

# Quick User Guide

## Polycom Soundpoint IP 335



### Hold/Resume a Call

#### Hold

Press the **Hold** softkey\* or button on lower lefthand side. Press again to resume call.

### Messages

#### Menu

Select **Menu** → **Features** → **Messages**.

### 3-Way Calling

1. While on a call, press the **Conf** softkey\*.
2. Dial the Extension or 10-digit number of the 3rd party.
3. After the call is answered, press the **Conf** softkey to join all parties.

### Speakerphone/Handsfree



Press the **Speakerphone** button on the bottom right. For optional headset, press the **Headset** button directly above the speakerphone button.

### Call Forwarding

Call forwarding is best implemented via our Web Portal. See your accompanying Web Portal guide for more information.

### Transfer a Call

Select the **Trans** softkey\* (active call will be placed on hold)

#### For an Announced Transfer

1. Dial the Extension or 10-digit number you wish to reach.
2. After announcing the call, press **Trans** to complete the transfer.

#### For a Blind Transfer

1. Select the **Blind** softkey\* before entering Ext. or 10-digit number
2. Enter Extension or 10-digit number, call will transfer & hang up.  
Cancel and return to original call by selecting the **Cancel** softkey.

### Call History

#### Menu

1. Select **Menu** → **Features**.
2. Scroll down and select **Call Lists**.
3. Select **Received** or **Placed Calls** to view recent call history.

### Call Waiting

1. When Call Waiting beeps, a 2nd Caller ID box will appear beneath your original active call.
2. Use the arrow keys to scroll down & highlight 2nd call.
3. Use the softkeys\* to answer or reject the call.
4. Rejected calls will be sent to VM.

Questions? Contact Globalgig Support at 855 483 5474 or [support@globalgig.com](mailto:support@globalgig.com)