



## 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/](http://www.polycom.com/support/voicedocumentation/)

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## 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:

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

#### Using the optional headset:

- With the headset connected, press:
  - Any assigned line key, or
  - The **New Call** soft key.
- Press .
- 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  or the **Hold** soft key.

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

## Redialing Numbers

To call the last number you dialed, press

 or the **Redial** soft key.

## Transferring Calls

#### To transfer a call:

- During a call, press  or the **Trnsfr** soft key. The active call is placed on hold.
- 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.
- When you hear the ring-back sound or after you speak with the second party, press  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:

- From the idle screen, press the **Forward** soft key.
- 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.
- Enter a number to forward calls to. For No Answer, enter the number of rings before forwarding.
- Press the **Enable** soft key.

#### To disable call forwarding:

- From the idle screen, press the **Forward** soft key.
- Select the forwarding type you want to disable.
- 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 .

A Do Not Disturb icon appears for all lines to confirm that Do Not Disturb is enabled.

Press  again to disable Do Not Disturb.

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

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## 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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