft key labeled TRANSFER
- Dial*55
- Enter the extension number
- Press #

Conference Call (Three-Way Calling)

To Make a 3 Way Call:

- Dial the first number or receive first call
- Press the soft key labeled Conf. The first call is automatically put on hold. You get a dial tone.
- Dial the second number, if needed press #.
- Once the second caller has answered, Press the soft key labeled Conf and everyone is together on a Three Way Call. Your display will read "Active Conference."

How to Use your IP Phone

Feature Overview

To separate a 3 Way Call:

- Press the soft key labeled Split.
- This puts both calls onto hold. You can see them both by number.
- To pick up a call, select the call by scrolling down, press the soft key labeled RESUME.
- To disconnect a call, select the call, press the soft key labeled RESUME and then press the soft key labeled EndCall.

Redial

- While the phone is idle, press the Dial button. You will see the latest calls you've made.
- You can scroll down to see other numbers.
- Press Dial button again when the desired number is highlighted.

Call Park

Call Park is a “nonexclusive Hold” It puts a call on hold that can be picked up anywhere at the company. (Not a transfer) A call can be parked by anyone at any extension and then the call picked up from any extension. Once a call has been parked your phone is free for other calls. You should have overhead paging to utilize Call Park most efficiently. Only one call can be parked at any extension. If the parked call has not been picked up after a set period of time, the call will ring back to the phone where the call was answered and parked from. This timer can be set by your group administrator.

Call Park With A Park Button

While on the call you want to park.

- Press the softkey labeled More twice.
- Press the softkey labeled Park.
- Dial the extension (of the person the call is for.)
- Press the softkey labeled Enter.
- Instant Message or Page the person on overhead paging to let them know there is call parked at their extension.

Park Pick-up

- To pick up any call parked at any extension
- Press the softkey labeled ParkPck..
- Enter the extension..
- Press the softkey labeled Enter.

How to Use your IP Phone

Phone Top Features

To Put A Call On Speaker Phone

- Press the grey speaker button. See Diagram 1.
- To mute a call, press the red mute button.
- The display will show a microphone with a blinking line through it and the message waiting indicator light will be solid red.

Adjusting The Volume On The Phone

Note: These buttons are located below the *0.#

- While the phone is idle the volume keys adjust the ringer volume.
- While on the handset, headset or speakerphone the volume keys adjust the volume.

Headsets

Dedicated 2.5-mm headset port compatible with most monaural mobile phone headsets.

Changing the Ring Type

To change the ring type

- Press Menu.
- Press 3
- Press 1
- Press 4.
- Using the down arrow key. Scroll to each Ring Type, and press the soft key labeled Play. Press Select to choose the one you enjoy most.

Missed Calls Clearing the Alert

- The easiest way to clear your missed call alert, when the phone is idle, press the down arrow key. Then review the calls.
- This is a list of received calls.
- Unanswered calls have a telephone icon.
- Answered calls have handset icon.
- Press the left arrow key to exit.
- Just because you have a missed call, does not mean you have messages. The caller could have hung up or the call could have been answered from another phone.

Phone Reboot

Periodically, the phone may require a user reboot. Reasons for this include accepting a new configuration or new software upgrade.

There are two ways to reboot the phone:

- Simultaneously press and hold the Speakerphone, Hold (on the far right edge) and Volume keys (see illustration) for more than 3 seconds or until a beep is heard.

OR

- Unplug the power supply, wait ten seconds and then plug in the power supply.

Note: The reboot process is complete when the idle display is shown.