
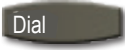














Polycom 335 Quick Reference Guide



Keys	Key Description
	Menu key – Access local (your phone) and global (your organization) features.
	Dial key – Select this key to dial an outside phone number.
	Line key – Key to select what voice line you will use to dial out.
	Hold key – Places a call on “Hold” or resumes it.
	Speakerphone key – Allows for hands-free communication during calls.
	Microphone Mute key – Mutes audio transmission locally during calls.
	Headset key – Allows you to place and receive calls through an optionally connected headset.
Display Control Keys – Use    and  (arrow keys) to scroll through the displayed information. Use  to select a field of displayed data.	
	Volume Keys – Use these to adjust the volume of the handset, headset, speaker, and ringer.
	Speed Dial Keys – Use these keys to set quick one-number dialing for numbers you call frequently.

Basic Phone Features
Make a Call 1. Lift the Handset and dial the phone number. 2. Depending on your phone and configuration, you <u>may</u> need to Dial 9 before placing a call.
Answering a Call To answer a call, pick up the handset or to answer using the speakerphone, press the Speaker key.
Ending Calls To end a call, re place the handset.

Function Keys
The PolyCom 335 Handset has 2 feature keys Menu and Dial. It also as 2 line keys.
Soft Keys
The LED screen on your phone handset will display labels for these keys, to identify their context-sensitive functions.

For Your Reference	
Access your Voicemail and other phone settings online	https://myfeatures.itstelecom.net
Voicemail Access Number (calling from outside your phone system)	772-597-2743
Voicemail Quick Access Code	*98 (from your handset)

If you have any additional questions not addressed on this guide, call us at 772.597.3423, or visit: www.itsfiber.com

Advanced Call Handling

Call Hold

1. To put a call on hold, press the **Hold** key
2. To retrieve the call, press the **Hold** key again.

Call Transfer

1. Press the **Menu** key
2. Press the **Transfer soft key** in the LED display. This places the current call on hold. **Complete the call using one of these methods:**

Consultative Transfer

- Enter the number or extension of the person you want to call.
- Wait until the person has answered.
- Complete the transfer by pressing the **Transfer** key again.

Blind Transfer

- To transfer the call before the other person answers, press the **Transfer** in the LED.
- Enter the number of the person you want to call. The call is automatically connected to that person.

Note: if you are transferring to an extension, dial the extension then press the **Send soft key**.

Call Waiting

If a second call comes in while you are on the phone, you will hear a tone and the phone LED screen will display the details of the second caller. To answer the second call, select **Hold** button.

3 Way Calling

1. When in a regular call, press the **Conference soft key**.
2. Dial the person you want to join you call.
3. Once this person has answered press the **Conference soft key** again to set up the three way call.

Using Do Not Disturb

To enable or disable Do Not Disturb:

1. Press the MENU key, then select Features>Do Not Disturb. A flashing icon and text on the screen indicates the Do Not Disturb is enabled.
2. To disable Do Not Disturb, press Menu key and then select Features>Do Not Disturb again.

Voicemail (from your Polycom 335 handset)

When you have one or more unheard voice messages waiting, your phone will display a flashing light on the front of the phone.

- To access voice mail: Press the **Menu** button.
- Select Features> Messages, and then press the **Check** key.
- Follow the visual prompts on the graphic display to retrieve your messages:

Two additional ways to retrieve your voicemail:

- Press *98 on your handset
- To retrieve messages from a phone other than your office handset, dial 772-597-8642 and follow the prompts.

You may also access your voice mail visually using **ITS CommPortal** online management tool.

Call Forwarding

Your phone system supports different types of Call Forwarding:

Immediate, Busy, and No Answer.

- To enable/disable call forwarding using the handset, **dial the access code** for the type of call forwarding you want to enable/disable followed by the number you wish to forward calls to (see table at right).
- The easiest way of configuring Call Forwarding is to use the **ITS CommPortal** online management tool in the **Call Manager** Tab (see table at top right for quick instructions or your user guide for more information).

ITS CommPortal

ITS CommPortal gives you a powerful and easy to use Web interface to use access your voice mail and phone settings.

Logging In:

1. Go to <https://myfeatures.itstelecom.net>
2. Enter your 10-digit phone number
3. Enter your password.*

*Get password for first time log-in from your account manager. You can change the password after that time.

Change Password

1. Go to **Settings** page
2. Enter your new password in **Password** box
3. Re-enter your new password in the **Confirm Password** box
4. Click **Change Password**

Dashboard Page

The dashboard displays new voice messages, recent received and missed calls, contacts, and settings you have applied to your phone.

Messages & Calls

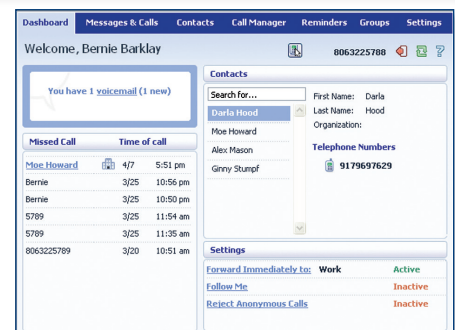
- The Messages tab displays new and saved voice messages. Play, delete, or mark as heard/unheard.
- Missed Calls, Dialed Calls, and Received Calls show you all your recent called activity.

Call Manager

- The Summary tab of Call Manager provides a description of what will happen to your incoming calls.

Configure Your Phone Keys

1. Select the **Settings** page in ITS CommPortal.
2. Select the **Phones** tab.
3. Click on the **Configure Your Phone** link.



ITS CommPortal

Immediate Call Forwarding Activation	*72
Immediate Call Forwarding Deactivation	*73
Busy Call Forwarding Activation	*90
Busy Call Forwarding Deactivation	*91
No Answer Call Forwarding Activation	*92
No Answer Call Forwarding Deactivation	*93