

Using the Productivity Suite with the SoundPoint® IP and SoundStation® IP Phones



This guide provides basic instructions for the following Productivity Suite applications:

- **Recording Calls** on the SoundPoint IP 650 and 670
- **Playing Back Recorded Calls** on the SoundPoint IP 650 and 670
- **Managing Conference Calls** on the SoundPoint IP 550, 560, 650 and 670
- **Using the Corporate Directory** on all supported SoundPoint IP and SoundStation IP phones

Your phone must be running SIP 3.0.0 or later and a license file must exist on your phone. Refer to [Verifying Licenses](#)

For more information, refer to the SoundPoint IP and SoundStation IP User Guides at

<http://www.polycom.com/support/voice/>.

Recording Calls

If you plug a removable USB device into the USB port on your phone, you can record active calls or active conferences on your phone.

Use only supported USB devices. Do not remove the USB device while your call is recorded. Federal, state, and/or local laws may be required to notify some or all called parties when you record calls. For more information, go to <http://www.rcfp.org/taping/>.

To record a call:

1. During a call, press the **More** soft key, then press the **Record** soft key.
2. To start recording, press the **Start** soft key.

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

To pause recording:

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

“*P*” appears on the graphic display when you pause recording.

To resume recording:

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

“*R*” appears on the graphic display when you restart recording.

To stop recording:

- >> Press the **Stop** soft key.

Playing Back Recorded Calls

You can play back calls that you recorded on your phone through the phone’s handset, headset, or phone’s speaker. You can answer an incoming call while playing back a recorded call by lifting the handset or pressing the **Headset** or **Speakerphone** keys.

To browse recorded files:

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

From the menu, you can press the **Rename** soft key to rename the file.

From the menu, you can press the **Delete** soft key to delete the file from the USB device.

By default, filenames are based on the date on which they were recorded.

To play back a call:

1. Press .
2. Select **Features > USB Device... > Browse Files...**
3. Scroll to the file that you want to play back, and then press the **Open** soft key.

4. Press the **Play** soft key.
“Playing” appears on the graphic display and the position indicator (in hours, minutes, and seconds) above the progress bar changes.
To pause the file playback, press the **Pause** soft key to pause the file playback.
To resume playback of the file, press the **Resume** soft key.
5. To stop playing back the file, press the **Exit** soft key .
To play back the file from the start, go to step 3.

Managing Conference Calls

The conference management feature allows you to view all parties in a conference call. You can add, hold, remove, and mute individual parties from one screen on the graphic display.

To manage a conference call:

1. Set up a conference call.
2. Press the **Manage** soft key.
3. Do one of the following:
 - To add a new party, press the **Add** soft key.

*The **Add** soft key appears only if you can add more parties to the conference call.*

Then, press  or the **Confrc** soft key and call the new party. When the new party answers, press  or the **Confrc** soft key again to join all parties in the conference.

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

- To mute a party, scroll to the party, and then press the **Far Mute** soft key. Now no party can hear the muted party.
To un-mute the party, press the **UnMute** soft key.
- To put a party on hold, scroll to the party, and then press the **Hold** soft key.
To return the party to the conference, press the **Resume** soft key to return the party to the conference.
- To remove a party from the conference, scroll to the party, press the **More** soft key, and then press the **Remove** soft key.
- To view information about a party, scroll to elect the party, press the **More** soft key, and then press the **Info** soft key.
- To exit the conference management feature, press the **More** soft key, and then press the **Back** soft key.

Using the Corporate Directory

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.

To search for a contact:

1. Depending on the SoundPoint IP or SoundStation IP phone, do one of the following:
 - Press  .
 - Press  , then select **Features**.
 - Press the **Dir** soft key.
2. Select **Corporate Directory**.

3. To search for a contact, do one of the following:
- In the search line, enter the first few letter or numbers of the contact's name or numbers. Press the **Submit** soft key.
 - Press the **AdvFind** soft key, enter search values in the displayed fields—for example, first name, last name, and phone number—and then press the **Submit** soft key.

The entries that match the characters that you entered (or are alphabetically next to the characters that you entered) appear on the graphic display.

Use  and  to scroll through the list. Use the * key to page up and the # key to page down through the list.

The exact steps to search for a contact on a SoundPoint IP 32x/33x phone differs from those shown above. For more information, refer to the SoundPoint IP 32x/33x User Guide.

To retain your search position in the Corporate Directory:

1. Press , then select **Settings > Basic > Preferences > Corporate Directory > Retain Search**.
2. Use  to select Enabled and press the **Select** soft key.
3. Press  to return to the idle display.

When you view the Corporate Directory the next time, you will be returned to the position where you left the Corporate Directory.

To place a call to a contact:

1. Depending on the SoundPoint IP or SoundStation IP phone, do one of the following:
 - Press  .
 - Press , then select **Features**.
 - Press the **Dir** soft key.
2. Select **Corporate Directory**.
3. Search for a contact. (See steps on page 2.)
4. Press the **Dial** soft key.

To add a contact to the local contact directory:

1. Depending on the SoundPoint IP or SoundStation IP phone, do one of the following:
 - Press  .
 - Press , then select **Features**.
 - Press the **Dir** soft key.
2. Select **Corporate Directory**.
3. Search for a contact. (See steps on page 2.)
4. Press the **View** soft key.
5. Press the **Save** soft key to save the contact in the local contact directory. To return to the idle display, press

 .

Verifying Licenses

As of SIP 3.2, you can verify that the phone's license file is up-to-date.

To view the current licenses:

>> Press  , then select **Status > Licenses.**

The expiry date for each licensed feature appears on the display. "No licenses installed" appears if there is no license file.

©2009 Polycom, Inc. All rights reserved.
POLYCOM®, the Polycom "Triangles" logo and the names and marks associated with Polycom's products are trademarks and/or service marks of Polycom, Inc. and are registered and/or common law marks in the United States and various other countries. All other trademarks are property of their respective owners. No portion hereof may be reproduced or transmitted in any form or by any means, for any purpose other than the recipient's personal use, without the express written permission of Polycom.