





User Guide for Polycom SoundPoint Handsets and WemTel Hosted Voicemail





Using your IP Phone

You will be unable to place any calls if the handset has not correctly registered with the WemTel service. Check to ensure that the small icon next to the extension number on your handset display is solid and not hollow.




Place a Call

- 1) Pick up the handset, press the  soft key, or press the  key.
- 2) Enter the number you wish to call, and press the  or  soft key.




Put a Call on Hold

- 1) During an active call, press the  soft key, or press the  button.
- 2) To resume the call, press the  soft key, or press the  button.

Consultative Transfer (announce the call before transferring)




- 1) During an active call, press the  soft key. This will put the caller on hold.
- 2) Enter the number to which you wish to transfer the call and press the  soft key.
- 3) When the other party picks up you may begin your consultation. The first party will still be on hold.
- 4) When you are done with your consult, press the  soft key.
- 5) Call will immediately transfer and you may hang up.

Blind Transfer (transfer without announcement)

- 1) During an active call, press the  soft key. This will put the caller on hold.
- 2) Press the  soft key.
- 3) Enter the number to which you wish to transfer the call and press the  soft key.



- 4) Call will immediately transfer and you may hang up.

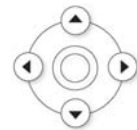
Create a 3-Way Conference Call

- 1) During an active call, press the  soft key. This will place the current caller on hold.
- 2) Dial the number of the party you wish to add to the call and press the  soft key.
- 3) When the party answers, press the  soft key. All parties will now be in conference.


Split a 3-Way Conference Call

(disconnect conference and place the two other parties on-hold)

- 1) During the conference, press the  soft key.
- 2) The two parties will be put on hold on separate lines.
- 3) Use Display Control keys to navigate to the desired party and press  to re-establish the individual call.



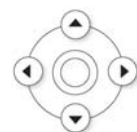
Reject a Call and Let Voice Messaging Answer

- 1) When an incoming call arrives that you do not wish to answer, press the  soft key.
- 2) Your phone will stop ringing and the caller will be sent to your voice messaging.

Note: If Simultaneous Ring is active, call will continue to ring on other designated line(s).

Answer a Call on Your Second Line

- 1) While the first call is active, and the second call begins ringing, use the Display Control keys to select the incoming call.



- 2) Press the **Answer** soft key to answer the call. This places the first call on hold.
- 3) To reactivate the first call, use the Display Control keys to select the first call and press the **Resume** soft key, this places the active (second) call on hold and reconnects the first call.
- 4) Using the Display Control keys, you may swap active calls.
- 5) You may disconnect a call at any time by pressing the **End Call** soft key.

Note: If multiple calls are on hold, an indicator will display the number of held calls.

Change the Default Ring Tone:

- 1) Press the **Menu** button.
- 2) Using the Display Control keys, select Settings and then the Basic menu options.
- 3) Select Ring Type.
- 4) Use the Display Control keys to scroll through the different ring tones. Press **Play** to hear how the ringers sound.
- 5) Press the **Select** soft key to select the current highlighted ring tone.
- 6) Press **Exit** key to exit programming.

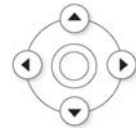
View Missed, Received and Placed Calls:

- 1) Press the **Menu** button.
- 2) Select Features from the list of menu options.
- 3) Select Call Lists from the list of menu options.
- 4) Using the Display Control keys, scroll to Missed, Received or Placed calls.
- 5) Press the **Select** soft key to select a category.
- 6) Using the Display Control keys, scroll through the calls.
- 7) You may call the party by using the **Dial** soft key or select another option.

Note: The call logs will be reset if the phone is rebooted.

Note: To quickly view respective call lists from the idle display:

- 1) Press **▶** for Placed Calls.
- 2) Press **◀** for Received Calls.
- 3) Press **⬇** for Missed Calls.



To Add Contact (Speed-Dial) Keys:

- 1) Press the **Menu** button.
- 2) Press **Select** to select Features.
- 3) Use **⬇** key to scroll down.
- 4) Press **Select** to select Contact Directory. The display will show No Records.
- 5) Press **Add**.
- 6) Enter the first name on the keypad of the telephone. For example, "John". Use 1/A/a soft key to enter small case or numbers.
- 7) Use **⬇** to go to Last Name.
- 8) Enter last name on keypad of telephone. For example, "Smith."
- 9) Use **⬇** to go to Contact.
- 10) Enter outside phone number or internal extension.
- 11) Press **Save**.
- 12) Press **Exit** or **More** to add more contacts.
- 13) To add, press **Add** and start at step 4.

To Edit Contact (Speed-Dial) Keys:

- 1) Press the **Menu** button.
- 2) Press to **Select** select Features.
- 3) Use **⬇** key to scroll down.
- 4) Press **Select** to select Contact Directory.
- 5) Edit the first name. For example, "Mike". Use 1/A/a soft key to enter small case or numbers.
- 6) Use **⬇** key to edit Last Name. For example, "Jones".
- 7) Use **⬇** key to go to Contact.
- 8) Edit outside phone number or internal extension.
- 9) Press **Save**.
- 10) Press **Exit**.

Other Features

Call Park

- 1) With live call, press Transfer then *68.
- 2) Enter extension of phone on which call is to be parked. Then press #.
- 3) Hang up telephone handset. The call is parked at the indicated extension.

Call Park Retrieve

- 1) Lift telephone handset. Press *88.
- 2) Enter the extension number the call is parked on.
- 3) You are connected with the call.

Call Pickup

- 1) Lift telephone handset. Press the assigned code (example, *98).
- 2) The longest-ringing phone in your call pick-up group is connected.

Directed Call Pickup

- 1) Lift telephone handset. Press the assigned code (example, *97).
- 2) Enter the extension where the call is ringing. You answer the ringing call at the specified extension.

Last Number Redial

- 1) Lift telephone handset. Press the assigned code (example, *66).
- 2) The last outgoing phone number is redialed.

Speed Dial 8

To program:

- 1) Lift the telephone handset. Dial the Speed Dial 8 feature access code (default is *74). You will hear the “recall dial tone” (three quick beeps and then a dial-tone). Dial the 2–9 digit Speed Code to be created or modified, followed by the digits to be associated with the Code. End the programming with the # key or wait for the inter-digit timer to expire. The service then announces whether or

not the programming was successful. For example, if you want to program the Speed Code 3 with the following digits 02087406000, enter *74 [recall dial tone] 3, 02087406000# [success or failure announcement].

- 2) The speed dial number is programmed.

To dial a programmed speed dial number:

- 1) Lift handset or use speakerphone.
- 2) Dial the code (either 2–9 or 00–99)
- 3) Press “Send.”

Speed Dial 100

To program:



- 1) Lift the telephone handset. Dial the Speed Dial 100 feature access code (default is *75). You will hear the “recall dial tone” (three quick beeps and then a dial tone). Dial the 2-digit Speed Code to be created or modified, followed by the digits to be associated with it. End the programming with the # key or wait for the inter-digit timer to expire. The service then announces whether or not the programming was successful.
- 2) The speed dial number is programmed.

To dial a programmed speed dial number:

- 1) Lift handset or use speakerphone.
- 2) Dial the code (either 2–9 or 00–99)
- 3) Press “Send.”

Voice Messaging

Access Your Voice Messaging:

- 1) Press the  button. –OR–
- 2) Dial your own extension and press  soft key.
- 3) Enter your password, followed by #.
Note: not required if auto login is enabled.
- 4) To navigate, follow the menu choices.

Remotely Access Your Voice Messaging:



- 1) Dial your phone number.
- 2) When the Voice Messaging system plays your greeting, press the * key.
- 3) Enter your password, followed by # key.
- 4) To navigate, follow the menu choices.

Voice Messaging Control

Voice Messaging Main Menu	Key
Play Messages	1
Change Busy Greeting	2
Change No Answer Greeting	3
Compose Message	5
Delete All Messages	7
Access Voice Portal	*
Repeat Menu	#

Play Messages Menu	Key
Save	#
Skip Backward	1
Pause/Resume	2
Skip Forward	3
Jump to Beginning	4
Play Message Envelope	5
Jump to End	6
Delete	7
Callback Sender (if enabled)	8
Additional Options	9
- Reply	1
- Forward	2
- Previous Menu	*
- Repeat Menu	#

To Transfer a Call to Voice Messaging:

- 1) During the active call, press the  soft key.
- 2) Dial *55.
- 3) To transfer the caller to your own voice mail, press the # key. To transfer caller to another voice mail box, enter the desired extension then #.
- 4) Hang up or press  soft key.