



# Broadcore Phone Guide for Polycom Soundpoint IP

**Soft keys:** are the row of black buttons below the display. Soft keys are *italicized* here. The Dial button is always a hard key on the 33X Models. And Dial or Send is always a softkey on all other models.

**Arrow Keys:** are referred to as Up, Down and Left and Right. They are found in a silver compass like display. The Check Mark or Select is in the middle of the compass.

**Making Calls:** Do not pick up the handset. Dial the number, then pick up the handset, press the Speaker button, or press *Dial*. 

**Answering Calls:** To answer the first call, just pick up handset.

**To Answer The Second Call:** Press Down Arrow and then press *Answer*. The first call automatically goes on hold. To go back to the first call, press Down Arrow and then press *Resume*. 

**Hold:** To place a call on hold, press *Hold*. To resume press *Resume*. 

**Transfer (Regular/Consulted):** While on a call, press *Transfer*, dial extension or phone number, press *Send*.

Wait for connection to announce the call, then press *Transfer* again. **For 33X models only:** Press Dial instead of *Send*.

**Transfer (Blind):** While on a call, press *Transfer*, press *Blind*, dial extension or phone number, press *Send* or pound.

**Direct Transfer To Voicemail:** While on the call, press *More*, then press *Send VM*, enter the extension number then press *Enter*.

**3-way Conference Call:** While on a call, press *Confrnc*, dial extension or phone number, press *Send*. Wait for connection, then press *Confrnc* again. **For 33X models only:** Press Dial instead of *Send*.

**Call Park:** While on an active call, press *More*, press *Park*, dial extension, press *Enter*.

**To Retrieve Call Park:** Press *More*, press *ParkPck*, dial extension, press *Enter*.

**Volume:** Press + to increase volume, Press - to decrease volume. This adjusts the active volume whether you are on speakerphone, handset, or headset. While phone is idle, it adjusts the ringer volume.

**Mute ON:** Press *Mute* so callers cannot hear you. You will still hear them. 

**Mute OFF:** Press *Mute* again. 

**Clearing Missed Calls Alert:** When phone is idle, press Down Arrow, then Press Left Arrow to exit.

**Call Forward ON:** Press *Forward*, then press 1, enter destination phone number, then press *Enable*. **For all models including 33X:** Enter on the keypad \*72 plus the number you want to transfer to, then lift the handset or press Dial.

**Call Forward OFF:** Enter on the keypad \*73 then lift the handset.

**Do Not Disturb:** Dial \*78 and pick up the handset to enable. Dial \*79 and pick up the handset to disable. **Optionally:** Press the *Do Not Disturb* button to enable and disable this feature.

**Voicemail (For Most Phones):** Press the "Messages" button, enter pass code and press #. **For 33x models only:** To listen to new messages, press *Msgs*, enter pass code and press #. To listen to old messages, press *Menu*, Press 1, 1, 1. Enter pass code and press #.

**User Guides:** We have user guides available for download at [www.broadcore.com](http://www.broadcore.com). Look under **Resources>>Documentation>>IP Phone Guides** for an expanded details.

**Training:** We have weekly training or by appointment. Email [training@broadcore.com](mailto:training@broadcore.com)

**Help:** For live help call 611 or 800-942-4700.