

DIGIT^{COM}



Hosted PBX End User Training Guide
For the Polycom Soundpoint IP 321, 331 and 335 Phone

ACCESSING VOICEMAIL

- To retrieve your voicemail, press the **Menu** button, ✓ button x 3 then connect.

To change your code:

- Enter your access code. Your Default Password is 112233.
- Press **3** to change your access code.
- Enter your new access code followed by #.
- Re-enter your new access code followed by #.
The access code will now be changed.
- The system will prompt you if the codes do not match or is not acceptable. It will also confirm the change of access code if successful.

When you are changing your access code:

Enter at least six digits. If you enter less than four numbers you will be prompted to enter a longer code. Do not set an obvious code, for example:

Do not match your extension number.

Do not use a sequence of digits, for example 123456.

Do not use the same repeated digit, for example 111111.

REMINDER

Don't forget to change your password

TO RECORD YOUR NAME

- 1 Login to your mail box.
- 2 If you have messages in your mailbox, Press *.
If you don't, press 2.
- 3 Press 1 To record your name
- 4 Record your name then press #



TO RECORD OR CHANGE YOUR GREETING

- 1 Login to your mail box.
- 2 If you have messages in your mailbox, Press *.
If you don't, press 2.
- 3 Press 3 to record your greeting. When you are prompted, record your new greeting.
- 4 Record your greeting then press #



LISTENING TO YOUR MESSAGES

When you log in to your mailbox you are automatically played any new messages. After a message has been played it is marked as being an old message. Old messages are automatically deleted after 24 hours.



After you listen to your message you can:

- 1 Press 1 to replay
- 2 Press 3 to delete

MAKING A CALL

- Pick up the handset or press the Headset  or speakerphone  button.
- **Dial 9** to grab an outside line and proceed with making your calls.

ANSWERING INCOMING CALLS

An incoming call will ring on the Intercom, pick up the handset or press speakerphone  or the Headset  button to answer the call.

TRANSFERRING A CALL

With the call active, press TRANSFER softkey. The call is placed on hold automatically and you will hear a dial tone. To announce the call, press the **Normal** softkey and dial the extension. After you make the announcement press the **TRANSFER** softkey again to connect the two parties. Or to transfer without announcing the call, dial the extension and wait for the time out.

TRANSFERRING A CALL STRAIGHT TO VOICEMAIL

While on the phone, Press ***#5*xxx**

(While xxx is the extension number)

HOLD

- To place a call on hold, press the **HOLD** button.
- To retrieve a held call, press the **resume** soft button, the **HOLD** button, or the flashing line button corresponding to the held call.

USING CALL PARK

- Call Park allows you to place a call on hold System Wide. This means that any phone on the system can retrieve the call.
- To transfer the call to a call park:
***#5** and the number of the call park
- To retrieve the call from a call park:
***5** and the number of the call park



3 WAY CONFERENCE

- 1 To establish a conference call, dial the first party and wait for an answer.
- 2 Press **CONFERENCE**. The current call is placed on hold and you will hear a dial tone.
- 3 Dial the number of the next party and wait for an answer.
- 4 To add the new party to the call, press **CONFERENCE** again.

CALL FORWARDING

- To call forward your calls to another phone in the office, press the forward button. Then, select your option:
 - 1 - Always
 - 2 - NoAnswer
 - 3 - Busy

Press Select, and enter the internal extension and then press "Enable".

To forward your phone to an external # please refer to your myistra document.

DO NOT DISTURB




- To activate Do Not Disturb press the **Menu** button. Select Features. Highlight Do Not Disturb and then click on select.
- Your **Intercom** buttons will start flashing with a "X" to indicate DND is on.

REDIAL

- To redial the last number dialed, press the **DIAL** button twice.



SPEAKERPHONE

- To use the **speakerphone**, press . Make or answer the call. To adjust the volume, press the volume button. To end the call, press speaker  again.
- To change from **speakerphone to handset**, pick up the handset and continue talking.
- To change from **handset to speakerphone**, press  and hang up the handset.

SHORT CODES

- 775** Access Voicemail from any Phone. Once you enter this code, you will be prompted to enter your extension and password.
- 788** Page Phones. Once you enter this code, you will be prompted to record your Page. Once you are finished, hang up, and your page will be played over the Phones.
- 701, 702, 703** Park Short Codes. These are your codes for the Call Park Feature. Please refer to the “Using Call Park” on the process of using this feature.

MANAGING YOUR DIRECTORY

To add or edit contacts that you would like to see within your phones directory, follow these steps.

- 1** When your phone is idle press the Directory Soft Key “**Dir**”
- 2** Select New Entry (or arrow down to edit current contacts)
- 3** Enter the First and Last name as well as the Contact



number of the person you wish to add. *NOTE* If the contact number is an outside number, enter 9 before their number.

When done, press the **Left** arrow to go back a menu and confirm your save.

*To call someone who is listed in your Directory, pick up the hand set or press the **speaker** key. Then press the Directory Soft Key "**Dir**", highlight the contact you wish to call using the arrow buttons and press the **Dial** button to make your call.

MANAGING YOUR CALL LISTS (RECEIVED + PLACED)

To check to see the calls received or placed on your phone set, as well as clearing your missed call notification, follow these steps.

- To see the calls made to your phone, press the **Callers** Soft Key.
- To see the calls placed by your phone press the **Right** arrow.
- To clear your Missed calls press the **Menu** button -> **Features** -> **Call Lists** -> **Clear** .

MYISTRA

Myistra is a web based client used to manage your telephone set. To log into the client simply go to myistra.hostedsip.net.

Your login username will be your email address and your password being your voicemail password.



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