Polycom 335 At-A-Glance

**Navigation Keys**

Navigate menus
- Short Cuts
  - DOWN: Scroll Down
  - UP: Scroll Up
  - LEFT: Previous Item
  - RIGHT: Next Item

**Function Keys**

Dial
- Send the call

Menu
- Features
  - Messages
  - Do-Not-Disturb
  - Department/Contact Directory
  - Call Lists (Recvd, Missed, Placed)
  - Speed Dial

**Quick Dial:**

Help: 0

Voicemail: 15500

Telecom: 15881

For more information please visit:
http://myphone.colostate.edu/help

Email: telecom_voip@colostate.edu

**Soft Keys**

Soft keys show available functions:
- For a menu
- During a call

**Line/Speed Dial Keys**

- If multiple lines appear, the line button must be pushed to answer.
- Set up your speed dial keys at:
  http://myphone.colostate.edu

**Personalize your phone at:**

http://myphone.colostate.edu/
Basic Features

Place a Call
- Dial the number and press the Dial button (or)
- Press “New Call” and dial the number (or)
- Lift handset and dial number

Receive a Call
- Pick up the handset (or)
- Press Answer
- Press reject to immediately forward to voicemail

Put a call on Hold
- Press the Hold button, place handset in cradle
- To retrieve call, press Resume or lift handset and press flashing line button

Transfer – Consultative (with Announcing)
This is the default method
- While on Call – press Transfr soft button
- Dial the target extension
- Wait for target to answer call announce transfer
- Press Transfr button and place handset in cradle
- To Cancel a Transfer, press Cancel soft key before pressing Transfr the second time. Caller is reconnected to your line.

Transfer – Blind (without Announcing)
- While on call – press Transfr soft button
- Press Blind soft button
- Dial the target Extension
- Place Handset in cradle

Transfer – To Voicemail
- While on call – press Transfr soft button
- Press Blind soft button
- Dial 8 + the target Extension
- Press Send soft button
- Place Handset in cradle

Do Not Disturb
- Press Menu, 1-Features, 2- Do Not Disturb
- All incoming calls go directly to Voicemail
- Press Menu, 1-Features, 2-Do Not Disturb again to disable

Basic Dialing

Emergency
- Dial 911

Voicemail
- On Campus: 15500
- Off Campus: 491-5500

Campus numbers
- Dial 5 digit extension
- E.g. 1-1111

Off Campus
- Dial 8+ 7 digits
- E.g. 8491-1111

Long Distance
- Dial 8+1+area code+ the seven digit telephone number (8+1+xxx-xxx-xxxx).
- Enter the long distance authorization code following the three short beeps.

International
- Dial 8+011+country code+city code+telephone number.
- Press the send key, or just wait
- Enter the long distance authorization code following the two short beeps.

Adv. Features

For Advanced features use myphone.colostate.edu for these self-configurable Options

Conference Call
- While on a call, Press the Conference soft button
- Dial the next party to join the call
- Press Dial Soft Key
- Wait for next party to answer
- Press Conference soft key again
- All parties are now joined on the Conference

Setup Speed Dial (self-configurable)
- Log into myphone.colostate.edu with your extension and PIN (you can request a PIN through telecom)
- Click the Speed Dial Tab and the Add Number link
- Add the number then Save and Update your phone.
  Speed Dials will appear on your fee lines or in your contact directory

Configure Forwarding (self-configurable)
- Log into myphone.colostate.edu with your extension and PIN (you can request a PIN through telecom)
- Click the Call Forwarding Tab and the Add Number link
- Configure you forwarding and then Apply
- Choose the Schedules Link to create forwarding options other than always.

Restart Your Phone
- Menu; 3-Settings; 1-Basic; 5-Restart Phone

Set Custom Ring Tones
- Menu; 3-Settings; 1-Basic; 4-Ring Type

TELEPHONE REPAIR:
If you experience telephone trouble in the future, please report the problem to the CSU Telephone Switchboard in Fort Collins at 970-491-1111 (or simply extension 1-1111).
Tell the operator your Fort Collins 970-491-xxxx phone number and what the problem is. Our operators will make a Trouble Ticket in our telephone inventory and repair service system and issue the trouble ticket to a technician for resolution.