

Commonly Used Phone Features

Extension Dialing

1. Enter extension number.
2. Press the **Dial** button.

Outside Dialing

1. Enter telephone number.
2. Press **Dial** button.

Call Hold

While engaged in one call

1. Press **Hold** button on phone to hold call, press again to **Resume** call.
2. You can make a second call and toggle between calls using the up/down arrow keys.

Call Transfer

While engaged in a call to be transferred:

1. Press **Transfer** button on the phone. The initial call is held.
2. Enter the complete phone number or extension of party to receive call. You can press # to signal the end of the phone number or extension.
3. All parties are connected.
4. Press **Transfer** button or hang up handset to drop off the call and connect the two parties.

Call Park

1. Place call on **Hold**.
2. Dial feature code: ***68**
3. Enter the extension of phone on which call is to be parked and then press #
4. Replace telephone handset. The call is parked at the indicated extension. A ring back will occur if not answered in time.

Call Park Retrieval

1. Lift telephone handset. Press the feature code: ***88**
2. You are connected with the call that was parked.

Conference Calling (Adding a 3rd party to the call)

1. While you are in the call, press the **Conf** (Conference) button.
2. Dial the 3rd party's telephone number, press **Dial**/Send button.
3. After the 3rd party has answered. Press the **Conf** (Conference) button again.
4. All parties should be bridged together.

Access Voicemail

1. Press the **Message** button.
2. Enter password. (default: 1234)
3. Follow voice prompt menu system.

Access Voicemail System (W/O Messages)

1. Dial *62.
2. Enter password. (default: 1234)
4. Follow voice prompt menu system.

Access Voicemail (from any telephone)

1. Dial the telephone number of the voicemail box you wish to check.
2. As soon as you hear the prompt, dial the * key on your keypad.
3. Enter your password and press #, follow voice prompt menu system.

More information about your Polycom Soundpoint IP 335 and 450 can be found at support.polycom.com