NEW HORIZON newVoice

Voice over Internet Communications Evolution

Polycom© Soundpoint© IP330
Quick User Guide
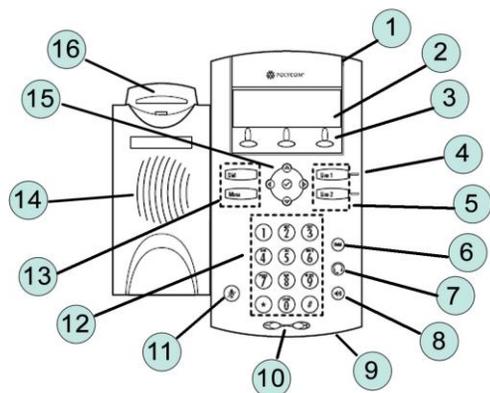
1. Message Waiting Indicator
2. Line Icons
3. Soft Keys
4. Line Indicators
5. Line Keys
6. Hold
7. Headset
8. Speaker Phone
9. Hands-Free Microphone
10. Volume Keys
11. Microphone Mute
12. Dial Pad
13. Feature Keys
14. Speaker
15. Display Control Keys
16. Handset Hook

Placing a Call:
Using the Handset
Pick up the handset and enter number to be dialed **or** Dial the number first and then pickup the handset.
Using the Hands-Free Speakerphone

1. Press 🔊 or an assigned Line Key
2. Dial a number.

or Dial the number, then press Dial

Answering a Call:
Using the Handset
Pick up the handset.
Using the Hands-Free Speakerphone
Press:
- 🔊, or the **Line Key**, or the **Answer** soft key

Conference Call:
- Call the first party
- Press the **Confrnc** soft key, this will place the call on hold
- Place a call to the second party.
- Once the second party answers press the **Confrnc** soft key again to join both parties on the line

Call Hold and Resume:
- During a call, press Hold.
- Press Hold again or the **Resume** soft key to resume the call

Call Transfer:
- During a call, press the **Trnsfer** soft key. This will place the active call on hold.
- Place a call to the number/extension to which you want to transfer the call
- After speaking to the second party, press the **Trnsfer** soft key to complete the transfer.

Blind Call Transfer:
- During a call, press the **Trnsfer** soft key. This will place the active call on hold.
- Press the **Blind** soft key.
- Place a call to the number/extension to which you want to transfer the call, the call then transfer to the new number.

Voicemail Initial Setup:
- Dial * and you extension number
- Enter your default password (your extension number)
- Follow prompts to change your password, and record your greetings.

Voicemail:
- Dial * and you extension number
- Enter your password
- Follow prompts to listen to your messages.

Microphone Mute:
- During a call, press 🎤. You can hear all other parties while Mute is enabled.
- To turn off Mute, press 🎤 again.

Call Forwarding:
To enable Call Forwarding
Using the display control keys, the center check will allow you to select.
- Press Menu and then select **Features**, and then **Forward…**
- Select a Forwarding Type from **Always**, **No Answer** and **Busy**.
- For all types, select **Contact** enter a number to forward all future calls to.
- Change **Forward: Disabled** to **Enabled** by selecting the line pressing the check and pressing the left arrow.
- **Confirmation** will display press **Yes** soft key.
- Use the left arrow button to exit to main screen.

To disable Call Forwarding
- Press Menu and then select **Features**, and then **Forward…**
- Select a Forwarding Type from **Always**, **No Answer** and **Busy** to disable.
- Change **Forward: Enabled** to **Disabled** by selecting the line pressing the check and pressing the left arrow.
- Use the left arrow button to exit to main screen.

NEW HORIZON ACADEMY

Additional in-depth training available contact 781-290-4600