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SoundPoint® IP 670

Quick User Guide

Basic Phone Features
Customizing Your Phone

Applies to phones running SIP 3.0.2 or later.

For detailed information, consult the comprehensive SoundPoint IP 670 User Guide available at:

www.polycom.com/support/
voicedocumentation/

BASIC PHONE FEATURES

Placing Calls

Using the handset:
Pick up the handset and dial the number or dial the number first, and then pick up the handset.

Using the speakerphone:
1. With the handset on-hook, press:
   • Any assigned line key, or
   • The **New Call** soft key.
2. Dial the number. Or dial the number, and then press the **Dial** soft key.

Using the optional headset:
1. With the headset connected, press:
   • Any assigned line key, or
   • The **New Call** soft key.
2. Press 🎧.
3. Dial the number. Or dial the number, and then press 🎧.

> *During a call, you can alternate between handset, headset, or hands-free modes by pressing the **Speakerphone** or **Headset** keys or picking up the handset.*

Answering Calls

Using the handset:
Pick up the handset.

Using the speakerphone:
Press:
• 🔊 or
• The appropriate line key or
• The **Answer** soft key.

Using the optional headset:
Press 🎧.

> *Ignore an incoming call by pressing the **Reject** soft key or the **Do Not Disturb** key.*

Ending Calls

Using the handset:
Hang up or press the **End Call** soft key.

Using the speakerphone:
Press 🔊 or the **End Call** soft key.

Using the optional headset:
Press 🎧 or the **End Call** soft key.

Muting The Microphone

During a call, press 🎤. Mute applies to all modes: handset, headset, and hands-free. You can hear all other parties while Mute is enabled. The other parties cannot hear you.

To turn off Mute, press 🎤 again.

Holding And Resuming Calls

During a call, press `Hold` or the **Hold** soft key.

To resume the call, press `Hold` again, the **Resume** soft key, or the line key.

Redialing Numbers

To call the last number you dialed, press `Redial` or the **Redial** soft key.

Transfering Calls

To transfer a call:
1. During a call, press `Transfer` or the **Trnsfr** soft key. The active call is placed on hold.
2. Place a call to the party to which you want to transfer the call.
   To cancel the transfer before the call connects, press the **Cancel** soft key. The original call resumes.
3. When you hear the ring-back sound or after you speak with the second party, press `Transfer` or the **Trnsfr** soft key.

> *You can automatically transfer the call without speaking with the second party. After you complete step 1, press the **Blind** soft key. Then complete step 2.*

Forwarding Calls

To enable call forwarding:
1. From the idle screen, press the **Forward** soft key.
2. Select the forwarding type you want to enable:
   • **Always**—To forward all incoming calls.
   • **No Answer**—To forward all unanswered incoming calls.
   • **Busy**—To forward calls that arrive when you are already in a call.
3. Enter a number to forward calls to. For No Answer, enter the number of rings before forwarding.
4. Press the **Enable** soft key.

To disable call forwarding:
1. From the idle screen, press the **Forward** soft key.
2. Select the forwarding type you want to disable.
3. Press the **Disable** soft key.

> *Call forwarding is not available on shared lines. If it is set up on your phone, then particulars and menu options may vary.*

Speed Dialing

To place a call to a contact assigned to a line key, press the corresponding line key. To change a speed dial index, refer to *Updating Contact Directory*.

Using Do Not Disturb

To prevent your phone from ringing on incoming calls, press `Do Not Disturb`.
A Do Not Disturb icon appears for all lines to confirm that Do Not Disturb is enabled.

Press `Do Not Disturb` again to disable Do Not Disturb.

> *If Do Not Disturb is set up on your phone, then particulars may vary.*

Hosting Conference Calls*

To host a conference:
1. Call the first party.
2. After the first party answers, press

   [Conference] or the **Confrnc** soft key. The active call is placed on hold.
3. Place a call to the second party.
4. When the second party answers, press

   [Conference] or the **Confrnc** soft key. All parties are now joined in the conference.

   You can do the following:
   • To put the conference on hold, press the **Hold** soft key. To resume the conference, press the **Resume** soft key.
   • To end the conference, press the **End Call** soft key. The other parties remain connected.
   • To split the conference into two separate calls on hold, press the **Split** soft key.

> *If you have an active call and a call on hold, you can create a conference between all three parties by pressing the **Join** soft key.*

*Conferencing is an optional feature that your system administrator sets up. Particulars and menu options may vary.

Accessing Voice Mail*

The flashing Message Waiting Indicator on the front of the phone, individual line indicators, and a stutter dial tone (instead of a normal dial tone) indicate new voice mail messages.

To listen to voice messages:

1. Press [Messages].
2. Follow the voice prompts to listen to your messages.

*Voice mail is an optional feature that your system administrator sets up. Particulars and menu options may vary.

Using Call Lists

To review missed calls, received calls, or placed calls:

1. Press [Directories], and then select **Call Lists > Missed Calls**, **Received Calls**, or **Placed Calls**.
2. Select a call from the list. You can do the following:
   • To place a call, press the **Dial** soft key.
   • To change the phone number before dialing, press the **Edit** soft key.
   If you press the **More** soft key, you can also do the following:
   • To remove the call from the list, press the **Clear** soft key.
   • To store the contact in your Contact Directory, press the **Save** soft key.
   • To view detailed information about the call, press the **Info** soft key.

CUSTOMIZING YOUR PHONE

Updating Contact Directory

To add a contact:

1. Press [Directories], then select **Contact Directory**.
2. Press the **More** soft key, then press the **Add** soft key.
3. Enter the contact information (use the **Up** and **Down** arrow keys to scroll between fields):
   • (Optional.) Enter the first and last name of the contact. Press the **1/A/a** soft key to select numeric, uppercase, and lowercase modes.
   • (Required.) Enter the contact's phone number.
   • (Optional.) Change the speed dial index number. The contact is automatically assigned the next available number.
   • (Optional.) Set the ring type (refer to *Updating Ring Type*).
4. Press the **Save** soft key.

You can also add contacts to your Contact Directory from call lists (refer to *Using Call Lists*).

To edit a contact:

1. Press [Directories], and then select **Contact Directory**.
2. Scroll to the contact whose information you want to update, and then press the **Edit** soft key.
3. Update the contact information. For information on the fields you can update, refer to step 3 in the previous section.
4. Press the **Save** soft key.

To search for a contact:

1. Press [Directories], and then select **Contact Directory**.
2. Press the **Search** soft key. Then, enter the first few characters of the contact's name, and then press the **Search** soft key again.

Adjusting Speaker and Ringer Volume

To change the speaker volume:

• During a call, press ⊂⊖⊃⊕ .

To change the ringer volume:
• When the phone is in the idle state, press ⊂⊖⊃⊕ .

Updating Ring Type

You can change the ring tone on your phone.

To change the incoming ring tone:

1. Press [Menu], and then select **Settings > Basic > Ring Type**.
2. Scroll to the ring type you want. To hear the ring type before you select it, press the **Play** soft key.
3. Press the **Select** soft key.

> *If you select Silent ring, press the Line key or **Answer** soft key to answer incoming calls.*

You can set distinctive ring tones for different contacts.

To set a *ring type for a contact:*

1. Press [Directories], and then select **Contact Directory**.
2. Search for the contact (refer to *Updating Contact Directory*).
3. Press the **Edit** soft key, and then use the **Down** arrow key to scroll to **Ring Type**.
4. Enter a number that corresponds to one of the ring types available under **Settings > Basic > Ring Type**.
5. Press the **Save** soft key.

Headset Memory Mode

For permanent or full-time headset users, all calls can default to the headset.

To enable Headset Memory Mode:

1. Press [Menu], and then select **Settings > Basic > Preferences > Headset ... > Headset Memory ...**
2. Use the arrow keys and press the **Select** soft key to enable Headset Memory Mode.

To disable Headset Memory Mode, repeat steps 1 and 2.

To activate Headset Memory Mode, press

🎧 twice.

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