



User Guide for the SoundPoint® IP 670 Phone

SIP 3.0.2

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About This Guide

Thank you for choosing the SoundPoint® IP 670 SIP, a full-duplex, hands-free desktop phone. This unit provides business telephony features and functions such as multiple call appearances, call hold, transfer, and conference over an IP network.

This guide provides everything you need to quickly use your new phone. Be sure to verify with your system administrator that your network is prepared for configuring your SoundPoint IP 670 phone. As well, be sure to read the [Parts List](#) and [Safety Notices](#) sections in this guide before you set up and use the SoundPoint IP 670 phone. You can also find this information at <http://www.polycom.com/support/voip/>.

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Getting Started with Your SoundPoint® IP 670 Desktop Phone

This chapter provides basic installation instructions and information for obtaining the best performance with the SoundPoint IP SIP 670 desktop phone.

The SoundPoint IP 670 provides a powerful, yet flexible IP communications solution, delivering excellent voice quality. The high-resolution color graphic display supplies content for call information, multiple languages, directory access, and system status. The SoundPoint IP 670 supports advanced functionality, including multiple call and flexible line appearances, HTTPS secure provisioning, presence, custom ring tones, local conferencing, applications, and Polycom's HD Voice technology.

The SoundPoint IP 670 provides a visually improved platform for applications which can leverage its color display.

Powered by state of the art Gigabit Ethernet IP telephony technology, the SoundPoint IP 670 features a future-proof dual-port Gigabit Ethernet switch for seamless integration with a computer or desktop server. For organizations with existing GigE deployment, the SoundPoint IP 670 delivers unobstructed, high-speed access to data and productivity-boosting data and applications. For organizations with plans to migrate to GigE, the SoundPoint IP 670 protects investment in desktop networking.

When equipped with up to three SoundPoint IP Color Expansion Modules, the SoundPoint IP 670 turns into a productivity-enhancing attendant console for attendants to increase call handling capability and to view presence information without the need for a computer.

This chapter contains:

- [Parts List](#)
- [Assembling Your SoundPoint® IP 670 Desktop Phone](#)
- [Features of Your SoundPoint® IP 670 Desktop Phone](#)
- [Before You Use Your SoundPoint® IP 670 Desktop Phone](#)

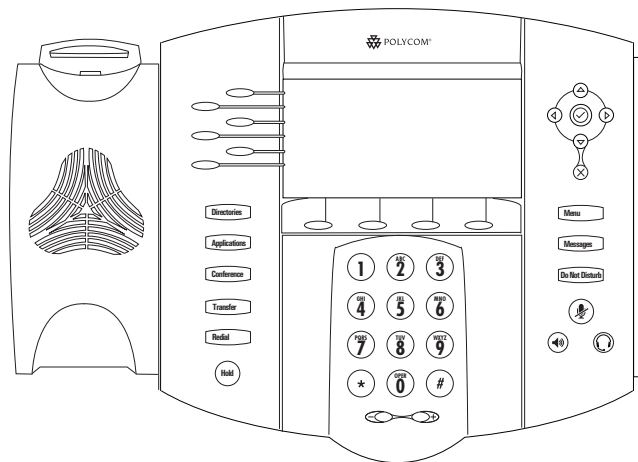
To customize your phone, refer to [Customizing Your SoundPoint® IP 670 Desktop Phone](#) on page 2-1. To read about the phone's basic features, refer to [Using the Basic Features of Your SoundPoint® IP 670 Desktop Phone](#) on page 3-1. To read the phone's advanced features, refer to [Using the Advanced Features of Your SoundPoint® IP 670 Desktop Phone](#) on page 4-1. To add a SoundPoint IP Color Expansion Module to your SoundPoint IP 670 phone, refer to [Using the SoundPoint® IP Color Expansion Module](#) on page 5-1.

If you require additional information or assistance with your new phone, contact your system administrator.

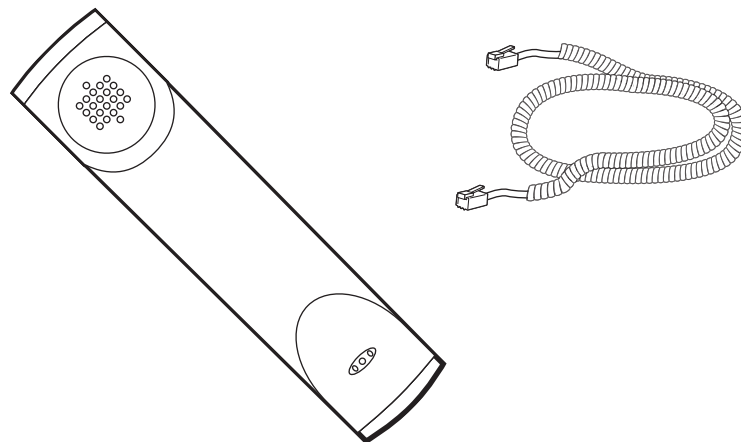
Parts List

The following components are included in your SoundPoint IP 670 phone package:

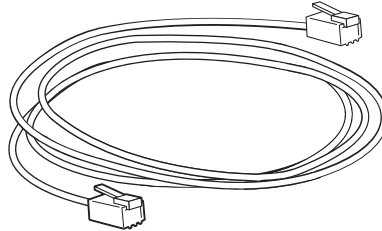
- Polycom SoundPoint IP 670 phone



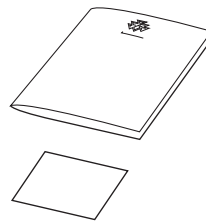
- handset and handset cord



- Phone Base
- Network / Power Cable



- Quick Start Guide and registration card



Check this list before installation to ensure that you have received each item. If you are missing any items, contact your system administrator.

Assembling Your SoundPoint® IP 670 Desktop Phone

This section describes how to assemble your SoundPoint IP 670 phone. These topics include:

- [Connecting Network and Power Source](#)
- [Connecting the Handset and Optional Headset](#)
- [Attaching the Base](#)

If your phone is already assembled, go directly to [Features of Your SoundPoint® IP 670 Desktop Phone](#) on page 1-9.

Connecting Network and Power Source

You have two options for network and power source connections. Your system administrator will advise you on which one to use.

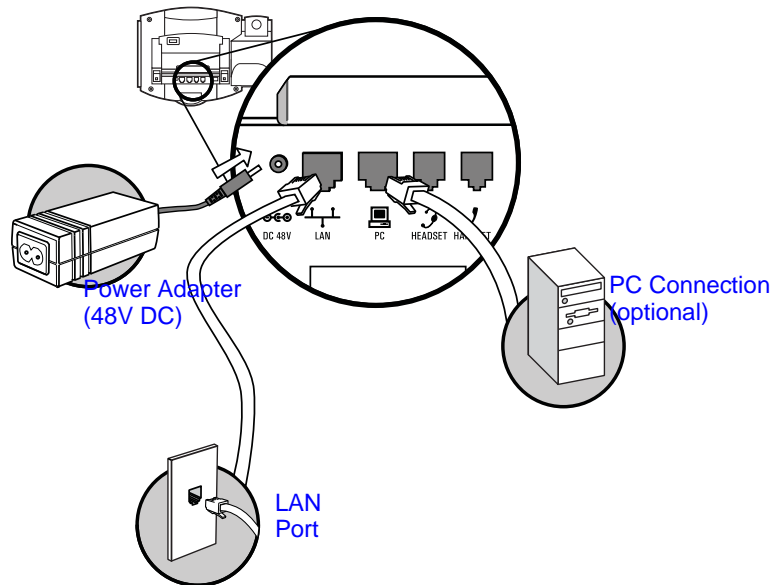
You can use one of the following methods:

- AC power
- Power over Ethernet (PoE)

AC Power

To connect the AC power:

1. Connect the supplied network cable between the LAN jack on the phone and the LAN port on the wall or hub/switch device port.
2. Connect the DC plug on the power adapter to the DC 48V jack marked on the phone.
3. Connect the country-specific AC cord to the power adapter.

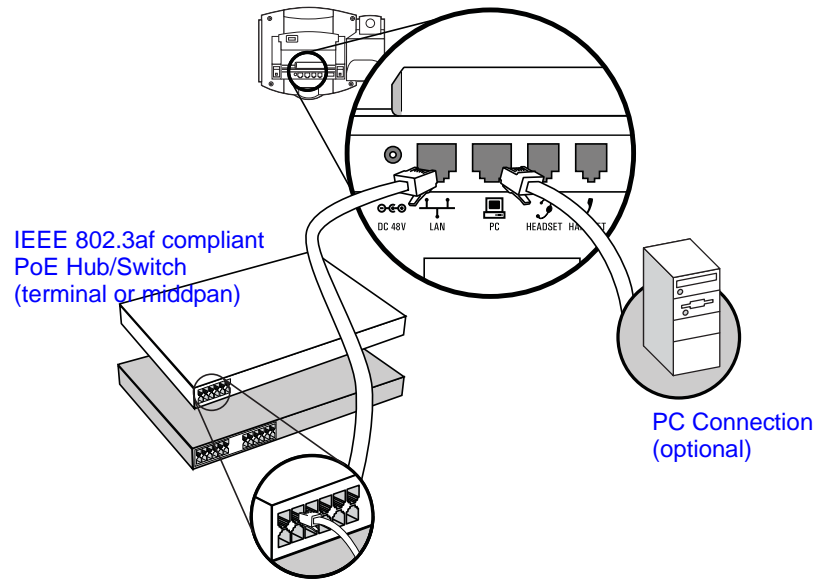


Power over Ethernet

Using a regular CAT5 cable (optional accessory from Polycom), the phone can be powered from a PoE (IEEE 802.3af) compliant switch or hub.

To connect the PoE:

- Plug the supplied network cable between the LAN jack on the phone and an available power and data port on the in-line power switch.

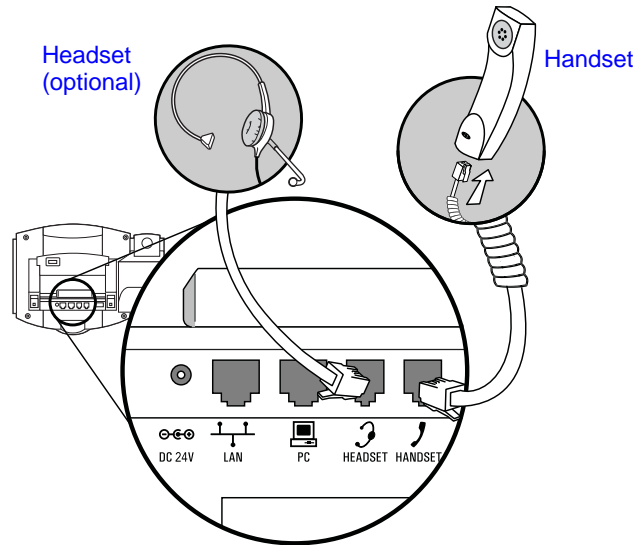


Connecting the Handset and Optional Headset

To connect the handset and optional headset:

1. Connect the short straight end of the phone cord to the handset and the corresponding longer straight end of the cord to the handset jack on the back of the phone.

2. Connect the headset (optional) to the headset jack on the back of the phone.



For information on supported headsets, go to www.polycom.com/support/voice and enter the string "Headset Compatibility List" in the Knowledge Base text box.

Attaching the Base

You can attach the base to the SoundPoint IP 670 phone in one of two ways:

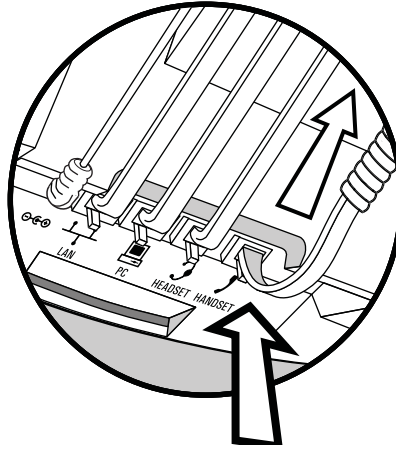
- As a desk mount
- As a wall mount

Note

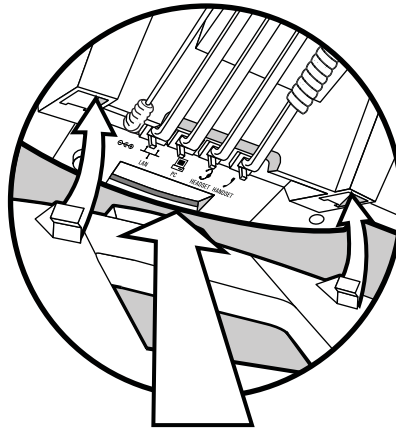
The wall mount is not included in SoundPoint IP 670 package. Contact your system administrator if you require one.

To attach the base as a desk mount:

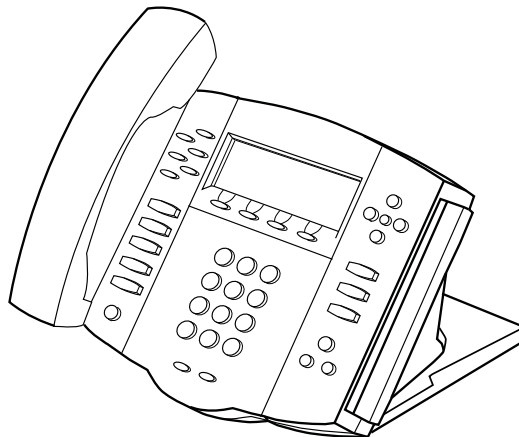
1. Place all cords in the recessed area above the modular jacks.



2. Align the two protrusions on the bracket with their corresponding holes in the phone.

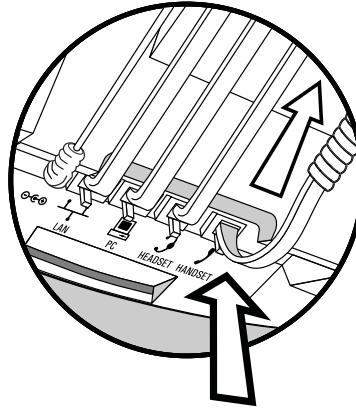


3. Snap them together to lock the base to the phone.

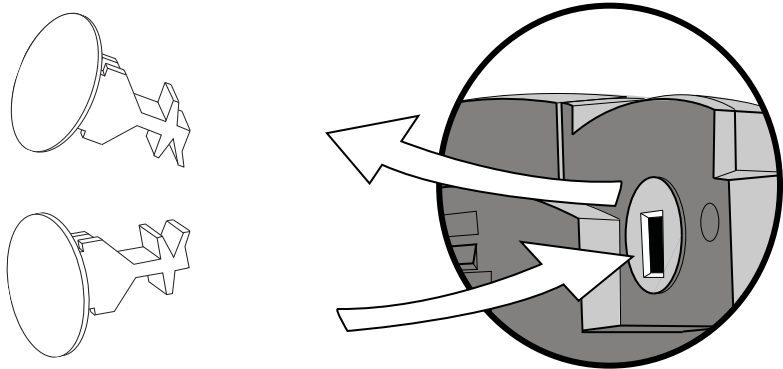


To attach the base as a wall mount:

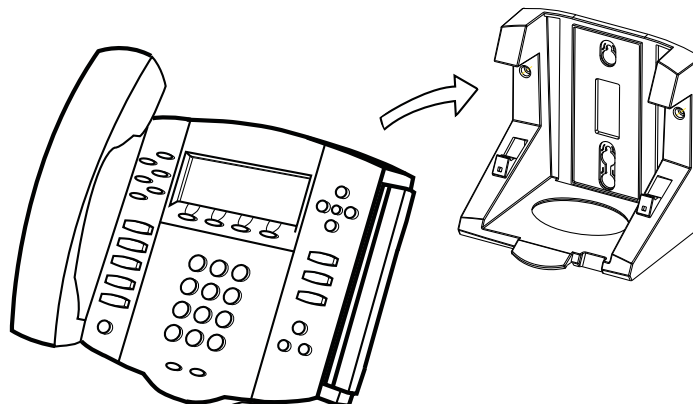
1. Place all cords in the recessed area above the modular jacks.



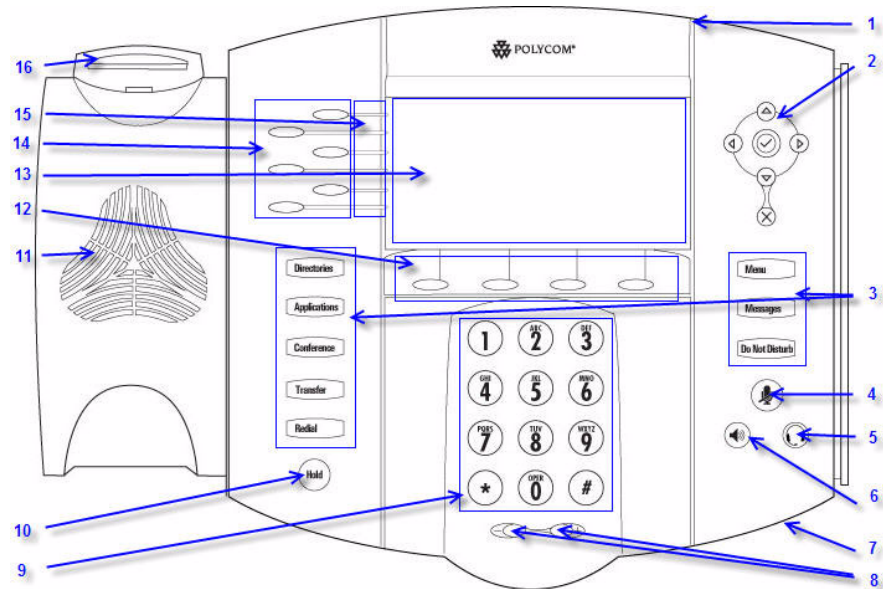
2. On the back of the phone, remove the key located behind the hookswitch and reposition it so that the end tab (at a 45° angle) is facing up.









3. With mounting tab of the base unit facing up, fasten the base unit to the wall mount using wall anchors (not included).








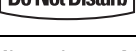








Features of Your SoundPoint® IP 670 Desktop Phone














The features of your SoundPoint IP 670 phone are:

	Item	Description
1	Message Waiting Indicator	Alert for voice and text (instant) messages.
2	Display Control Keys	
	   	Scroll through displayed information.
		Select a field of displayed data.
		Delete displayed data.

	Item	Description
3	Feature Keys	Access important features using these keys.
		Access to local directories and call lists.
		Access to special applications (contact system administrator).
		Allows connection with multiple other parties for a conference.
		Transfer of current call to third party.
		Dials most recently dialed party.
		Access local (your phone) and global (your organization) features.
		Access and manage text and voice messages.
		Cancels ringing and directs incoming calls to your voice mail (if supported).
4	Microphone Mute 	Mutes audio transmission locally during calls and conferences.
5	Headset 	Allows you to place and receive calls through an optionally connected headset.
6	Speakerphone 	Allows for hands-free communication during calls.
7	Hands-free Microphone	Picks up audio during hands-free calls. Place your phone on a hard, flat surface for best results.
8	Volume Keys 	Use these to adjust the volume of the handset, headset, speaker, and ringer.
9	Dial Pad	These 12 keys provide the 10 digits, the alphabetic characters, and special characters available in context-sensitive applications.
10	Hold 	Holds an active call or resumes a held call.

	Item	Description
11	Speaker	For ringer and hands-free audio output.
12	Soft Keys	These keys are automatically labeled to identify their context-sensitive functions.
13	Graphic Display	<p>Shows information about calls, messages, soft keys, time, date, and other relevant data.</p> <ul style="list-style-type: none"> • Caller display information—first party, second party, number of calls • Information display line (in order of precedence highest to lowest) <ul style="list-style-type: none"> • Popup text (for example, network errors) • Do Not Disturb text • Missed call text or second incoming caller display • Prompt text (for example, “Enter number”) • Time and date text (if idle display is not used for time/date display) <p>Associated line icons are described in the following table.</p>
14	Line/Speed Dial Key 	Use these keys to activate up to six lines or speed dials that can be assigned to your phone.
15	Line Indicators	<p>Individual multi-color LEDs display the dynamic call state and remote user status (busy lamp field (BLF) and presence). The mapping is:</p> <ul style="list-style-type: none"> • Solid green—An active call is in progress. • Fast flashing green—There is an Incoming (ringing) call. • Flashing green—The call is held by the other party. • Flashing red—The call is on hold. • Solid red—The line is busy remotely (shared lines)
16	Hookswitch	

Icons associated with the line keys appear on the graphic display and represent:

Icon	Description
	Registered line (solid)
	Registered shared line
	Unregistered line (outline)
	Voice mail/Messages
	Speed dial
	Ringing
	Call in progress with HD Voice
	Call Forward
	Do Not Disturb
	Conference
	Presence/Busy Lamp Field (BLF)



Before You Use Your SoundPoint® IP 670 Desktop Phone

Note

The user interface that appears on your SoundPoint IP 670 phone may differ from what appears in this user guide. You can change the background that appears on your phone. For more information, refer to [Changing the Graphic Display Backgrounds](#) on page 2-9.





Using the Navigation Keys

To navigate through menus and to enter data, these are useful tips:

- To scroll through the lists, use  and .

Note

Press the * key to page up. Press the # key to page down. Use these shortcuts when lists appear on more than one page.

- To move one level down and one level up when menus have submenus, use  and .
- To exit from any menu, press .
- To exit from any directory, press .
- To enter text using the dial pad, press the number keys one or more times.

For example, for 'A' press 2 and for 'C' press 222. When in text entry mode, the title will show whether keys will generate digits (1), upper-case (A), or lower-case (a) characters— use the **1/A/a** soft key to change—and whether keys will generate ASCII, Latin, Cyrillic, Katakana, or Unicode characters— use the **Encoding** soft key to change.

Cleaning the LCD Glass

Clean the glass with a clean lint-free cloth. Fingerprints tend to show up more obviously on the color LCD.

Customizing Your SoundPoint® IP 670 Desktop Phone

You can customize your SoundPoint IP 670 desktop phone by adjusting the setting for time and date, display contrast, and ring type, for example. You can add contacts to the phone's directory manually or from call lists. You can handle incoming calls from different contacts in different ways.

This chapter provides basic operating instructions for customizing your SoundPoint IP 670 phone. This chapter contains instructions on:

- [Configuring Basic Settings](#)
- [Managing Call Lists](#)
- [Managing Contacts](#)
- [Managing Incoming Calls](#)


Some customizations of your SoundPoint IP 670 phone are performed by your system administrator. These include:

- [Supporting Multiple Lines](#)
- [Supporting Multiple Line Keys Per Line](#)
- [Supporting Shared Lines](#)

To read about the phone's basic features, refer to [Using the Basic Features of Your SoundPoint® IP 670 Desktop Phone](#) on page 3-1. To read about the phone's advanced features, refer to [Using the Advanced Features of Your SoundPoint® IP 670 Desktop Phone](#) on page 4-1. To add a SoundPoint IP Color Expansion Module to your SoundPoint IP 670 phone, refer to [Using the SoundPoint® IP Color Expansion Module](#) on page 5-1.

If you require additional information or assistance with your new phone, contact your system administrator.

Configuring Basic Settings

You can configure the following basic settings through use of  :

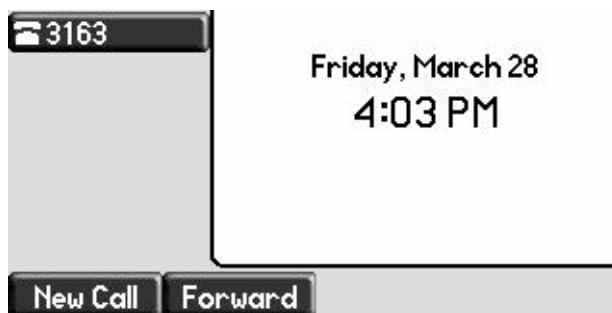
- Appearance of the time and date
- Display contrast
- Backlight intensity
- Headset Memory Mode
- Headset hookswitch selection
- Ring type
- Language support (localization)
- Graphic display background pattern

You can mute the microphone and adjust the volume using separate keys.


Changing the Appearance of Time and Date



The time and date appears on the graphic display of the SoundPoint IP 670 phone. If the phone cannot obtain a time and date from the call server, the display will flash. Contact your system administrator if either the time or date is incorrect.

You have control over the format of the time and date display and can turn the display of time and date off. The default time and date format appears in the following figure.

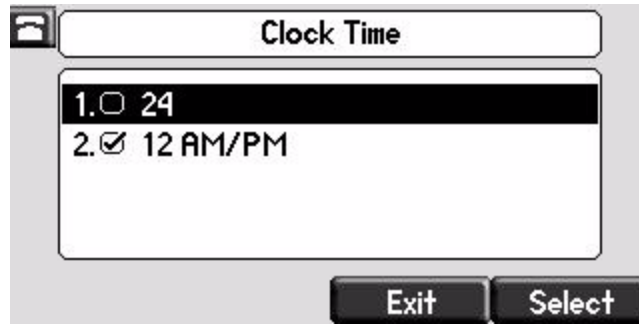



To configure the time and date:

1. Press .
2. Select **Settings > Basic > Preferences > Time & Date**.
3. Select from **Clock Date, Clock Time, Clock Order, or Enable/Disable**.

4. Using  and , scroll through the options under each of these selections.
5. Press the **Select** soft key to confirm your choice.


The following figure shows the Clock Time menu.

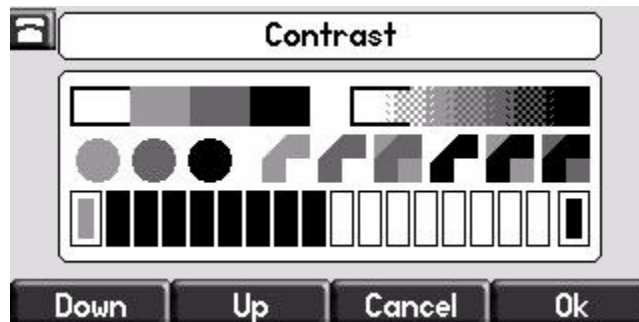


6. Press  to return to the idle display.

Changing the Display Contrast

To adjust the contrast on the display to a comfortable level:

1. Press .
2. Select **Settings > Basic > Contrast**.




3. Press the **Up** or **Down** soft keys to increase or decrease the display contrast.

Note

You can also use the volume keys to increase or decrease the display contrast.

4. Press the **Ok** or **Cancel** soft keys to accept or cancel changes.

5. Press  to return to the idle display.

Changing the Backlight Intensity

Backlight intensity on the SoundPoint IP 670 phone has three modes:

- Backlight On
- Backlight Idle
- Dim

You can modify the Backlight On intensity and the Backlight Idle intensity separately. You can select high, medium, low, and off levels for both.

You can also modify the maximum backlight intensity.

If you have attached one or more SoundPoint IP Expansion Modules to your SoundPoint IP 670 and you find that the backlight levels between them are incompatible, you can modify the maximum backlight intensity on a unit-by-unit basis. This allows you to match all Expansion Module backlights to an overall consistent level. For more information, refer to [Using the SoundPoint® IP Color Expansion Module](#) on page 5-1.

Dim mode intensity is determined by the Backlight On intensity and the Backlight Idle intensity together as follows:

Backlight On Intensity	Backlight Idle Intensity	Dim Intensity
off	off	off
low	dimmer than low	low
medium	dimmer than medium	medium
high	off	medium
high	low	medium
high	medium	medium
high	high	high

The Backlight On mode turns on for following events:


- Any key press
- Hookswitch release
- Incoming calls
- Ending a call, holding a call, resuming a call by the other party
- A voice or instant message received

If you do not press any keys on the phone, after 20 seconds of the backlight turning on, the backlight dims (or changes) to medium in the following cases:



- A call is in progress
- A call is on hold
- There is an incoming call (ringing)
- There is an outgoing call (ringing back)
- Any menu shows on the display

In all other cases, the mode changes to Backlight Idle.

To modify the backlight intensity:

1. Press  .
2. Select **Settings > Basic > Backlight Intensity**.
3. Select **Backlight On Intensity**.





4. Use  or  to select high, medium, low, or off, and then press the **Select** soft key.

The default level is medium.

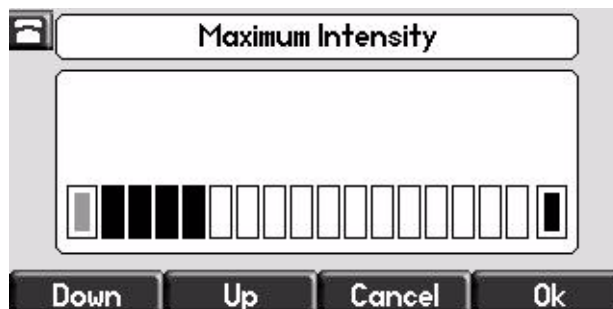
5. Select **Backlight Idle Intensity**.




6. Use  or  to select high, medium, low, or off, and then press the **Select** soft key.

The default level is low.

7. Select **Maximum Intensity**.






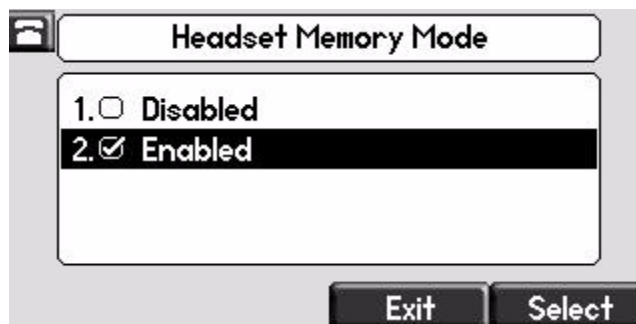
8. Press the **Up** or **Down** soft keys to increase or decrease the backlight intensity.
9. Press the **Ok** or **Cancel** soft keys to accept or cancel changes.
10. Press  to return to the idle display.


Changing the Headset Memory Mode

This feature is especially useful for permanent or full-time headset users.

To permanently enable the Headset Memory Mode:

1. Press .
2. Select **Settings > Basic > Preferences > Headset... > Headset Memory...**
3. Use  or  to select Enabled, and then press the **Select** soft key.




4. Press  to return to the idle display.

Repeat steps 1 to 4 to select Disabled and turn Headset Memory Mode off.

To activate Headset Memory Mode:

>> Press  twice.

The flashing headset icon on the graphic display or a flashing headset key indicates that the headset mode is activated. Pressing  or the **Answer** soft key to receive a call will now connect to your headset automatically.




Selecting the Correct Headset for Electronic Hookswitch

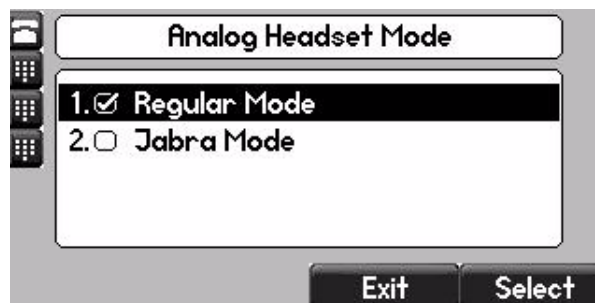
This feature allows you to answer your phone when you are using a headset.




For information on supported headsets to provide electronic hookswitch features for placing, answering, and ending calls, go to www.polycom.com/support/voice and enter the string "Headset Compatibility List" in the Knowledge Base text box.

To select a headset that supports electronic hookswitch:

1. Press .
2. Select **Settings > Basic > Preferences > Headset > Analog Headset Mode**.
3. Use  or  to select your headset, and then press the **Select** soft key.








4. Press  to return to the idle display.

Selecting the Ring Type


You can select different ring types to distinguish lines or to distinguish your phone from your neighbor's phone. You can set distinctive incoming ringing tones for contacts in your local directory.

To change the incoming ring type:

1. Press .
2. Select **Settings > Basic > Ring Type**.
3. (Optional.) If multiple lines are configured on your phone, first select the line to change from the list using the  and .
4. Use  and  to select the desired ring type.

Press the **Play** soft key to hear the selected ring type.



5. Press the **Select** soft key to change to the selected ring type.
6. Press  to return to the idle display.


Note

If you configure your SoundPoint IP 670 phone for silent ring, press the ringing Line key or the **Answer** soft key to answer the call. If your handset is off hook, the call is routed to the handset. If your handset is on hook, the call is routed to the speaker.

Changing the Language


Many languages are supported by the SoundPoint IP 670 phone.

To change the language:

1. Press .
2. Select **Settings > Basic > Preferences > Language**.

3. Use  and  to scroll through the list of available languages.




4. Press the **Select** soft key when the desired language is highlighted.
Text that appears on the graphic display will change to the language of your choice.
5. Press  to return to the idle display.



Changing the Graphic Display Backgrounds

You can change the picture or design displayed on the background of the graphic display. A default background displays when the phone starts up (shown below). For more information on selections, contact your system administrator.



To change the graphic display background:

1. Press .
2. Select **Settings > Basic > Preferences > Backgrounds**.

3. Use  and  to select the desired background.


Press the **Preview** soft key to see the selected background.




Note

When previewing the backgrounds, only the phone's display is updated. The Expansion Module's display is updated only when the new background is selected.

4. Press the **Select** soft key when the desired background is highlighted.

5. Press  to return to the idle display.


Muting the Microphone

During a call, press . The Message Waiting Indicator turns red and a microphone on the graphic display indicates that the other party (or parties) cannot hear you.

Microphone Mute applies to all modes: Handset, Headset, and Hands-free Speakerphone. You can still hear all other parties while mute is enabled.

To turn off Microphone Mute, press  again.

Adjusting the Volume

Press  to adjust receiver volume during a call. Pressing these keys in the idle state adjusts the ringer volume.

Note

To conform to regulatory requirements, handset and headset volume will return to a preset level after each call, but your system administrator can change this. Hands-free Speakerphone volume settings will be maintained across calls.

Managing Call Lists

Your phone maintains local lists of missed, received, and placed calls is maintained by the phone (up to 100 for each list).

Press **Directories** followed by **Call Lists > Missed Calls, Received Calls, or Placed Calls** as desired. The following shows a Placed Calls list.



Manage the call list by doing the following:

- To edit the dial string if necessary, select the **Edit** soft key.
- To return the call, select the **Dial** soft key.
- To return to the previous menu, select the **Exit** soft key.

For additional choices, press the **More** soft key followed by:

- To view information about the call, select the **Info** soft key.
- To store the contact to the Contact Directory, select the **Save** soft key.
- To delete the call from list, select the **Clear** soft key.

Press **Directories** to return to the idle display.

Note

Press the **Right** arrow key from the idle display to access the Placed Calls list. Press the **Left** arrow key from the idle display to access the Received Calls list. Press the **Down** arrow from the idle display to access the Missed Calls list. You can use these shortcuts while placing calls or performing transferring and conferencing functions.

Note

You can manually clear the call lists. They are automatically cleared when you restart the phone. For more information, refer to [Restarting Your Phone](#) on page 4-18.

Managing Contacts

You can store a large number of contacts in your phone's local contact directory. Contact your system administrator for the exact number.

You can dial or search for a contact in this directory. You may be able to add, edit, and delete contacts.




You may have access to your corporate directory through your phone. Your system administrator determines which contacts you have access to. You can place calls to contacts in your corporate directory. You may be able to add contacts from the corporate directory to your local contact directory.

Adding Contacts

You can add a contact manually, from a call list, or from your corporate directory.

Adding Contacts Manually

To add a contact to the local contact directory manually:

1. Press  .
2. Select **Contact Directory**.
3. Press the **More** soft key.
4. Press the **Add** soft key.

5. Enter first and/or last name of the contact from the keypad.

Use the **1/A/a** soft key to select between numeric and upper/lower case alphanumeric modes.

Use the **Encoding** soft key to access special characters in other languages.

6. Enter a contact number.

This is a required field and it must be unique (not already in the directory).

7. (Optional.) Change the Speed Dial Index field.

It is automatically assigned to the next available index value.

For more information, refer to [Assigning Speed Dial Keys](#) on page 3-25.

8. (Optional.) Change the Ring Type and Divert Contact fields.

These fields may be left blank.

For more information on setting the Ring Type field, refer to [Distinguishing Calls](#) on page 2-19.


For more information on diverting contacts, refer to [Diverting Calls](#) on page 2-20.

9. (Optional.) Change the Auto Reject, Auto Divert, Watch Buddy, and Block Buddy fields.

Use and to switch between Enabled and Disabled settings.

For more information on setting the Auto Reject field, refer to [Rejecting Calls](#) on page 2-19. For more information on setting the Watch Buddy and Block Buddy fields, refer to [Managing Buddies](#) on page 4-6.

10. Press the **Save** or **Cancel** soft keys to accept or cancel changes.

11. Press  to return to the idle display.

Adding Contacts From Call Lists



To add a contact to the local contact directory from a call list:

1. Do one of the following steps:

– Press  .

Select **Call Lists > Missed Calls**, **Received Calls**, or **Placed Calls** as desired.


– Press , , or  to access the desired call list.

2. Use  and  to scroll through the list to find the contact.

You can also use the * key to Page Up and the # key to Page Down.

3. Press the **More** soft key, and then the **Save** soft key to save the contact in the phone's directory.



4. Press  to return to the idle display.

Note

You may want to go to the local contact directory to check whether the contact was saved correctly and to add missing fields.

Adding Contacts From Corporate Directory

To add a contact to the local contact directory from the corporate directory:

1. Press  .

2. Select **Corporate Directory**.

3. Search for the contact.

Refer to [Searching For a Contact](#) on page 2-17.

4. Press the **View** soft key.


The contact's information appears on the graphic display.



5. Press the **Save** soft key to save the contact in the local contact directory.




"Entry saved" appears on the graphic display. Only the first name, last name, and phone number are saved.

If the contact already exists in the contact directory, "Entry already exists" appears.

6. Press  to return to the idle display.

Editing Contacts

To edit a contact in the local contact directory:

1. Press .
2. Select **Contact Directory**.
3. Use  and  to scroll through the list to find the contact.
You can also use the * key to page up and the # key to page down.
4. Press the **Edit** soft key

5. Make the desired changes.



6. Press the **Save** or **Cancel** soft keys to accept or cancel changes.
7. Press **Directories** to return to the idle display.

Note

You can also edit a contact associated with a speed dial key. Pressing and hold that speed dial key, and then follow steps 5 to 7 above.

Deleting Contacts



To delete a contact from the local contact directory:

1. Press **Directories**.
2. Select **Contact Directory**.
3. Use **Up** and **Down** to scroll through the list to find the contact.
You can also use the * key to page up and the # key to page down.
4. Press the **More** soft key twice, and then the **Delete** soft key.
The contact is deleted from the directory.
5. Press **Directories** to return to the idle display.

Placing a Call to a Contact


To place a call to a contact in the local contact directory:

1. Press **Directories**.
2. Select **Contact Directory**.

3. Use  and  to scroll through the list to find the contact.
You can also use the * key to page up and the # key to page down.
4. Press the **Dial** soft key.

Searching For a Contact

To search for a particular contact in the local contact directory:

1. Press .
2. Select **Contact Directory**.
3. Press the **More** soft key, and then the **Search** soft key.
4. Using the dial pad, enter the first few characters of the contacts's first or last names.



5. Press the **Search** soft key again to search the contacts.
You can dial any successful matches from the resulting information on the graphic display.



To search for a particular contact in the corporate directory:

1. Press .
2. Select **Corporate Directory**.

Note

When you first access the corporate directory, the message "Directory update in progress" appears momentarily. Then the corporate directory entries appear. If no corporate directory entries appear, review your search criteria. Your criteria may be set to exclude all corporate directory entries.

3. Search for the contact in one of the following ways:

- a Use  and  to scroll through the list to find the contact.
You can also use the * key to page up and the # key to page down.
- b Press the **Search** soft key, then enter the first few letters or numbers of the first name, last name, or any other parameter displayed in the list.



Press the **Submit** soft key.

- c Using the dial pad, enter the first few characters of the contacts's last name.

The characters that you enter appear on the second line of the graphic display.



The entries whose last name begin with the characters that you entered (or are alphabetically next to the characters that you entered) appear on the graphic display.

Managing Incoming Calls

You can distinguish incoming calls from contacts in your directory by setting up distinctive rings, sending them directly to your voice mail, or by transferring them directly to another party.

Distinguishing Calls

You can customize your phone so that you can distinguish different parties by ring type.

Note

This feature is local to the phone, and may be overridden by your organization's settings. For more information, contact your system administrator.

To set a distinctive ring type for a particular contact:

1. Press **Directories**.
2. Select **Contact Directory**.
3. Use **△** and **▽** to scroll through the list to find the contact.
You can also use the * key to page up and the # key to page down.
4. Press the **Edit** soft key, and then scroll to the Ring Type field.



5. Enter the number corresponding to one of the ring types available.
For more information, refer to [Selecting the Ring Type](#) on page 2-8.
6. (Optional.) To remove an existing value, press **▶** followed by **⊗**.
7. Press the **Save** or **Cancel** soft keys to accept or cancel changes.
8. Press **Directories** to return to the idle display.



Rejecting Calls

You can customize your phone so that incoming calls from a particular party are immediately sent to your voice mail.



Note

Rejecting calls is not available on shared lines.

To send incoming calls from a particular contact directly to voice mail:

1. Press **Directories**.
2. Select **Contact Directory**.
3. Use  and  to scroll through the list to find the contact.
You can also use the * key to page up and the # key to page down.
4. Press the **Edit** soft key, and then scroll to the Auto Reject field.





5. Use  and  to select Enabled.
6. Press the **Save** or **Cancel** soft keys to accept or cancel changes.
7. Press **Directories** to return to the idle display.

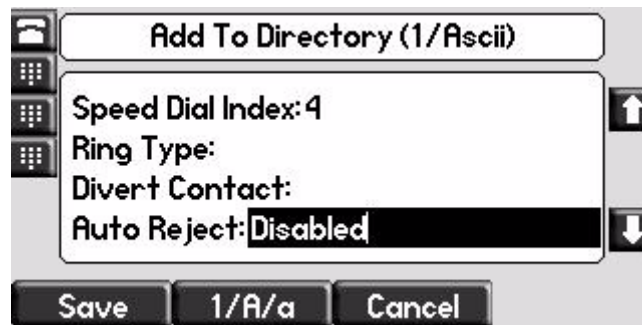
Diverting Calls




You can customize your phone so that incoming calls from a particular party are transferred directly to a third party.

To divert incoming calls from a particular contact:

1. Press **Directories**.
2. Select **Contact Directory**.
3. Use  and  to scroll through the list to find the contact.
You can also use the * key to page up and the # key to page down.

4. Press the **Edit** soft key, and then scroll to the Divert Contact field.



5. Enter the number of the party to whom you want to divert the call.
6. Scroll to the Auto Divert field.
7. Use  and  to select Enabled.
8. Press the **Save** or **Cancel** soft keys to accept or cancel changes.
9. Press  to return to the idle display.

System Customizations

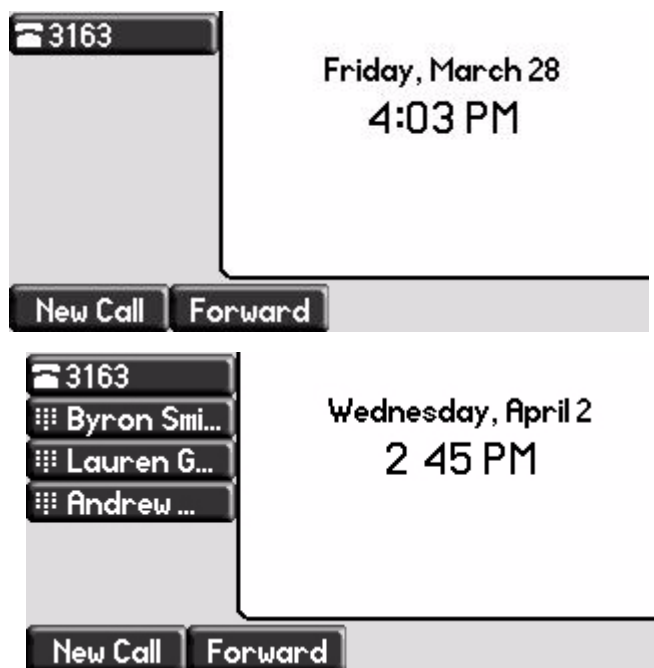
The following section details how your system administrator can customize your SoundPoint IP 670 phone.

Supporting Multiple Lines

Your SoundPoint IP 670 SIP phone can support up to 34 lines with or without a SoundPoint IP Color Expansion Module. For more information, refer to [Using the SoundPoint® IP Color Expansion Module](#) on page 5-1.

Typically, the top-most Line Key is reserved for the principal directory number (DN) of the phone.

Depending on how your phone is configured, the display could resemble one of the following:



Supporting Multiple Line Keys Per Line

Each line on the phone can be configured to have more than one Line Key associated with it. This enhances call visualization and simplifies call handling. If this is the case, the display could resemble the following figure:

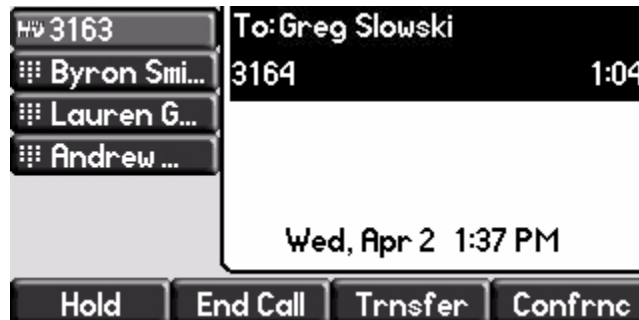


Incoming calls to this line will be distributed evenly among the available Line Keys. Similarly, outgoing calls will be distributed.

Your phone can be configured to have a combination of lines with a single Line Key and lines with multiple Line Keys.

Supporting Shared Lines

Your SoundPoint IP 670 SIP supports shared lines. A shared line is indicated by a different line icon. In the following figure, the line 6721 is private and the line 6723 is shared.



If two phones share a line, an incoming call to that number will cause both phones to ring. The call can be answered on either phone but not both.

Calls on shared lines can be transferred, put on hold, or added to a conference.

Note

Shared lines are an optional feature and may not be supported on your particular system. For more information, contact your system administrator.

Note

Call Forwarding is not available on shared lines.

Do Not Disturb (DND) on shared lines disables the ringing option only. The visual indication is still in place.

Using the Basic Features of Your SoundPoint® IP 670 Desktop Phone

Your SoundPoint IP 670 desktop phone is designed to be used like a regular phone on a public switched telephone network (PSTN). You can place calls, transfer a call to someone else, or conduct a conference call.

At any time, at most one active call may be in progress on your phone. The active call is the one that has audio associated with it. There may be multiple other calls:

- On hold
- In an “Incoming call” or “Ringing” state

This chapter provides basic operating instructions for the SoundPoint IP 670 phone. This chapter contains instructions on:

- [Placing Calls](#)
- [Answering a Call](#)
- [Ending a Call](#)
- [Redialing a Number](#)
- [Putting a Call on Hold](#)
- [Setting Up a Conference](#)
- [Transferring a Call](#)
- [Forwarding Calls](#)
- [Enabling Do Not Disturb](#)
- [Assigning Speed Dial Keys](#)
- [Using Voice Mail](#)

To customize your phone, refer to [Customizing Your SoundPoint® IP 670 Desktop Phone](#) on page 2-1. To read about the phone’s advanced features, refer to [Using the Advanced Features of Your SoundPoint® IP 670 Desktop](#)

[Phone](#) on page 4-1. To add a SoundPoint IP Expansion Module to your SoundPoint IP 670 phone, refer to [Using the SoundPoint® IP Color Expansion Module](#) on page 5-1.

If you require additional information or assistance with your new phone, contact your system administrator.



Placing Calls

You can place a call in many ways using your SoundPoint IP 670 phone:

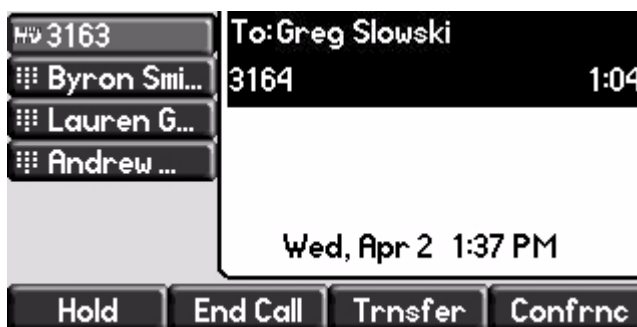
- Using the handset
- Using the speakerphone
- Using the headset

You can also dial the number first, and then choose the method you will use to speak to the other party.

You can search the local contact directory or the corporate directory and dial from the search results page.

During a call, you can alternate between Handset, Headset, or Hands-Free Speakerphone modes by pressing the  or  keys, or picking up the handset.

Call duration on an active call is monitored through a local call timer. This is visible within the active call window on the graphic display. In the figure below, the call to Greg Slowski has lasted 1 minute and 4 seconds.



To place a call using the handset:

1. Do the following steps in any order:
 - Pick up the handset.
 - Dial the desired number using the dial pad.

**Note**



You can also dial using the SIP URL or IP address. To obtain the IP address of your phone, press the **Menu** key followed by **Status > Platform > Phone**. The IP address is listed together with other phone information. For example, 10.3.0.42, sip: jane@polycom.com.

Press the **URL** soft key and enter the URL or IP address. Use * for "." and # for "@". Then press the **Send** soft key to complete the call.

Support for SIP URL or IP address calling may be disabled. Contact your system administrator.


To place a call using Hands-Free Speakerphone mode:**Note**

If "Handsfree mode disabled" appears on the graphic display after you press the speakerphone key, your system administrator has disabled the speakerphone on your phone.

1. Do one of the following steps:
 - With the handset on-hook, press , or the **New Call** soft key to obtain a dial tone.
Dial the desired number using the dial pad.
 - With the handset on-hook, dial the desired number using the dial pad.
Press , or the **Dial** soft key.

To place a call using the headset:

1. Do one of the following steps:

- With the optional headset connected, press  or the **New Call** soft key to obtain dial tone.

Press .

Dial the desired number using the dial pad.

- With the optional headset connected, dial the desired number using the dial pad.

Press .

Note

To permanently enable your headset, refer to [Changing the Headset Memory Mode](#) on page 2-6.

Answering a Call

When you are not in another call, you can answer a call in three ways:

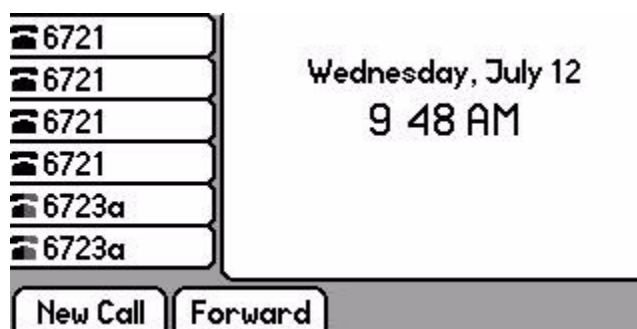
- Using the handset
- Using the speakerphone
- Using the headset

The steps for answering an incoming call when you are in another call are different if your phone is configured for:

- A single Line Key per line



- Multiple Line Keys per line



If your phone is configured with multiple call appearances, refer to [Using Multiple Call Appearances](#) on page 4-1 for instructions on how to answer a call.

Note

You can ignore incoming calls by pressing the **Reject** soft key (for private lines) or the **Silence** soft key (for shared lines) or **Do Not Disturb** during ringing. The Do Not Disturb mode stays active when the call is dropped and will remain so until toggled off.

You can forward incoming calls may be forwarded by pressing the **Forward** soft key. For more information, refer to [Dynamic Forwarding](#) on page 3-23.

When your SoundPoint IP 670 phone is configured for silent ring, press the ringing Line key or the **Answer** soft key to answer the call. If your handset is off-hook, the call is routed to the handset. If your handset is on-hook, the call is routed to the speaker.

Answering When Not in Another Call

In all cases, the active call will appear on the graphic display showing call duration and destination.

To answer a call using the handset:

>> Pick up the handset.


To answer a call using Hands-Free Speakerphone mode:

Note


If “Handsfree mode disabled” appears on the graphic display after you press the speakerphone key, your system administrator has disabled the speakerphone on your phone.


>> Do one of the following steps:

- Press .

- With the handset on-hook, press  opposite the incoming call (where the line status indicator is flashing green).
- Press the **Answer** soft key.

To answer a call using the headset:

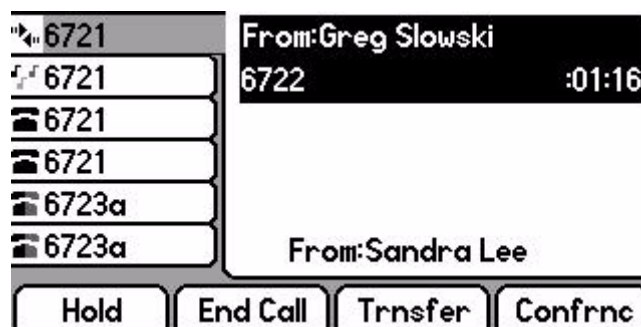
>> Press  to answer the call through an optionally connected headset.

If Headset Memory Mode is activated, press  or the **Answer** soft key.

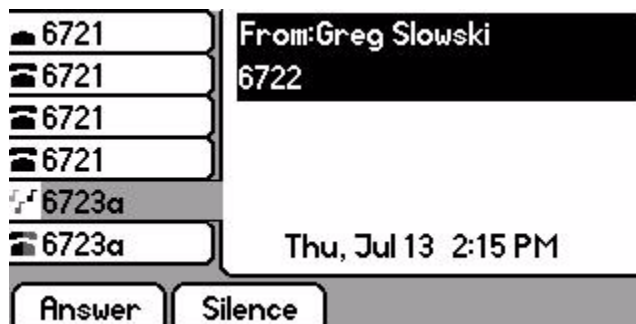
Answering When in Another Call

You are busy on an active call and a second incoming call arrives on the same phone number.

- If your phone is configured for a single Line Key per line:
 - The second call may cause a call waiting tone to be played and you see the second call appearance. Caller information for the incoming call appears on the graphic display.
- If your phone is configured for multiple Line Keys per line:
 - The second call may cause a call waiting tone to be played, the second Line Key indicator to fast flash green, and an incoming call icon appears. Caller information for the second Line Key appears on the bottom line of the graphic display.



- If your phone is configured for shared lines:
 - The second call may cause a call waiting tone to be played, the second Line Key indicator to fast flash green, and an incoming call icon appears on the second Line Key.





Note

If your phone is also configured for shared lines, the **Reject** soft-key is replaced by a **Silence** soft key and there is no **Forward** soft-key. Pressing the **Silence** soft key will stop the ringing for that call.

To answer an incoming call on a line configured for a single Line Key:

>> Do one of the following steps:

- Press  or the **Hold** soft key to put the original call on hold.
- Press  to access the new call.

Soft key labels are updated on the display showing **Answer**, **Reject**, and **Forward**.

Answer the incoming call.

This places the original call on hold and refreshes the soft key labels.

Note


You can forward incoming calls by pressing the **Forward** soft key. For more information, refer to [Dynamic Forwarding](#) on page 3-23.

To answer an incoming call on a line configured for multiple Line Keys:

>> Do one of the following steps:

- Answer the call by pressing  associated with the second incoming call.

The first call is put on hold and the second call is answered.

- Press  or the **Hold** soft key to put the original call on hold.

Soft key labels are updated on the display showing **Answer**, **Reject**, and **Forward**.


Answer the incoming call.

This places the original call on hold and refreshes the soft key labels.

Note

You can forward incoming calls by pressing the **Forward** soft key. For more information, refer to [Dynamic Forwarding](#) on page 3-23.

To answer an incoming call on a shared line:



1. Answer the incoming call.
2. Press  or the **Hold** soft key.

Anyone on another phone configured to use the same shared line may take the call by selecting the Line Key associated with the on hold call (represented by a flashing red LED).

Ending a Call

To end a call:

>> Do one of the following steps:

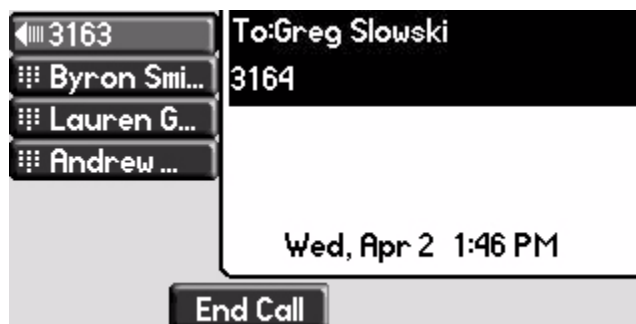
- Press the **EndCall** soft key.
- Replace the handset.
- Press  if in Hands-free Speakerphone Mode, or  if in Headset Mode.

Redialing a Number

To redial the last call placed from your phone:



>> Press  .

A call to your last placed call is attempted.



To redial a previously placed call:

1. Do one of the following steps:

- Press  from the idle display to access the Placed Calls list, and then scroll through the list to find the specific call.
- Press  and select **Call Lists > Placed Calls**, and then scroll through the list to find the specific call.




2. Press the **Dial** soft key.


Note

These steps also apply to the Missed Calls and Received Calls lists.

Putting a Call on Hold

During a call, press  or the **Hold** soft key. The hold icon will display as the line indicator.





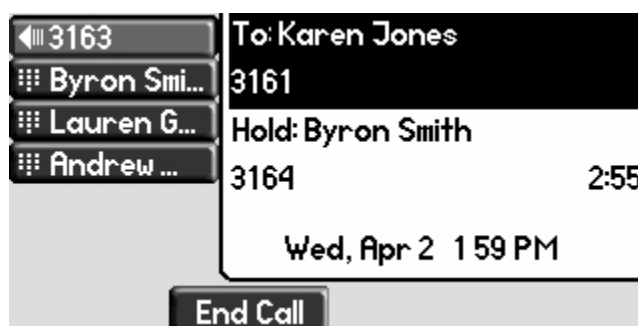
Press  again or the **Resume** soft key to retrieve the call. The registered line icon appears as the line indicator.

Note

The Hold feature typically generates music or a beeping tone. Therefore, avoid putting a conference call on hold.

Multiple Calls on Hold

If multiple calls are on hold on a single Line Key, use  and  to switch between the calls, then press the **Resume** soft key to retrieve the desired call.



If more than two calls are on hold on a single Line Key, an indication appears on the graphic display, for example "2/3", indicating that this is the second call out of three calls.

If calls are on hold on more than one Line Key, you can view the details of the calls on any Line Key by pressing that Line Key and holding it down for more than two seconds. If a Line Key is depressed for less than a second, the first call on hold on that Line Key will be retrieved.

Setting Up a Conference

You can create a conference with other parties using the phone's local conference feature. You can create a conference at any time between an active call and a call on hold (on the same or another line) by pressing the **More** and **Join** soft keys. The conference management feature allows you to view all parties in a conference call. You can also add, hold, remove, and mute individual parties from one screen on the graphic display.

Note

The conference management feature is an optional feature and may not be supported on your particular system. For more information, contact your system administrator.

This section provides the following step-by-step instructions:

- [Setting Up Conference Calls](#)
- [Managing Conferencing Calls](#)
- [Adding Parties to Conference Calls](#)
- [Joining Conferences](#)
- [Splitting Conference Calls](#)
- [Ending Conferencing Calls](#)

Setting Up Conference Calls

To set up a conference call:

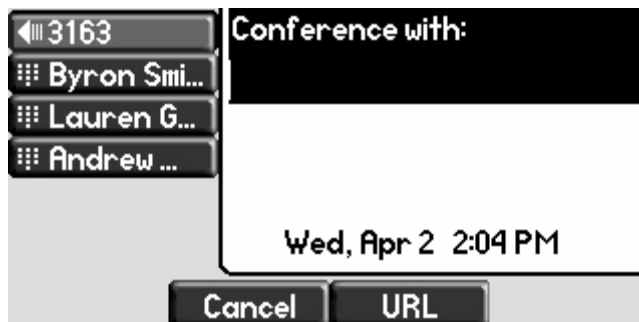
1. Call the first party.

Note

You can either dial the phone number directly or search for the number in the Contact Directory or Call Lists. For more information, refer to [Placing Calls](#) on page 3-2, [Searching For a Contact](#) on page 2-18, or [Managing Call Lists](#) on page 2-11.

2. Press **Conference** or the **Confrnc** soft key to create a new call.

The active call is placed on hold.



Note

If configured for single key-press conferences, all conference participants hear the dial tone and ringback when the conference host places a call to a new party.

3. Call the second party.
4. When the second party answers, press **Conference** or the **Confrnc** soft key again to join all parties in the conference.



Note

If configured for single key-press conferences, you do not need to press the **Confrnc** soft key again.

5. Press **Conference** or the **Confrnc** soft key to add another party to the conference.

The first and second party are put on hold.

Note

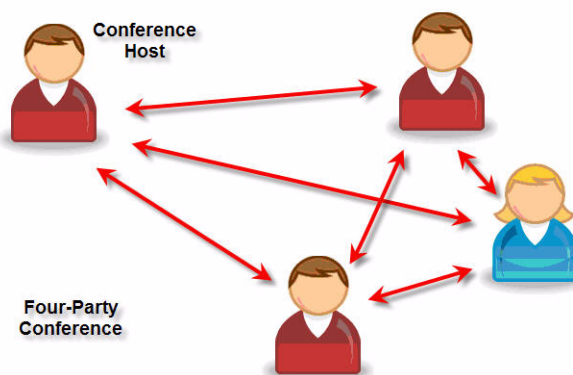
If configured for single key-press conferences, all conference participants hear the dial tone and ringback when the conference host places a call to a new party.

6. Call the third party.
7. After the third party answers, press **Conference** or the **Confrnc** soft key again to join all parties in the conference.

Note

If configured for single key-press conferences, you do not need to press the **Confrnc** key again.

A conference similar to this one will now exist.



8. Repeat steps 5 to 7 until you have added all intended parties.

Managing Conferencing Calls**To manage a conference call:**

You are currently in a conference call.



1. Press the **Manage** soft key.

The Manage Conference page appears.



Press the **More** soft key to see the **Remove**, **Info**, and **Back** soft keys.

Press the **Info** soft key to view more information about the selected party.

Press the **Back** soft key to exit the conference management feature.

2. Do one of the following steps:

- To add a new party, press the **Add** soft key.

Call another party as you would using **Conference** or the **Confrenc** soft key (outside the conference management feature). The other parties are put on hold.

After the new party answers, press **Conference** again to join all parties in the conference.

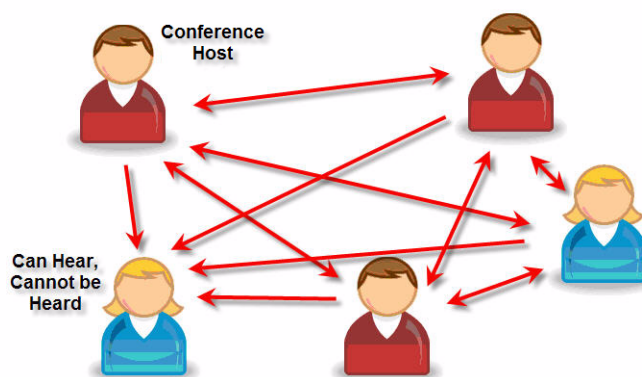
Note


The **Add** soft key appears only if you can add more parties to the conference call. The maximum number of parties allowed in a conference call is configured by your system administrator. The default value is three. For more information, contact your system administrator.

- To mute a party, select the party, then press the **Far Mute** soft key.



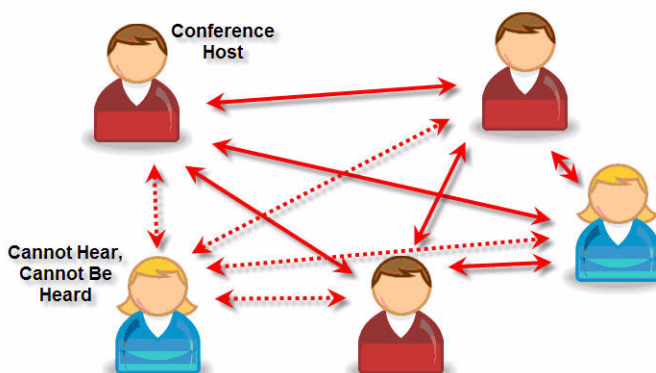
The muted party can hear all parties, but no party can hear the muted party.




If you press  instead of the **Far Mute** soft key, all other parties can hear each other, but they cannot hear you.

Press the **UnMute** soft key to un-mute the party.

- To put a party on hold, select the party, then press the **Hold** soft key. The held party cannot hear any parties and no party can hear the held party.



Press the **Resume** soft key to return the party to the conference.

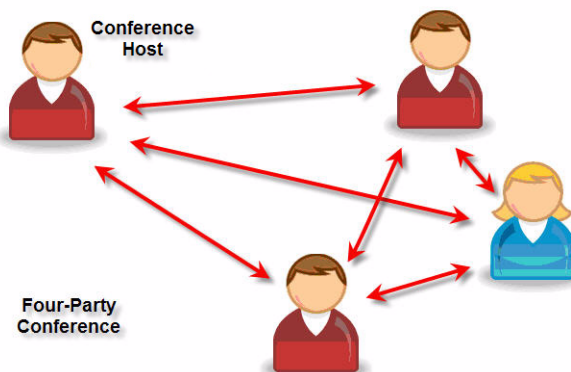
If the held party presses  on their phone, the party will still be held within the conference even if you press the **Resume** soft key.


- To remove a party from the conference, press the **Remove** soft key. The party is removed from the list of participants on the Manage Conference screen and from the conference. You can add the party back into the conference by pressing the **Add** soft key (refer to the first optional step above).

Adding Parties to Conference Calls

To add a party to a conference call using the Join soft key:

Previously you set up a conference call between a number of parties.

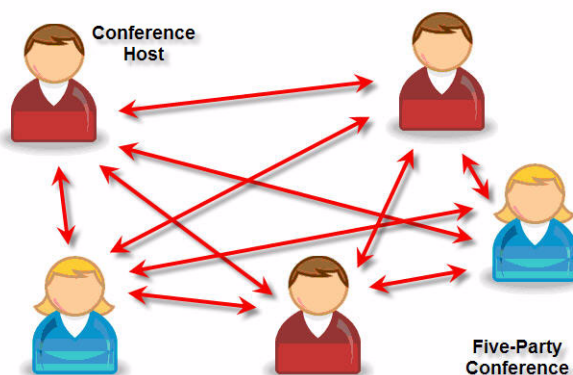


1. From the Manage Conference page, press  or the **Hold** soft key.
The other parties in the conference call are put on hold.

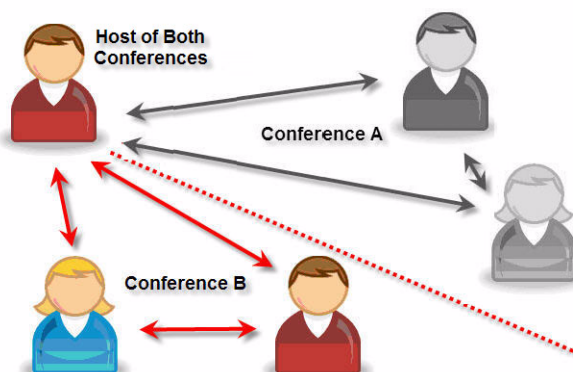
Note

If configured for local conference hold, the other parties in the conference call can continue to speak with each other while you place the new call.

2. Press the **New Call** soft key.
3. Place a call to a new party.
4. After the new party answers, press the **Join** soft key.
All parties in the conference call can now hear each other.

**Joining Conferences****To join two conferences:**

Previously you set up two separate conference calls between a number of parties. Only one conference can be active at a time.



1. From the idle display, press the **Join** soft key.

Both conferences are joined into a single five-way conference.

Splitting Conference Calls

To split a conference call:

- >> From the idle display, press the **More** soft key, and then press the **Split** soft key to split the conference.

All calls are split into individual calls and put on hold.

Ending Conferencing Calls

To end a conference call:

- >> From the idle display, press the **End Call** soft key or hang up.

The other parties will continue to be connected.

Transferring a Call

A call can be transferred in one of three ways:

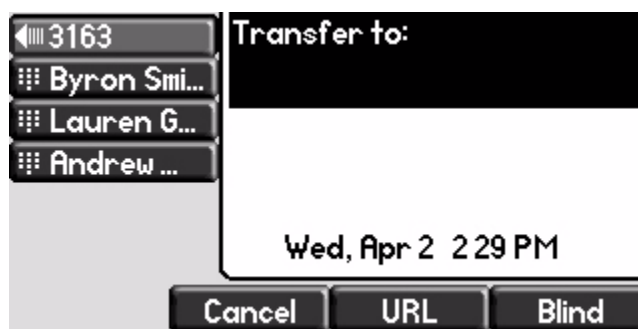
- Consultative transfer – The party to whom you want to transfer the call answers their phone before you transfer the call or hang up. You can consult with them before completing the transfer.
 - [Performing a Consultative Transfer](#) on page 3-19.
- Blind transfer – The call is automatically transferred after you dial the number of the party to whom you want to transfer the call.
 - [Performing a Blind Transfer](#) on page 3-20.
- Attended transfer – The parties are automatically connected to each other after you exit the conference.
 - Set up a conference call and then end your participation. For more information, refer to [Setting Up a Conference](#) on page 3-11.

Performing a Consultative Transfer

To transfer a call:

1. During a call, press **Transfer** or the **Transfer** soft key.

The active call is placed on hold.



2. Do one of the following steps:
 - Enter the number to which you want to transfer the call.
 - Press **Directories**, and then select **Contact Directory**. Use **Up** and **Down** to access the number, and then press the **Dial** soft key.
 - Press **Directories**, and then select **Corporate Directory**. Search for the contact, and then press the **Dial** soft key.
 - Press **Directories**, and then select **Call Lists**, select the appropriate list. Use **Up** and **Down** to access the number, and then select the **Dial** soft key.
 - Press **Left**, **Right**, or **Down** to access the desired call list, and then use **Up** and **Down** to access the number. Then select the **Dial** soft key.

3. As soon as the ring-back sound is heard or after the party answers, press

Transfer

or the **Trnsfer** soft key to complete the transfer.



You can talk privately to the party to which you are transferring the call before the transfer is completed.

If you are using a handset, the transfer can be completed by putting the handset on the cradle.

You can cancel the transfer before the call connects by pressing the **Cancel** soft key.

Performing a Blind Transfer

To perform a blind transfer:

1. During a call, press **Transfer** or the **Trnsfer** soft key.
2. Press the **Blind** soft key.



3. Do one of the following steps:
 - Enter the number to which you want to transfer the call.
 - Press **Directories**, and then select **Contact Directory**. Use **△** and **▽** to access the number, and then select the **Dial** soft key.

- Press **Directories**, and then select **Corporate Directory**. Search for the contact, and then press the **Dial** soft key.
- Press **Directories**, and then select **Call Lists**. Select the appropriate list, use **△** and **▽** to access the number, and then select the **Dial** soft key.

At this point, the call is connected to the number to which you are transferring them.

Forwarding Calls

You can configure your phone so that all incoming calls are forwarded to another party (static forwarding). You can also forward calls while the phone is ringing (dynamic forwarding).

You can forward all incoming calls to another party while Do Not Disturb is enabled on your phone. For more information, contact your system administrator.

Note

Call Forwarding is not available on shared lines.

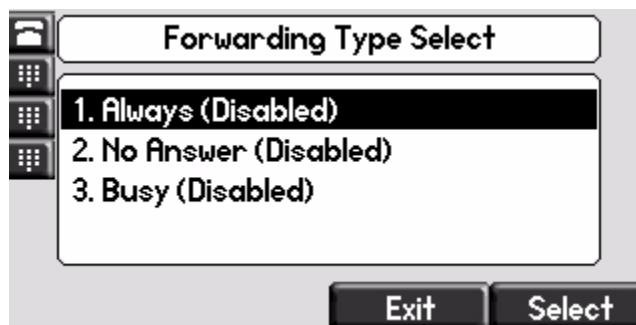
This feature is local to the phone, and may be overridden by call server settings. For more information, contact your system administrator.





Static Forwarding

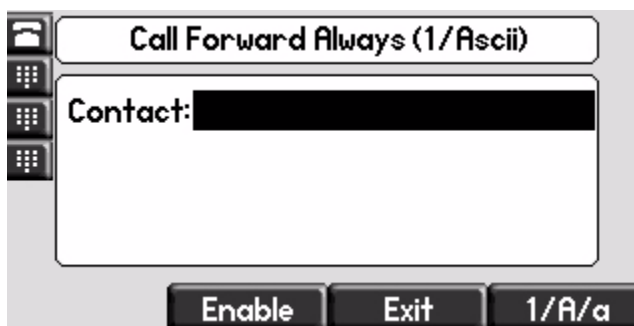
To forward all incoming calls to another party:

1. Do one of the following steps:

- Press **Menu** and select **Features > Forward...**
- From the idle display, press the **Forward** soft key.



2. (Optional.) If multiple lines are configured on your phone, select the line to forward from the list using  and .
3. Using  and , select the forwarding type you want to change and then press the **Select** soft key. The options are:
 - **Always** – For all incoming calls.
 - **No Answer** – When you do not answer the call.
 - **Busy** – When you are already in a call.
4. Do one of the following:
 - If you selected **Always**, enter a number to forward all future incoming calls to.

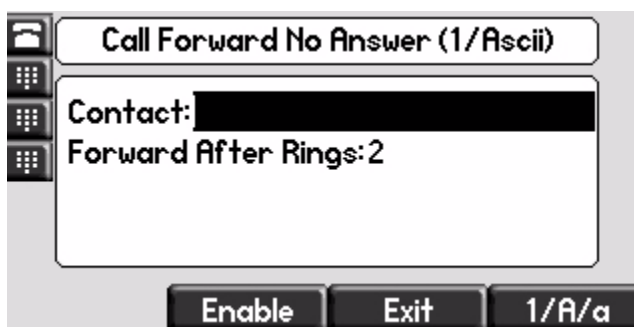


Call Forward Always (1/Ascii)

Contact: [Redacted]

Enable Exit 1/A/a

- a If you selected **No Answer**, enter a number to forward all unanswered incoming calls to and how many rings to wait before forwarding (one ring is approximately six seconds). A value of 2 is recommended.



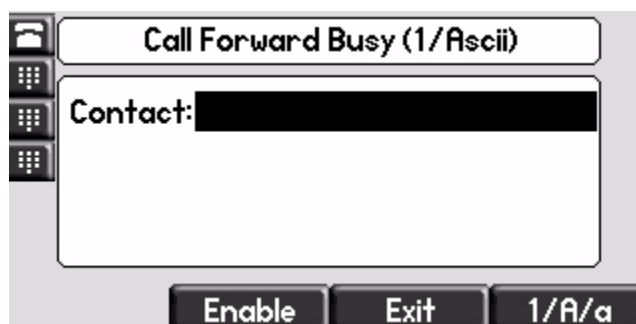
Call Forward No Answer (1/Ascii)

Contact: [Redacted]

Forward After Rings: 2

Enable Exit 1/A/a

- b** If you selected **Busy**, enter a number to forward all future incoming calls to when you are already in another call.



Note

You can also enter the SIP URL or IP address. For more information on using a SIP URL or IP address, refer to the instructions for using the handset in [Placing Calls](#) on page 3-2.


- 5.** Select the **Enable** soft key to confirm call forwarding.



Select the **Exit** soft key to cancel any changes.



The idle display shows a moving arrow as the line label to confirm call forwarding is enabled.

To disable call forwarding:

- 1.** Do one of the following steps:

- Press  and select **Features > Forward...**
- From the idle display, press the **Forward** soft key.

- 2.** (Optional.) If multiple lines are configured on your phone, select the line to forward from the list using  and .

- 3.** Using  and , select the forwarding type you want to change and then press the **Select** soft key.

- 4.** Press the **Disable** soft key to turn off call forwarding.

The idle display returns and the regular icon appears as the line indicator.

Dynamic Forwarding

To forward an incoming call to another party:

- 1.** With the phone ringing, press the **Forward** soft key.

2. Enter a number to forward the incoming call to.
3. Press the **Enable** soft key.

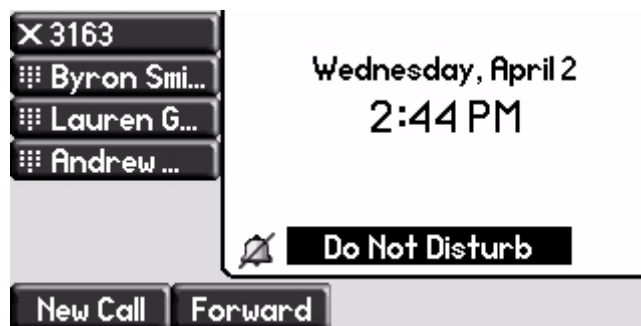
The incoming call is forwarded to the other party. If call forwarding is disabled, all future calls will not be forwarded and forwarding will remain disabled.

Enabling Do Not Disturb

Note

This feature is local to the phone, and may be overridden by call server settings. For more information, contact your system administrator.

Press **Do Not Disturb** to prevent the phone from ringing. A flashing icon and text on the graphic display indicate that Do Not Disturb is enabled.



Calls received while Do Not Disturb is enabled are logged in the Missed Calls list unless configured to be forwarded to another party by your system administrator.

To disable Do Not Disturb, press **Do Not Disturb** again.

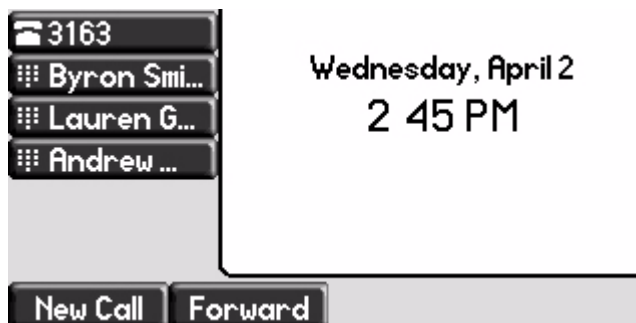
Multiple Lines and Do Not Disturb

If multiple lines are configured on your phone, Do Not Disturb can be set on a line-by-line basis from the list using **Up** and **Down** arrow keys. For more information, contact your system administrator. When Do Not Disturb is enabled for a particular line, a flashing "X" displays beside the line indicator.

Assigning Speed Dial Keys

You can associate contacts with Line Keys for single touch dialing of frequently used numbers. Speed Dial entries are consecutively placed next to assigned Line Keys on the phone. When a new entry is added to the Contact Directory, it is automatically assigned the next available speed dial index.

For example, in the figure below, press the fourth Line Key to dial Andrew.






Note

Press the **Up** arrow key from the idle display to access the Speed Dial Index list. You can use this shortcut to perform transferring and conferencing functions.




Assigning New Speed Dial Keys

To add or edit a speed dial index for an existing contact:


1. Press .
2. Select **Contact Directory**.
3. Use  and  to scroll through the list to find the contact.
You can also use the * key to page up and the # key to page down.



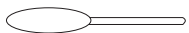
4. Do one of the following steps:
 - Enter the next available speed dial index.

- Delete the existing speed dial index by using  followed by , and then enter a new speed dial index.
- Press and hold an unassigned .

The next available speed dial index will be assigned automatically.


5. Press the **Save** or **Cancel** soft keys to accept or cancel changes.
6. Press  to return to the idle display.

To assign a new speed dial key:

1. Press and hold an unassigned .
A new empty entry in the contact directory is automatically opened allowing contact information to be added.
2. Press the **More** soft key.
3. Press the **Add** soft key.
4. (Optional.) Enter first and/or last name of the contact from the keypad.
Use the **1/A/a** soft key to select between numeric and upper/lower case alphanumeric modes.
Use the **Encoding** soft key to access special characters in other languages.
5. Enter a contact number.
The number must be unique (not already in the directory).
6. Change the Speed Dial Index field.
The index can be any value between the next available index value and the maximum (value of 9999).



Polycom recommends that you assign speed dial index values consecutively. For example, if you assign the third Line Key to the speed dial index value “2”, assign the fourth Line Key to the speed dial index value “3”.

7. Press the **Save** or **Cancel** soft keys to accept or cancel changes.
8. Press  to return to the idle display.

Using Voice Mail

Note

Voice mail is an optional feature configured on the call server and may not be supported on your particular system. For more information, contact your system administrator.


Screen options may vary with your application. Voice mail may be accessible with a single key press. Contact your system administrator about this option.

You can access voice mail messages from your phone. Your voice mail is saved in a centralized location.

Your phone indicates the presence of new voice mail messages by a flashing Message Waiting Indicator LED on the front of the phone and a visual notification on the graphic display. If the phone is configured for multiple lines, an individual line indicator icon indicates voice mail messages on that line.

A stutter dial tone in place of normal dial tone indicates that one or more voice messages are waiting at the message center.

To listen to voice messages:

1. Press  .
2. Follow voice or visual prompts on the graphic display to retrieve your messages.

If multiple lines are configured on your phone, select the line to retrieve messages from.

Using the Advanced Features of Your SoundPoint® IP 670 Desktop Phone

This chapter provides operating instructions for the advanced features of the SoundPoint IP 670 desktop phone. The topics include:

- [Using Multiple Call Appearances](#)
- [Using Text Messaging](#)
- [Using Buddy Lists](#)
- [Recording a Call](#)
- [Playing Back a Recorded Call](#)
- [Restarting Your Phone](#)

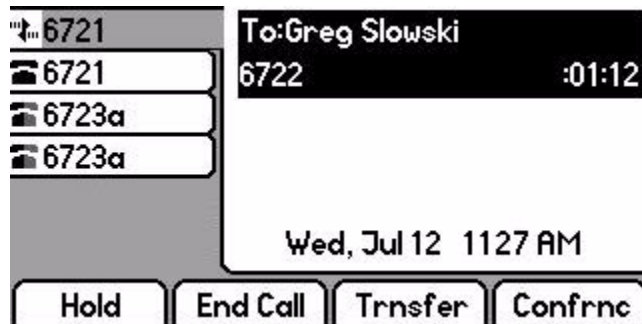
To customize your phone, refer to [Customizing Your SoundPoint® IP 670 Desktop Phone](#) on page 2-1. To read about the phone's basic features, refer to [Using the Basic Features of Your SoundPoint® IP 670 Desktop Phone](#) on page 3-1. To add a SoundPoint IP Color Expansion Module to your SoundPoint IP 670 phone, refer to [Using the SoundPoint® IP Color Expansion Module](#) on page 5-1.

If you require additional information or assistance with your new phone, contact your system administrator.

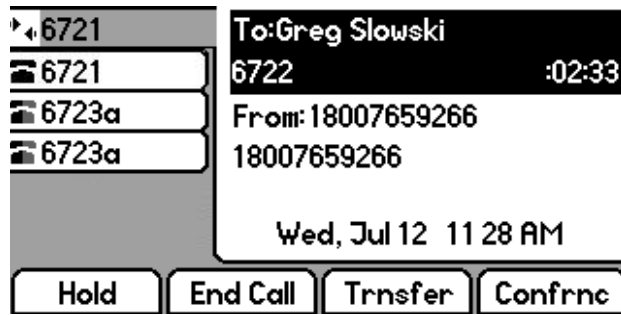
Using Multiple Call Appearances

Your system administrator can configure each line on the phone can be configured to have one or more call appearances. More than one call appearance is useful if there is an active call and an incoming call arrives on the same line.

For example, the first figure shows extension 6721 in an outbound call with 6722.





The second figure shows an incoming call from 1-800-765-9266.



To answer an incoming call when configured for multiple call appearances:

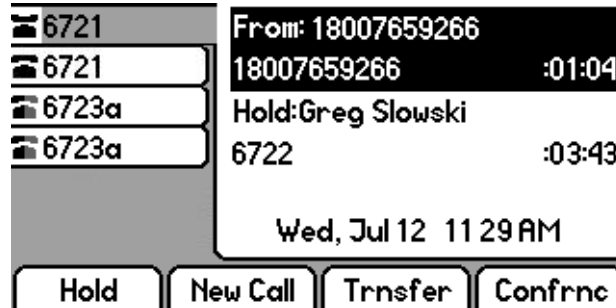
>> Do one of the following steps:

- Press  or the **Hold** soft key to put the original call on hold.
- Press  to access the new call.


Soft key labels are updated on the display with **Answer**, **Reject**, and **Forward**.

Answer the incoming call.

This places the original call on hold and refreshes the soft key labels as indicated in the following figure.



If more than two call appearances are in use, two will appear on the display and the total number will be indicated by a counter at the bottom right corner of the display. For example "2/3" indicates that the highlighted call is the second one out of a total of three.

You can also place another outbound call on the same first line. Press  during the first call and press the **NewCall** soft key to obtain dial tone for a second call.

Using Text Messaging

You can send and receive text messages using your phone. Text messaging is supported in real-time. Your phone indicates text messages by a flashing Message Waiting Indicator LED on the front of the phone and optionally a visual notification on the graphic display.

To read text messages:

1. Do one of the following steps:

— Press  .

Select **Instant Messages**.



Note

Screen options may vary with your application. Text messaging may be accessible with a single key press. Contact your system administrator about this option.


- Press .

Select **Features > Messages > Instant Messages**.

- Press the **InstMsg** soft key to read a new message.

2. (Optional.) If multiple lines are configured on your phone, use  and  to select the line to retrieve messages from.

The first message received displays last.

3. Press the **Next** or **Prev** soft keys to cycle through messages in order.
4. Press the **More** soft key to access the **Delete**, **Reply**, and **New** soft keys.
5. Press  to return to the idle display.

To send a text message:

1. Do one of the following steps:

- Press .



Select **Instant Messages**.

Note

Screen options may vary with your application. Text messaging may be accessible with a single key press. Contact your system administrator about this option.

- Press .

Select **Features > Messages > Instant Messages**.

2. (Optional.) If multiple lines are configured on your phone, use  and  to select the line to retrieve messages from.

3. Press the **New** soft key.
4. Enter the desired number.


Use the **1/A/a** soft key to alternate between numeric and upper/lower case alphanumeric modes.

Note

You can also enter the SIP URL or IP address. For more information on using a SIP URL or IP address, refer to the instructions for using the handset in [Placing Calls](#) on page 3-2.

5. Press the **Ok** soft key.
6. Do one of the following steps:
 - To choose from various pre-scripted short messages, press the **Select** soft key.
 - To compose a custom message, press the **Edit** soft key.

Use dial pad keys to cycle through the character set. Use keys 1, *, 0, and # to select special characters.

7. Press the **Send** soft key.
8. Press  to return to the idle display.

Using Buddy Lists

A buddy list is a list of users/devices whose status or “presence” you can monitor. Users update their presence setting (for example, “Be right back”, “Busy”, or “Out to lunch”), and you can view their status in real-time from your phone.

Your phone can “watch” the status of up to 8 other phones or 48 buddies. These other phones form your “buddy list”. The status of your buddies is displayed and updated in real time. Your phone can be “watched” by up to 8 other phones.

If your SoundPoint IP 670 phone is configured to work with Microsoft Live Communications Server 2005, the behavior of the presence setting and buddy lists is different. For more information, contact your system administrator.

Presence

To view and change your presence settings:

1. Do one of the following steps:

- Press  .

Select **Features > Presence > MyStatus**.

- Press the **MyStat** soft key.



2. Use or to scroll through the list, and then press the **Select** soft key to select your new status.

This affects information sent to phones watching you.

Presence information will also be sent to watching phones when you go off-hook or enable Do Not Disturb.

Managing Buddies

Note







The instructions in this section do not apply if your call server is Microsoft Live Communications Server 2005. In that case, refer to the following section, [Integrating With Microsoft Live Communications Server 2005](#).

To add or delete a contact from your buddy list:

1. Press .
2. Select **Contact Directory**.
3. Use and to scroll through the list to find the contact.
You can also use the * key to page up and the # key to page down.
4. Press the **Edit** soft key and scroll down to the Watch Buddy fields.
5. Use and to enable or disable the Watch Buddy field.
When Watch Buddy is enabled, the contact is added to your buddy list.
When Watch Buddy is disabled, the contact is removed from your buddy list.

The default for Watch Buddy is Disabled.
6. Press the **Save** or **Cancel** soft keys to accept or cancel changes.
7. Press to return to the idle display.

To block or unblock a contact from your buddy list:

1. Press .
2. Select **Contact Directory**.
3. Use  and  to scroll through the list to find the contact.
You can also use the * key to page up and the # key to page down.
4. Press the **Edit** soft key and scroll down to the Block Buddy fields.
5. Use  and  to enable or disable the Block Buddy field.
When Block Buddy is enabled, the contact cannot watch your phone.
When Block Buddy is disabled, the contact can watch your phone.
The default for Block Buddy is Disabled.
6. Press the **Save** or **Cancel** soft keys to accept or cancel changes.
7. Press  to return to the idle display.

Integrating With Microsoft Live Communications Server 2005



Your system administrator can configure your phone to work with Microsoft Live Communications Server 2005 and communicate with others using Microsoft Office Communicator and Windows Messenger. From your phone, you can invite, join, control, and monitor integrated multipoint audio and video conferences.

Any contact you add through your buddy list will appear as a contact in Microsoft Office Communicator and Windows Messenger. Any contact you add as a contact in Microsoft Office Communicator and Windows Messenger will appear in your buddy list.






To view and change your presence, refer to [Presence](#) on page 4-5.

For more information, contact your system administrator.

To add a contact to your buddy list:


1. Press , then select *Features > Presence > Buddy Status*.
2. Press the **More** soft key.
3. Press the **Add** soft key.
4. Enter the number of the contact.
5. Press the **Submit** soft key.
6. Press  to return to the idle display.

To view and change your privacy list:

1. Press .
2. Select **Features > Presence > Buddy Status > Privacy List**.
3. Use  and  to scroll through the list to find the contact.
4. Press the **Edit** soft key.
5. Use  and  to enable or disable the Access field.

When Access is enabled, you allow the contact to see your presence. When Access is disabled, you prevent the contact from seeing your presence.

The default for Access is Disabled.

6. Press  to return to the idle display.

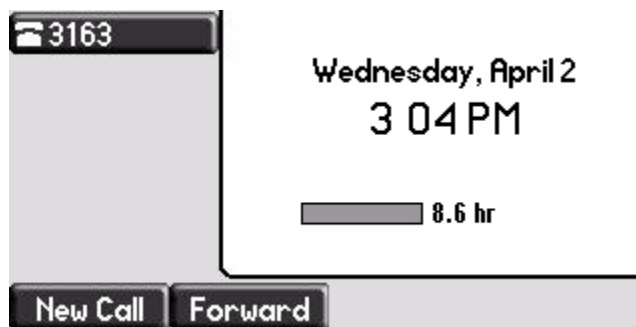
For more information on contacting buddies, refer to [Placing Calls](#) on page 3-2 or the Microsoft Office Communicator and Windows Messenger documentation.

Recording a Call

Note

Call Recording is an optional feature and may not be supported on your particular system. For more information, contact your system administrator.

If the Call Recording and Playback feature is available, and you plug a removable USB device into the USB port on your SoundPoint IP 670, you can record active calls on your phone. Recordings are stored as **.wav** files on the USB device. You can record up to 4 hours in one file. The approximate time remaining for recording (the free space on the USB device) is shown on the graphic display.




The **Record** soft key controls recording and is available:

- When there are one or more calls connected to your phone (you may need to press the **More** soft key to see it)
- During an active call
- When calls are on hold
- During a consultative transfer or conference call

The **Record** soft key is not available:

- When there are no connected calls on your phone
- When you place a new call (to transfer or to conference)
- When the phone prompts you to answer an incoming call

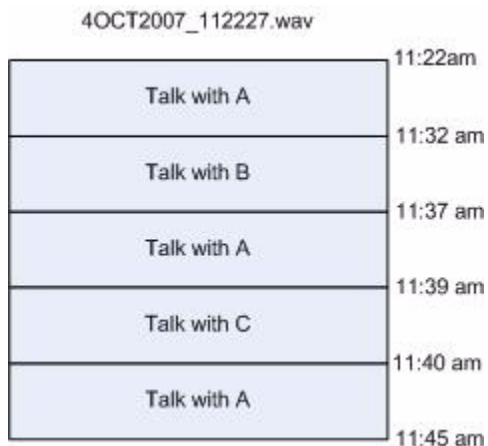
If you put an active call on hold, recording pauses. Recording continues if the called party puts you on hold. Recording stops if all active calls end, no matter who ends the calls.

If you press  while recording, only the called parties are recorded.

Tones and indications (for example, dialing of digits or ringing from another party's phone) that occur before a call connects are not recorded. Local tones and indications (for example, DTMF tones when dialing) are not recorded. However, tones from another party's phone may be recorded.

You can start, pause, resume, and stop recording through the use of soft keys. All active calls that occur on your phone between the time you press the **Start** soft key and the **Stop** soft key are recorded, alternating in the same **.wav** file. For example, you place a call to party A and, after they answer, you start recording on October 4, 2007 at 11:22am. While speaking with party A, you get an incoming call. You put party A on hold and speak with party B. When you finish speaking with party B, you return to speaking with party A. While speaking with party A again, you get another incoming call. You put party A on hold and speak with party C. When you finish speaking with party C, you

return to speaking with party A. You end your call with party A and recording stops. Your conversations with parties A, B, and C are all recorded in the same **.wav** file as follows:



When you plug in the USB device, the message “USB device attached.” appears. When you remove the USB device, the message “USB device removed.” appears.

Note

Wait until the “USB device removed.” message disappears before plugging in another USB device. If you plug in a new USB device before the message disappears, it will not be recognized.

If there is insufficient free space on the USB device when you press the **Start** soft key, recording does not start and the message “USB device is full. Recording cancelled.” appears.

If the USB device becomes full during recording, recording stops and the message “USB device is full. Recording stopped.” appears.

If you remove the USB device during recording, recording stops and the message “USB device removed unsafely. Recording cancelled.” appears.



Polycom recommends that you do not remove the USB device while recording. The file being recorded at that time will be incomplete and cannot be played back later. There is a small probability that the USB device itself may be damaged by this action.

Note

If you plug in your USB device into your SoundPoint IP 670 and the message “Unsupported USB device attached” appears, contact your system administrator about which USB devices are supported.

Note

You may be required by federal, state, and/or local laws to notify some or all called parties when you are recording (either one-party or all-party consent). Specific information about US state requirements can be found at <http://www.rcfp.org/taping/>. Telephone call recording regulations in other countries vary widely. Polycom recommends checking with the local government's telecommunications authority and government legal agencies.

Other information that may be useful can be found at:

- <http://www.fcc.gov/cgb/consumerfacts/recordcalls.html>
- <http://www.privacyrights.org/fs/fs9-wrtp.htm>

This section includes information on:

- [Recording Calls](#)
- [Recording Conferences](#)
- [Pausing and Resuming Recording](#)

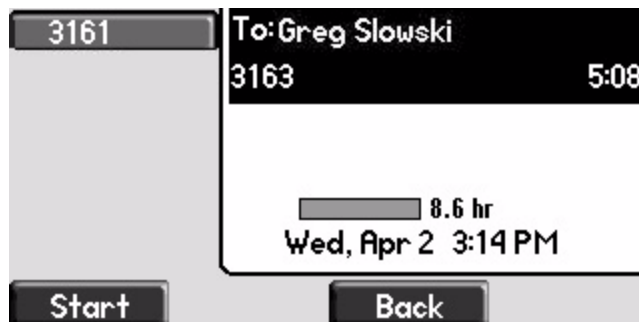
To playback recorded calls, refer to [Playing Back a Recorded Call](#) on page 4-13.

Recording Calls**To record a call:**

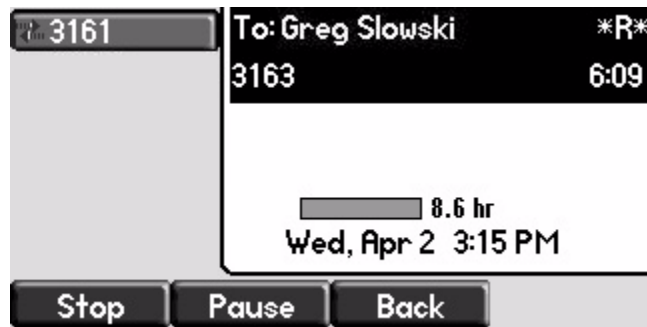
1. During a call, press the **More** soft key.



2. Press the **Record** soft key.



3. To start recording, press the **Start** soft key.




“*R*” appears on the graphic display while the phone records.

If you press the **Back** soft key, you can access the top-level soft keys (for example, **Hold**, **EndCall**, **Transfer**, and **Confrnc**). You must navigate back (using the **More** and **Record** soft keys) to again access the **Stop** and **Pause** soft keys.

4. Stop recording in one of the following ways:
 - Press the **Stop** soft key.
 - Hang-up or end the active call.

Recording Conferences

You can record conference calls in the same way as other calls with the following exceptions:

- All parties in a conference call are recorded. If one of the conference parties presses , they are not recorded.
- When all parties in a conference call are put on hold together, recording is paused. You can place or answer other calls, which will be recorded in the same file. When the conference call is resumed, recording of the conference resumes.

Pausing and Resuming Recording

You can pause recording by pressing the **Pause** soft key. When you press the **Resume** soft key, recording continues with the same .wav file.

To pause a recording:

>> Press the **Pause** soft key.

“*P*” appears when you pause recording.

**To resume a recording:**

>> Press the **Resume** soft key.

“*R*” appears when you restart recording.



Playing Back a Recorded Call


Note





Call Playback is an optional feature and may not be supported on your particular system. For more information, contact your system administrator.



If the Call Recording and Playback feature is available, and a removable USB device is plugged into the USB port of your SoundPoint IP 670, you can play back calls that you recorded on your phone.


You can browse the recorded files, stored as **.wav** files on the USB device. You can also open, rename, and delete the recorded files. If there are no supported **.wav** files on the USB device, the message “Unsupported wav file format.” appears on the graphic display.

You can play, pause, resume, and stop recording through the use of soft keys.

Playback occurs in real time. Pressing  adjusts the volume of the receiver audio during playback.

Playback stops if you press the **Exit** soft key, , , , or .

If the handset is off-hook when you press the **Play** soft key, you will hear audio through the handset. If the handset is on-hook when you press the **Play** soft key, you will hear audio through the speaker. If the handset is on-hook, pressing  is the same as pressing the **Play** soft key, and pressing  again is the same as pressing the **Exit** soft key. If you lift the handset while you are listening through the speaker, you will now hear the audio through the handset.

You cannot start playback while a call is in progress or if you have placed a call. The message “Active call. Action aborted.” appears in either case. If all calls are on hold, you can start playback. If you press  on the selected call or the particular line key for the held call, playback stops and the call resumes.

You cannot place a call while playback is in progress using the dial pad. However, you can place a call using a speed dial key or line key. You can answer calls while playback is in progress (refer to [Answering a Call While Playing Back Recorded Calls](#) on page 4-17).

You can also playback recorded files on other devices, such as a Windows® or Apple® based computer using an application capable of playing **.wav** files.

If an error occurs while playback is in progress, playback stops. If you remove the USB device during recording, recording stops and the message “USB device removed unsafely. Playback cancelled.” appears. If you attach an unsupported USB device, the message “Unsupported USB device attached” appears.



Polycom recommends that you do not remove the USB device while playing back files. There is a small probability that the USB device itself may be damaged by this action.

Note

If you plug in your USB device into your SoundPoint IP 670 and the message “Unsupported USB device attached” appears, contact your system administrator about which USB devices are supported.

This section includes information on:

- [Browsing Recorded Calls](#)
- [Playing Back Recorded Calls](#)
- [Answering a Call While Playing Back Recorded Calls](#)


Browsing Recorded Calls

To browse the recorded files:

1. Press .
2. Select **Features > USB Device... > Browse Files...**





You can rename, delete, or play back the selected .wav file by pressing the **Rename**, **Delete**, or **Open** soft keys.

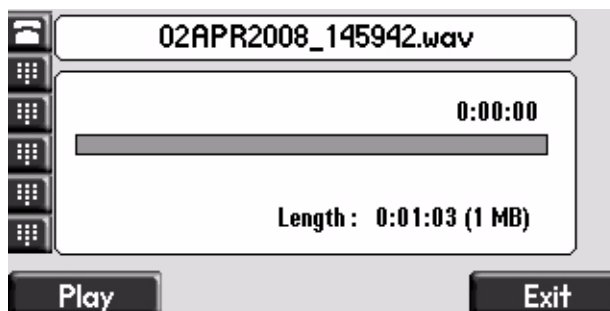
3. Press  to return to the idle display.

Playing Back Recorded Calls

To playback a call:

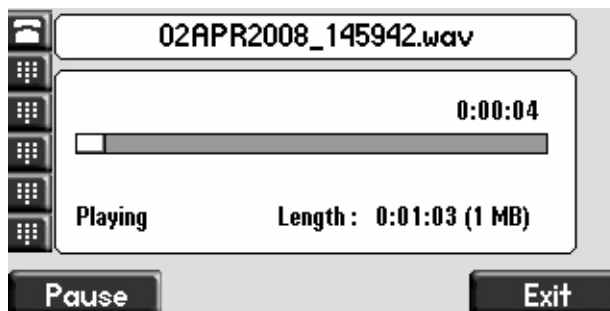
1. Press .
2. Select **Features > USB Device... > Browse Files...**

3. Select the file that you want to play back using  and , and then press the **Open** soft key.



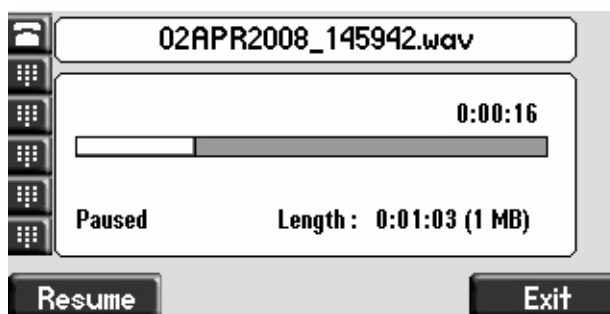
The filename you selected appears on the graphic display. The length of the file (in hours, minutes, and seconds) and the size of the file also appear.

4. Press the **Play** soft key.



“Playing” appears on the graphic display. The position indicator (in hours, minutes, and seconds) above the progress bar changes as the file plays back in real time.


(Optional.) Press the **Pause** soft key to pause the file playback.



(Optional.) Press the Resume soft key to resume playback of the file.

5. Press the **Exit** soft key to stop playing back the file.

To play back the file from the start, refer to step 3.


6. Press  to return to the idle display.


Answering a Call While Playing Back Recorded Calls

You are playing back a file and an incoming call arrives. Playback pauses and the phone rings.

To answer a call using the speakerphone:

>> Do one of the following:

- Press .
- If you were listening to the file through the phone's speaker, press the line key for the incoming call.
- If you were listening to the file through the phone's speaker, press

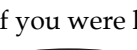
, and then press the **Answer** soft key.

When the call ends, the idle display appears.

To answer a call using the handset:

>> Do one of the following:


- Lift the handset.
If you were listening to the file through the handset, hang up the handset, and then pick it up again.
- If you were listening to the file through the handset, press the line key for the incoming call.
- If you were listening to the file through the handset, press


, and then press the **Answer** soft key.

When the call ends, the idle display appears.

To answer a call using the headset:

>> Do one of the following:

- Press .
- If you were listening to the file through the headset, press the line key for the incoming call.
- If you were listening to the file through the headset, press

, and then press the **Answer** soft key.

Note

If you are using a digital headset with an answer button or an analog headset with a electronic switch, use those to answer the incoming call.

When the call ends, the idle display appears.

If you decide to reject the incoming call, press the **Resume** soft key, and playback will resume. For more information, refer to [Playing Back Recorded Calls](#) on page 4-15.

Restarting Your Phone

Periodically, you may need to restart your phone so your phone can:

- Accept a new configuration
- Accept new software

Note



In the case of problems, it may be possible to restore normal operation of your phone without restarting. Contact your system administrator before attempting to restart your phone.

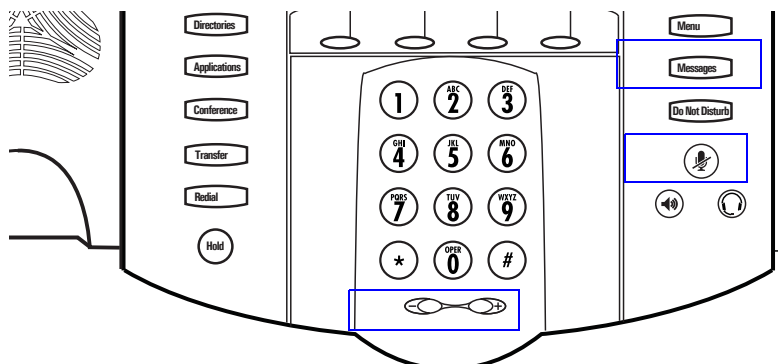
Note


The call lists are automatically cleared when you restart the phone.

To restart the phone:

>> Do one of the following steps:

- Simultaneously press and hold **Messages**, , and  for more than 3 seconds or until you hear a beep.



- Press  , and then select **Settings > Advanced > Restart Phone**.

You must enter your password to access this menu.

The restart process will begin and is complete when the idle display appears.

Using the SoundPoint® IP Color Expansion Module

This chapter provides basic installation and operating instructions and information for obtaining the best performance with the SoundPoint IP Color Expansion Module.

The SoundPoint IP ColorExpansion Module enhances the user interface of the SoundPoint IP 670 desktop phone with a high-resolution graphic display and 14 Line Keys that you can automatically configure as a line, call appearance, speed dial, or busy lamp field. You can connect up to three SoundPoint IP Color Expansion Modules to the SoundPoint IP 670 phone to provide a productivity-enhancing solution if you manage and monitor multiple simultaneous telephone calls on a daily basis.

This chapter contains:

- [Parts List](#)
- [Connecting the SoundPoint® IP Color Expansion Module](#)
- [Features of the SoundPoint® IP Color Expansion Module](#)

This chapter contains instructions on:

- [Adjusting the Display Contrast](#)
- [Adjusting the Backlight](#)
- [Placing Calls](#)
- [Answering Calls](#)
- [Assigning Speed Dial Keys](#)
- [Using the Busy Lamp Field](#)

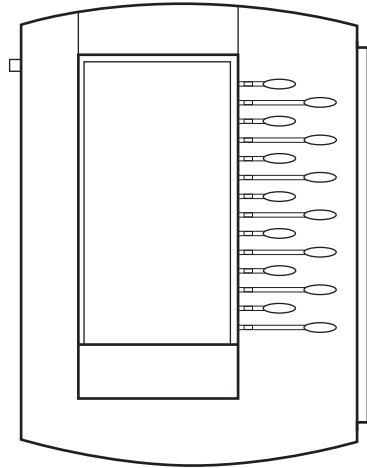
To customize your phone, refer to [Customizing Your SoundPoint® IP 670 Desktop Phone](#) on page 2-1. To read about the phone's basic features, refer to [Using the Basic Features of Your SoundPoint® IP 670 Desktop Phone](#) on page 3-1. To read about the phone's advanced features, refer to [Using the Advanced Features of Your SoundPoint® IP 670 Desktop Phone](#) on page 4-1.

If you require additional information or assistance with the SoundPoint IP ColorExpansion Module, contact your system administrator.

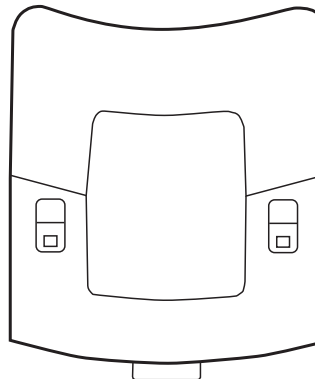
Parts List

The following components are included in your SoundPoint IP Color Expansion Module package:

- Polycom SoundPoint IP Color Expansion Module



- Base stand



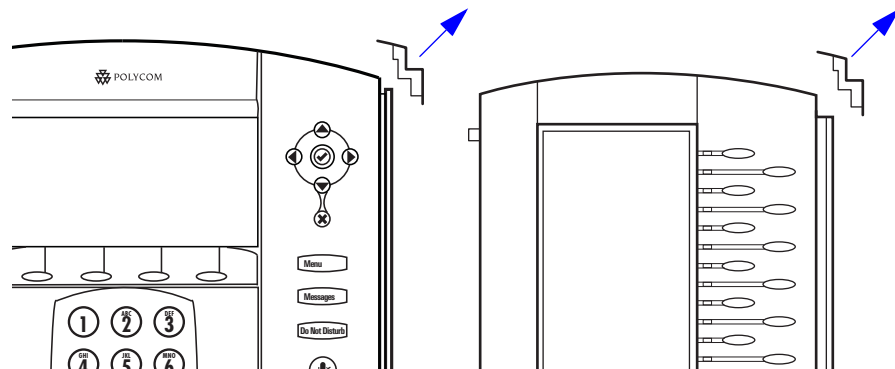
Check this list before installation to ensure that you have received each item. If you are missing any items, contact your system administrator.

Connecting the SoundPoint® IP Color Expansion Module

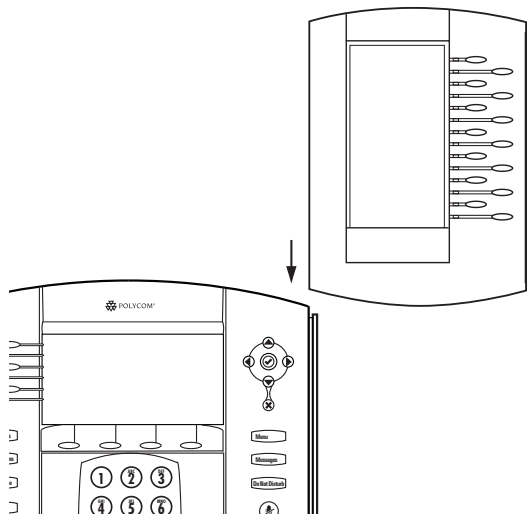
This section describes how to attach the SoundPoint IP Color Expansion Module to your phone. You can attach up to three SoundPoint IP Color Expansion Modules.

To connect a SoundPoint IP Color Expansion Module to your phone:

1. Remove the rubber plug from the SoundPoint IP 670 phone or the SoundPoint IP Color Expansion Module.



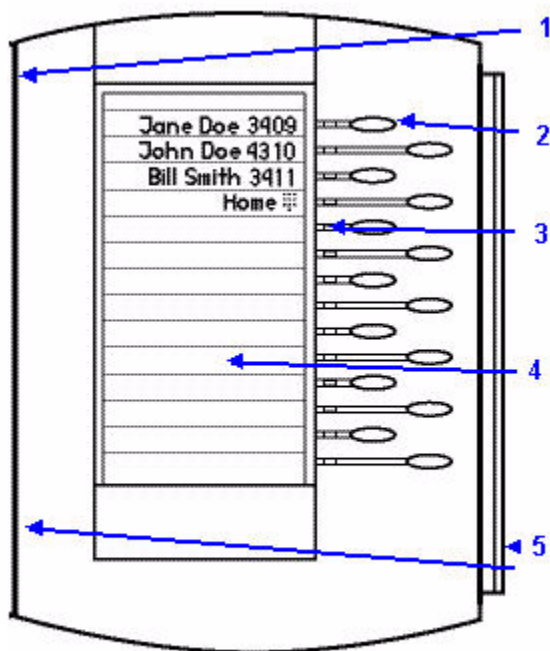
2. Align the SoundPoint IP Color Expansion Module at the top of the groove lines on the SoundPoint IP 670 phone and slide it downwards until it clicks into position.



3. Connect the base stand by aligning the two protrusions on the stand to the holes on the back of the Color Expansion Module and snap it into place.

For each SoundPoint IP Color Expansion Module that you want to add, repeat steps 1 to 3.

Features of the SoundPoint® IP Color Expansion Module



The features of the SoundPoint IP Color Expansion Module are:

	Item	Description
1	Power Contact	Not visible when you connect the SoundPoint IP Color Expansion Module to the phone. Power automatically transfers from the host phone to the SoundPoint IP Color Expansion Module(s) upon connection. You can plug in and unplug the units at any time
2	Line/Speed Dial Keys	Use these keys to activate up to 47 lines or speed dials that can be assigned to your phone.

	Item	Description
3	Line Indicators	Individual multi-color LEDs display the dynamic call state and remote user status (busy lamp field [BLF] and presence). The mapping is: Solid green—An active call is in progress. Fast flashing green—There is an incoming (ringing) call. Flashing green—Another party has put you on hold. Flashing red—The call is on hold. Solid red—The line is busy remotely (shared lines).
4	Graphic Display	Shows information about lines or speed dials.
5	Infrared Lens	Facilitates communications to the host phone and other Expansion Modules.

Adjusting the Display Contrast

To adjust the display contrast on a SoundPoint IP ColorExpansion Module, refer to [Changing the Display Contrast](#) on page 2-3.

Note

Once you have saved your new display contrast setting, there may be some delay before the Expansion Module display returns to the selected background.


Adjusting the Backlight

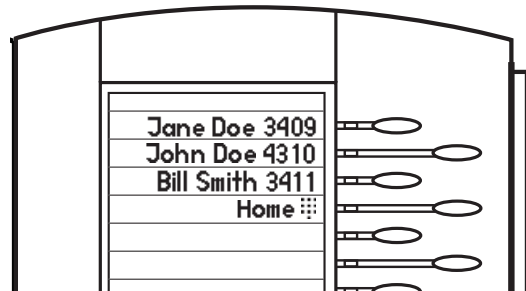
To adjust the backlight on a SoundPoint IP Color Expansion Module, refer to [Changing the Backlight Intensity](#) on page 2-4.

Placing Calls

When you connect a SoundPoint IP Color Expansion Module to your phone, you can place a call using one of the Line Keys.

To place a call using a SoundPoint IP Color Expansion Module Line Key:

>> Press the assigned  directly opposite the number on the graphic display.




For more information on placing a call, refer to [Placing Calls](#) on page 3-2.

Answering Calls

When you connect a SoundPoint IP Color Expansion Module to your phone, you can answer a call using one of the Line Keys.

To answer a call using a SoundPoint IP Color Expansion Module Line Key:

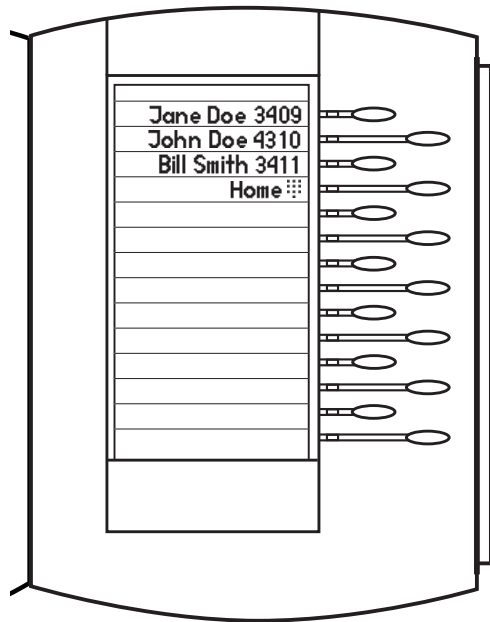
>> Press the assigned  directly opposite the line with the fast flashing green LED indicator.

For more information on answering a call, refer to [Answering a Call](#) on page 3-4.


Assigning Speed Dial Keys

You can associate contacts with Line Keys on the SoundPoint IP Color Expansion Module for single touch dialing of frequently used numbers. Speed Dial entries are consecutively placed next to assigned Line Keys.

For example, in the figure below, press the fourth Line Key to dial home.



To assign a new speed dial key:

1. Press and hold an unassigned .

A new empty entry in the contact directory is automatically opened allowing contact information to be added.
2. Press the **More** soft key.
3. Press the **Add** soft key.
4. (Optional.) Enter first and/or last name of the contact from the keypad.

Use the **1/A/a** soft key to select between numeric and upper/lower case alphanumeric modes.

Use the **Encoding** soft key to access special characters in other languages.
5. Enter a contact number.

The number must be unique (not already in the directory).
6. Change the Speed Dial Index field.

The index can be any value between the next available index value and the maximum (value of 9999).



Polycom recommends that you assign speed dial index values consecutively. For example, if you assign the third Line Key to the speed dial index value “2”, assign the fourth Line Key to the speed dial index value “3”.

7. Press the **Save** or **Cancel** soft keys to accept or cancel changes.

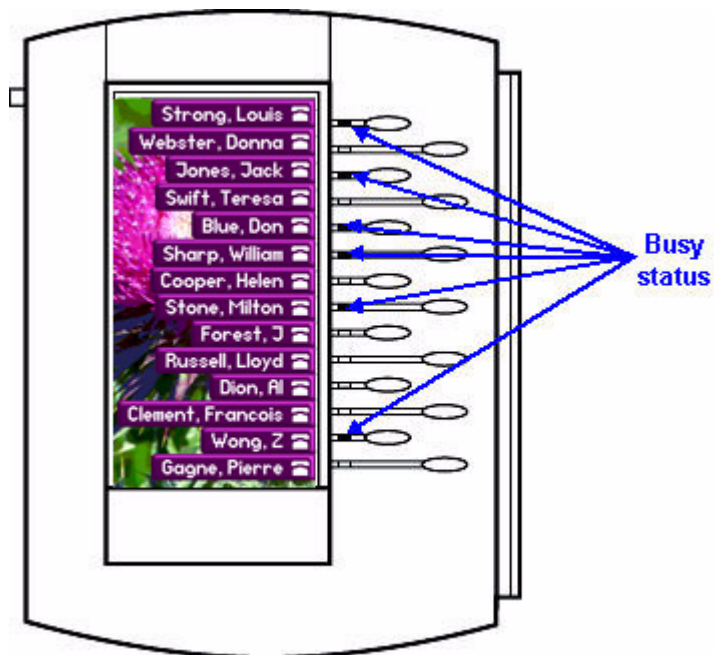
8. Press **Directories** to return to the idle display.

For more information on assigning speed dial keys, refer to [Assigning Speed Dial Keys](#) on page 3-25.

Using the Busy Lamp Field

The busy lamp field (BLF) feature allows you to monitor the hook status and presence information of other users. You monitor status information through the BLF LED indicators and display on the phone with the attached SoundPoint IP Color Expansion Module. For more information, contact your system administrator.

The following figure shows the busy status of other users (for example, Louis, Jack, Don, William, Milton, and Z are busy on the phone):



Troubleshooting Your SoundPoint® IP 670 Desktop Phone

This chapter contains general troubleshooting information to help you solve any problems you might encounter when you use your SoundPoint IP 670 phone. The table in this chapter list possible trouble symptoms, the likely causes of these problems, and the recommended corrective actions to take.

Problems are grouped as follows:

- [Power and Startup](#)
- [Controls](#)
- [Access to Screens and Systems](#)
- [Calling](#)
- [Displays](#)
- [Audio](#)

To obtain more detailed troubleshooting information, you can access certain menus on your phone that test your phone hardware. For more information, see [Testing Phone Hardware](#) on page 6-8.

If you require additional assistance, contact your system administrator.

Power and Startup

Symptom	Problem	Corrective Action
There are power issues.	The SoundPoint IP 670 phone has no power.	Do one of the following steps: <ul style="list-style-type: none">• Verify that no lights appear on the phone when it is powered up.• Check if the phone is properly plugged into a functional AC outlet.• Make sure that the phone isn't plugged into a plug controlled by a light switch that is off.• If the phone is plugged into a power strip, try plugging it directly into a wall outlet instead.• Try the phone in another room where the electricity is known to be working on a particular outlet.

Controls

Symptom	Problem	Corrective Action
The dial pad does not work.	The dial pad on the SoundPoint IP 670 phone does not respond.	<p>Do one of the following steps:</p> <ul style="list-style-type: none"> • Check for a response from other feature keys or from the dial pad. • Place a call to the phone from a known working telephone. Check for display updates. • Check if the LAN port is active or inactive. Press the menu key, and then select Status > Network > Ethernet. From the Ethernet page, scroll to the LAN port field and verify that it is active. • Check the termination at the switch or hub end of the network LAN cable. Ensure that the switch/hub port connected to the telephone is operational (if not accessible, contact your system administrator). • Before restarting your phone, contact your system administrator. Your system administrator may want to troubleshoot your phone in more detail before restarting the phone and losing current status information.

Access to Screens and Systems

Symptom	Problem	Corrective Action
There is no response when you press a feature key.	The SoundPoint IP 670 phone is not in an active state.	<p>Do one of the following steps:</p> <ul style="list-style-type: none"> Press the keys more slowly. Check with your system administrator to see if the key has been mapped to a different function or is disabled. Place a call to the phone to check that inbound call display and ringing is normal. If successful, try to press feature keys within the call to access the Menu, for example. To confirm that the line is active, press the Menu key, and then select Status > Lines > Line Information. From the Line Information page, verify that your phone line is registered. To attempt re-registration to the call server, reboot your phone. (Refer to Restarting Your Phone on page 4-18).
The display shows “Network Link is Down”.	The LAN cable is not properly connected.	<p>Do one of the following steps:</p> <ul style="list-style-type: none"> Check termination at the switch or hub (furthest end of the cable from the phone). Check that the switch or hub is operational (flashing link/status lights) or contact your system administrator. Check if the LAN port is active or inactive. Press the menu key, and then select Status > Network > Ethernet. From the Ethernet page, scroll to the LAN port field and verify that it is active. To attempt re-registration to the call server, reboot your phone. (Refer to Restarting Your Phone on page 4-18).

Calling

Symptom	Problem	Corrective Action
There is no dial tone.	Power is not correctly applied to the SoundPoint IP 670 phone.	<p>Do one of the following steps:</p> <ul style="list-style-type: none"> • Check that the display is illuminated. • Make sure the LAN cable is inserted properly at the rear of the phone (try unplugging and re-inserting the cable). • If using Power over Ethernet (PoE), have your system administrator check that the switch is supplying power to the phone.
	Dial tone is not present on one of the audio paths.	<p>Do one of the following steps:</p> <ul style="list-style-type: none"> • Switch between Handset, Headset (if present) or Hands-Free Speakerphone to see if the dial tone is present on other paths. • If the dial tone exists on another path, connect a different handset or headset to isolate the problem.

Symptom	Problem	Corrective Action
The phone does not ring.	Ring setting or volume is low.	Do one of the following steps: <ul style="list-style-type: none">Adjust the ringing level from the front panel using the volume up/down keys.Check status of handset, headset (if connected), and Hands-Free Speakerphone.
	Outbound or inbound calling is unsuccessful.	Do one of the following steps: <ul style="list-style-type: none">Place a call to the phone under investigation. Check that the display indicates incoming call information.Lift the handset. Ensure the dial tone is present and place a call to another extension or number. Check that the display changes in response.
	You turned off the ringer.	Do one of the following steps: <ul style="list-style-type: none">During an incoming call, lift the handset, press the Speakerphone key or press the Headset key to obtain a dial tone.Press the ringing Line Key or the Answer soft key to answer the call.If the handset is off-hook when you press the Answer soft key or the Line Key, the call is routed to the handset.If the handset is on-hook when you press the Answer soft key or Line Key, the call is routed to the speaker.
"Service Unavailable" appears on the graphic display.	The user pressed the New Call soft key, dialed a number with the handset on-hook, or attempted to make a call from the contact directory when the phone was not registered.	Check with your system administrator to see when your phone will be registered.

Displays

Symptom	Problem	Corrective Action
<p>There is no display.</p> <p>The display is incorrect.</p> <p>The display has bad contrast.</p>	Power is not correctly applied to the SoundPoint IP 670 phone.	<p>Do one of the following steps:</p> <ul style="list-style-type: none"> • Check that the display is illuminated. • Make sure the LAN cable is inserted properly at the rear of the phone (try unplugging and re-inserting the cable). • If using Power over Ethernet (PoE), have your system administrator check that the switch is supplying power to the phone.
	The contrast needs adjustment.	<p>Do one of the following steps:</p> <ul style="list-style-type: none"> • Refer to Changing the Display Contrast on page 2-3. • To obtain a default level of contrast, reboot the phone. (Refer to Restarting Your Phone on page 4-18).
	Outbound or inbound calling is unsuccessful.	<p>Do one of the following steps:</p> <ul style="list-style-type: none"> • Place a call to the phone under investigation. Check that the display indicates incoming call information. • Lift the handset. Ensure the dial tone is present and place a call to another extension or number. Check that the display changes in response.
The display flickers.	A certain type of older fluorescent lighting causes the display to appear to flicker.	<p>Do one of the following steps:</p> <ul style="list-style-type: none"> • Move the SoundPoint IP 670 SIP phone away from the lights. • Replace the lights.

Audio

Symptom	Problem	Corrective Action
There is no audio on the headset.	The connections are not correct.	Do one of the following steps: <ul style="list-style-type: none">• Ensure the headset is plugged into the jack marked Headset at the rear of the phone.• Ensure the headset amplifier (if present) is turned on and/or the volume is correctly adjusted. If the amplifier uses batteries, check that they are fully charged.

Testing Phone Hardware

Your system administrator may ask you to access a diagnostics menu on your phone to test your phone hardware. From the diagnostics menu, you can test your phone's microphones, speaker, handset, third-party headset (if present), keypad mappings, and LCD display. See your system administrator for instructions on how to perform these tests.

To test your phone hardware:

>> Press , and then select **Status > Diagnostics > Test Hardware > Audio Diagnostics, Keypad Diagnostics, or Display Diagnostics.**

Safety Notices

Service Agreements

Please contact your Polycom Authorized Reseller for information about service agreements applicable to your product.

Governing Law

This Limited Warranty and Limitation of Liability shall be governed by the laws of the State of California, U.S.A., and by the laws of the United States, excluding their conflicts of laws principles. The United Nations Convention on Contracts for the International Sale of Goods is hereby excluded in its entirety from application to this Limited Warranty and Limitation of Liability.

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Polycom Limited Warranty and Limitation Liability

LIMITED WARRANTY. Polycom warrants to the end user ("Customer") that this product is expected to be free from defects in workmanship and materials, under normal use and service, for one year from the date of purchase from Polycom or its authorized reseller.

Polycom's sole obligation under this express warranty is at Polycom's option and expense, to repair the defective product or part, deliver to Customer an equivalent product or part to replace the defective item, or if neither of the two foregoing options are reasonably available, Polycom may, on its sole discretion, refund to Customer the purchase price paid for the defective product. All products that are replaced will become the property of Polycom. Replacement products or parts may be new or reconditioned.

Polycom is expected to warrant any replaced or repaired product or part for ninety (90) days from shipment, or the remainder of the initial warranty period, whichever is longer. Products returned to Polycom must be sent prepaid and packaged appropriately for safe shipment, and it is recommended that they be insured or sent by a method that provides for tracking of the package. Responsibility for loss or damage does not transfer to Polycom until the returned item is received by Polycom. The repaired or replaced item will be shipped to Customer, at Polycom's expense, not later than thirty (30) days after Polycom receives the defective product, and Polycom will retain risk of loss or damage until the item is delivered to Customer.

The product software comes with 90-day software warranty, providing for software updates (minor releases/bug fixes). To continue to receive support, purchasing a maintenance contract is the most economical solution.

Exclusions

Polycom will not be liable under this limited warranty if its testing and examination disclose that the alleged defect or malfunction in the product does not exist or results from:

- Failure to follow Polycom's installation, operation, or maintenance instructions.
- Unauthorized product modification or alteration.
- Unauthorized use of common carrier communication services accessed through the product.
- Abuse, misuse, negligent acts or omissions of Customer and persons under Customer's control; or
- Acts of third parties, acts of God, accident, fire, lightening, power surges or outages, or other hazards.

Warranty Exclusive

IF A POLYCOM PRODUCT DOES NOT OPERATE AS WARRANTED ABOVE, CUSTOMER'S SOLE REMEDY FOR BREACH OF THAT WARRANTY SHALL BE REPAIR, REPLACEMENT, OR REFUND OF THE PURCHASE PRICE PAID, AT POLYCOM'S OPTION. TO THE FULL EXTENT ALLOWED BY LAW, THE FOREGOING WARRANTIES AND REMEDIES ARE EXCLUSIVE AND ARE IN LIEU OF ALL OTHER WARRANTIES, TERMS, OR CONDITIONS, EXPRESS OR IMPLIED, EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES, TERMS, OR CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, SATISFACTORY QUALITY, CORRESPONDENCE WITH DESCRIPTION, AND NON-INFRINGEMENT, ALL OF WHICH ARE EXPRESSLY DISCLAIMED. POLYCOM NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY OTHER LIABILITY IN CONNECTION WITH THE SALE, INSTALLATION, MAINTENANCE OR USE OF ITS PRODUCTS.

Safety and Compliance

Part 15 FCC Rules

This device is compliant with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interferences received, including interference that may cause undesired operation.

Class B Digital Device or Peripheral

Note: This equipment is tested and complies with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

1. Reorient or relocate the receiving antenna.
2. Increase the separation between the equipment and receiver.
3. Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
4. Consult the dealer or an experience radio/TV technician for help.

Modifications

In accordance with Part 15 of the FCC Rules, the user is cautioned that any changes or modifications not expressly approved by Polycom, Inc. could void the user's authority to operate the equipment. This equipment may not be used on a coin service or party line.

Installation Instructions

Installation must be performed in accordance with all relevant national wiring rules.

L'Installation doit être exécutée conformément à tous les règlements nationaux applicable au filage électrique.

Plugs Acts as Disconnect Device

The socket outlet to which this apparatus is connected must be installed near the equipment and must always be readily accessible.

La prise électrique à laquelle l'appareil est branché doit être installée près de l'équipement et doit toujours être facilement accessible.

Industry Canada (IC)

This Class [B] digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe [B] est conforme à la norme NMB-003 du Canada.

CE and VCCI Mark

This SoundPoint IP 670 SIP is marked with the CE mark. This mark indicates compliance with EC Directives 2006/95/EC and 2004/108/EC. A full copy of the Declaration of Conformity can be obtained from Polycom Ltd., 270 Bath Road, Slough, Berkshire, SL1 4DX, UK.

この装置は、情報処理装置等電波障害自主規制協議会（VCCI）の基準に基づくクラスB情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。

取扱説明書に従って正しい取り扱いをして下さい。

Safety and Compliance (continued)

WARNING Electrical Safety

To avoid electric shock, do not connect safety extra low voltage (SELV) circuits to teleconference station network (TNV) circuits. LAN ports contain SELV circuit, and WAN ports contain TNV circuits. Some LAN and WAN ports both use RJ-45 connectors. Use caution when connecting cables.
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This product is rated 48Vdc, 0.375A. When used with the optional external power supply, the power supply shall be a Listed power supply with a LPS output, rated 48V, min. 0.375A.
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