



INTUITIVE VOICE
TECHNOLOGY

Polycom
Telephones
User Guide

Version 2.0

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4/15/2008

Overview

This guide provides instructions and helpful information for users of Evolution PBX and Polycom VoIP telephones.

General Support

If you have questions or need technical assistance with Evolution PBX call (888) 587-5750 or send an Email to support@intuitivevoice.com.

If you have questions about third party hardware or software please visit the following Websites:

- Snap: <http://www.snapanumber.com>
- iView: <http://www.i9technologies.com/>
- Cisco VoIP Telephones: <http://www.cisco.com>
- CounterPath Software Telephones - <http://www.counterpath.com>
- Digium PCI Cards: <http://www.digium.com>
- Linksys Analog Terminal Adapters and VoIP telephones: <http://www.linksys.com>
- Polycom VoIP Telephones: <http://www.polycom.com>
- Draytek Routers: <http://www.draytek.us>
- Sangoma PCI Cards: <http://www.sangoma.com>
- Rhino PCI Cards: <http://www.rhinoequipment.com/>

My Evolution PBX Doesn't Do That!

Some features and configuration options in this document may only be available with a recent software upgrade available from Intuitive Voice Technology. Email support@intuitivevoice.com to learn more about Evolution PBX upgrades (please explain the feature that you are interested in).

Errata

Please report errors or confusing descriptions by sending an Email to support@intuitivevoice.com.

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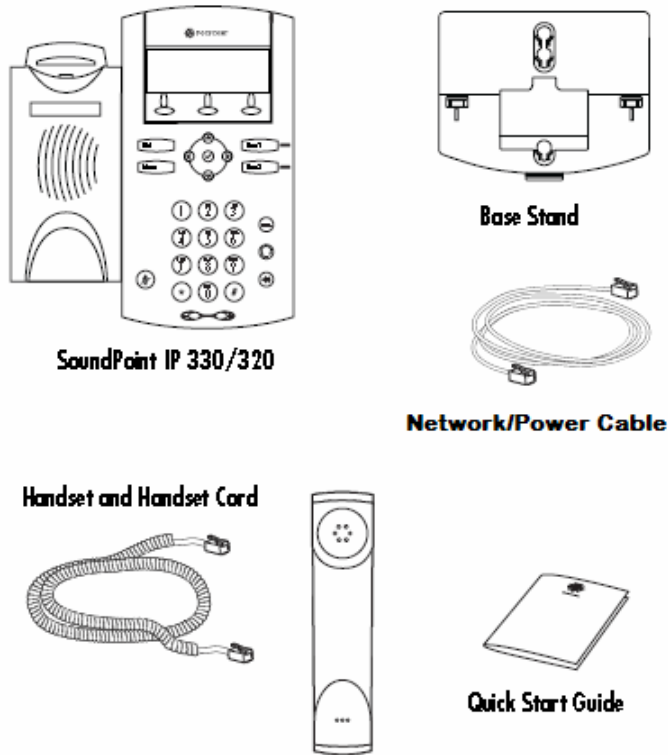
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Polycom IP330 and IP320

Polycom IP330 and IP320 Installation

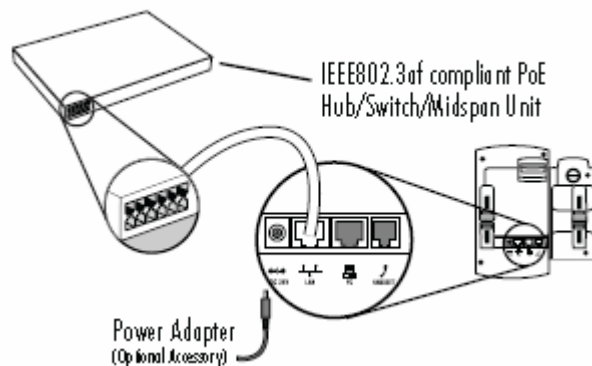
Use the following diagrams to install your telephone.



AC Power Option

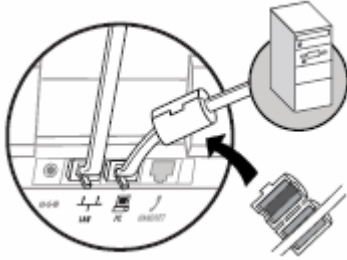
Connect the supplied Network cable between LAN jack on the phone and the LAN port on the wall or hub/switch device port. Connect the DC plug on the AC wall adaptor to the DC jack marked on the phone.

Note: The IP330 and IP320 telephones use power over Ethernet as the default power option. The phone is also provisioned for AC power although the AC power adapter is a separate optional accessory.



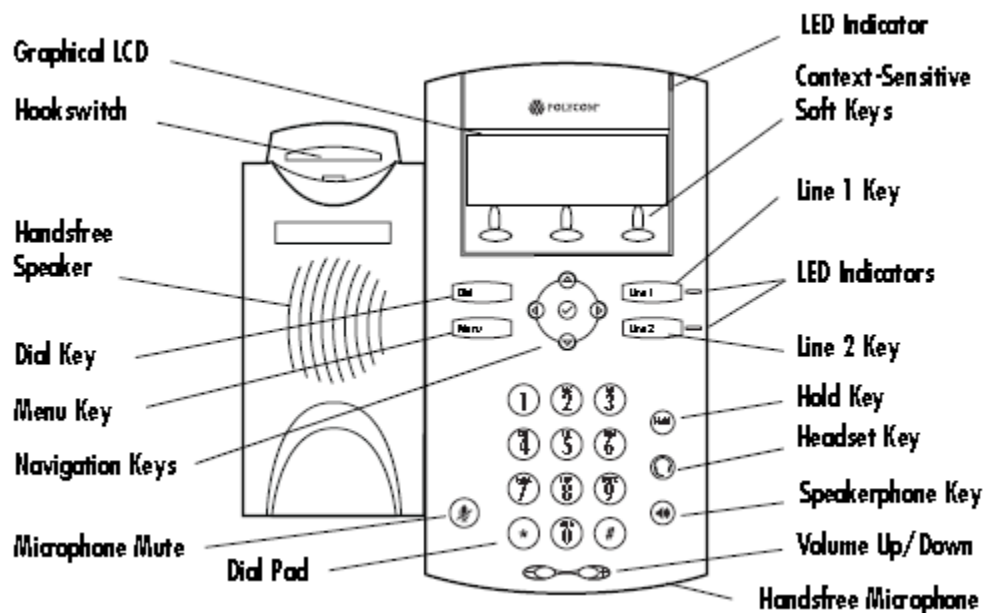
PC Connection (IP330)

The IP330 provides an optional port allowing you to plug your PC into your phone. Use the diagram below to connect your PC to this optional port.



IP330 and IP320 Layout

The following diagrams show the IP330 and IP320 layout and key descriptions.



Placing a Call

Placing a Call Using the Handset

1. Pick up the handset to obtain dial tone.
2. Dial the desired number.
3. Press the Send soft key to complete the call.

Placing a call Using Hands-Free Speakerphone Mode

1. With the handset on-hook, press a line key, the speakerphone key, or NewCall soft key on the screen to obtain dial tone.
2. Dial the desired number.

Place a Call Using the Headset

1. With the optional headset connected, press a line key, headset key, or NewCall soft key on the screen to obtain dial tone.
2. Dial the desired number.

Users also have the option to dial directly from the dial pad without first getting dial tone. Simply enter the number then lift the handset or press the Dial soft key or press the headset or speakerphone keys. In all cases, the active call will appear on the display showing call duration and destination.

Note: Polycom now offers a 2.5mm to RJ-9 headset interface adapter for SoundPoint IP 330/320 phones (available as a 5 pack).

Answering a Call

Answering a Call Using the Handset

- Pick up the handset.

Answering a Call Using Hands-Free Speakerphone Mode

- Press the speakerphone key or with the handset on hook or press the line key opposite the incoming call, or the Answer soft key.

Answering a Call Using the Headset

- Pressing the headset key will answer the call through an optionally connected headset.
Note: If headset memory mode is enabled, pressing the line key will do the same. In all cases, the active call will appear on the display showing call duration and destination.

IP 330 and IP320 Buttons and Keys

New Call Soft Key

The New Call soft key performs the same function as lifting your handset or pressing a line button. When pressed the telephone goes off-hook and plays dial tone. Follow the instructions above under Placing a Call.

Forward Soft Key

The Forward soft key enables call forwarding for your extension:

1. Press Forward soft key
2. Enter a valid extension or telephone number after Contact:
3. Press the 1/A/a soft key to rotate between numerical, capital alpha, lower case alpha mode.
4. Press the Enable soft key.

The icon next to each line button will change to indicate that forwarding is enabled. Press the Forward soft key again and press the Disable soft key to disable call forwarding.

My Stat Soft Key

The MyStat soft key allows you to change the status of your extension so that other extensions (Buddies) that are watching your status will display your preferred status. Press the MyStat soft key, scroll up or down to select your preferred status, press the Select soft key.

Buddies Soft Key

Buddies are other extensions that are monitored on your telephone. Your extension may also be monitored as a buddy by another telephone as a buddy. Press the Buddies soft key to view the buddy status of each buddy that you are monitoring. The buddy list is limited to 32 buddies. Press dial to automatically dial the selected buddy. The InstMsg soft key is for future instant messenger integration.

Directories Button

The Directories button provides access to your telephone's Contact Directory and Call Lists. These features are described below.

1. Contact Directory - list of extensions configured in telephone system. The following soft keys are available in the Contact Directory:
 - Dial - Automatically dials the selected extension.
 - Edit - Press to edit the selected extension with your own settings.
 - Exit - Press to return to the Directories main menu.
 - More - Press to access more soft key options.
 - Add - Press to add your own contacts.
 - Search - Search directory by first name and/or last name.
 - InstMsg - Reserved for future instant messenger integration.
 - Delete – Delete selected directory from your telephones directory list.
2. Call Lists – Lists of missed, received, and placed calls. The following soft keys are available in each of the Call Lists menu:
 - Dial – Automatically dials the selected extension.

- Edit – Press to edit the selected call record.
- Exit – Press to return to the Directories main menu.
- More – Press to access more soft key options.
- Clear – Press to clear all of the records in the current call list.
- Save – Press to save the current call record.
- Info – Press to view the current record.

Note: The Clear option in the Call Lists menu offers the following options:

1. Missed Calls – Clears your missed call log instantly without further verification.
2. Received Calls – Clears your received call log history instantly without further verification.
3. Placed Calls – Clears your placed call log instantly without further verification.

Additional Information about the IP330 and IP320

Go to [Polycom IP330/320 User Guide](#) for additional information on how to use the Polycom IP330 and IP320 telephones.

Polycom IP430

IP430 Installation

Use the following diagrams to install your telephone.

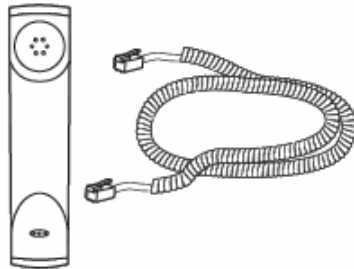
Polycom SoundPoint® IP 430 SIP



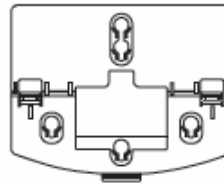
Power Adapter
(Not shown: Country-specific AC cord provided)



Handset & Handset Cord



Phone Base



Network Cable



Quick Start Guide

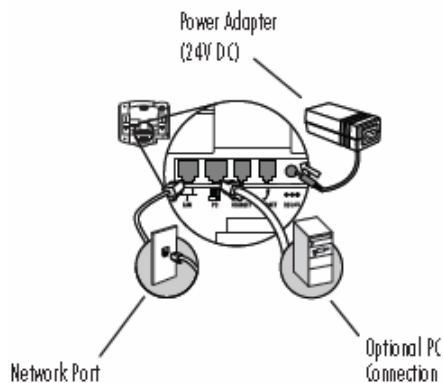


Windowed Keycaps and Blank Label Sheet



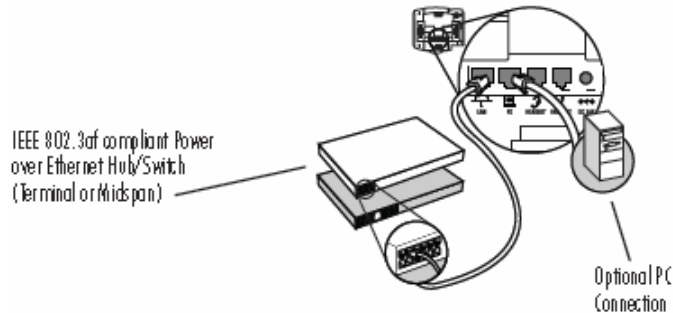
AC Power Option

Connect the supplied Network cable between the LAN jack on the phone and the LAN port on the wall or hub/switch device port. Connect the DC plug on the power adapter to the DC 24V jack marked on the phone. Connect the country-specific AC cord to the power adapter.



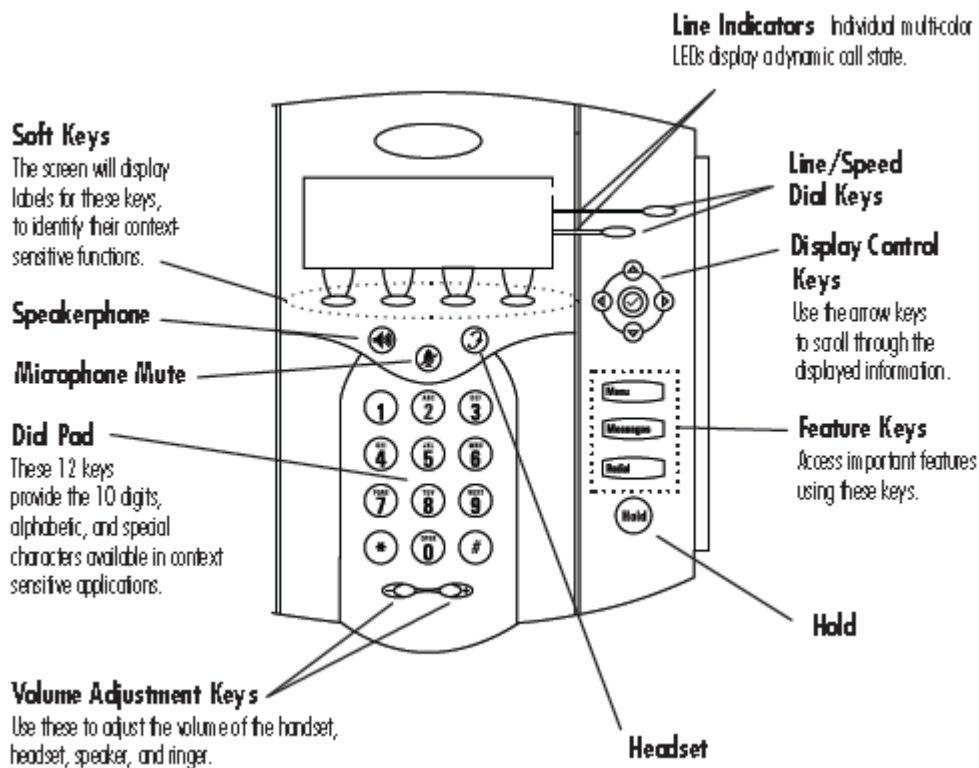
In-Line Power Option

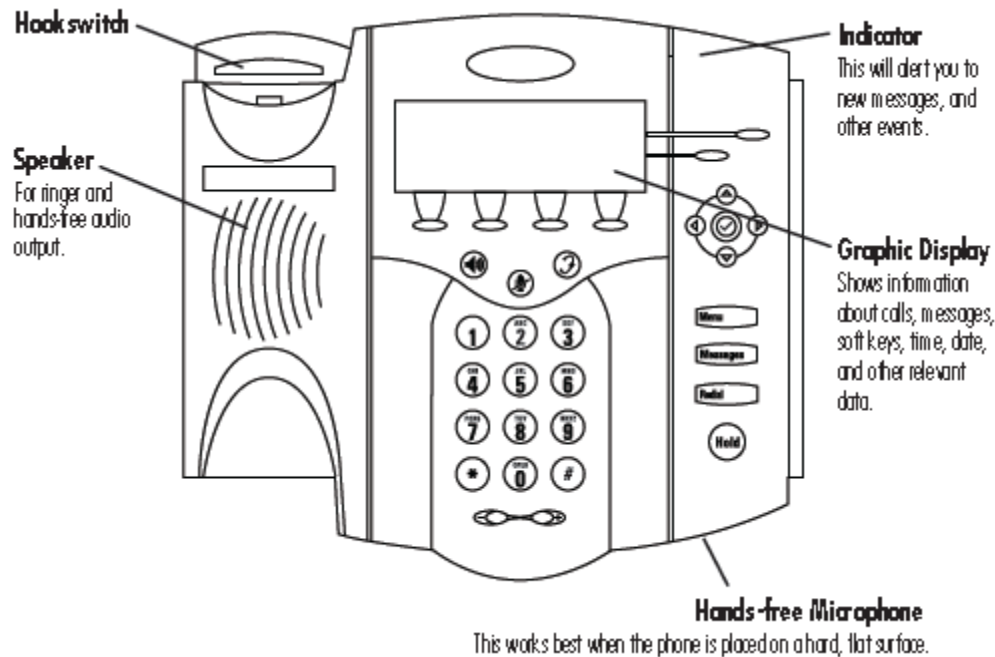
If the phone is connected to a compatible Ethernet switch that can provide in-line power, the phone will use that power option. Simply plug the supplied Network cable between the LAN jack on the phone and an available Power and Data port on the In-Line Power switch.



IP430 Layout

The following diagrams show the IP430, IP301 and IP300 layout and key descriptions.





Placing a Call

Placing a Call Using the Headset

1. Pick up the handset to obtain dial tone.
2. Dial the desired number.
3. Press the Send soft key to complete the call.

Placing a Call Using Hands-Free Speakerphone Mode

1. With the handset on-hook, press a line key, the speakerphone key, or NewCall soft key on the screen to obtain a dial tone.
2. Dial the desired number.

Placing a Call Using the Handset

1. With the optional headset connected, press a line key, headset key, or NewCall soft key on the screen to obtain dial tone.
2. Dial the desired number.

Users also have the option to dial directly from the dial pad without first getting dial tone. Simply enter the number then lift the handset or press the Dial soft key or press the headset or speakerphone keys. In all cases, the active call will appear on the display showing call duration and destination.

Answering a Call

Answering a Call Using the Handset

- Pick up the handset.

Answering a Call Using Hands-Free Speakerphone Mode

- Press the speakerphone key or with the handset on hook or press the line key opposite the incoming call, or the Answer soft key.

Answering a Call Using the Headset

- Pressing the headset key will answer the call through an optionally connected headset.
Note: If headset memory mode is enabled, pressing the line key will do the same. In all cases, the active call will appear on the display showing call duration and destination.

Additional Information about the IP430

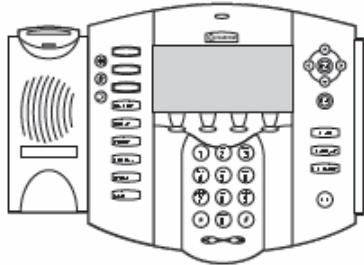
Go to [IP 430 User Guide](#) for additional information on how to use the Polycom IP430 telephone.

Polycom IP501 and IP500

IP501 and IP500 Installation

Use the following diagrams to install your telephone

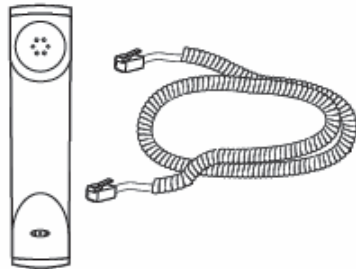
Polycom SoundPoint® IP 500/501 SIP



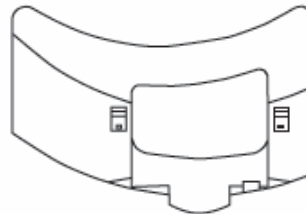
Power Adapter
(specification varies according to country)



Handset & Handset Cord



Phone Base



Network / Power Cable

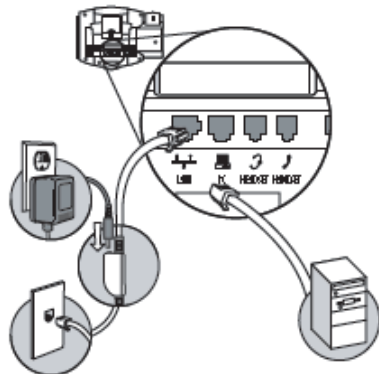


Quick Start Guide



AC Power Option

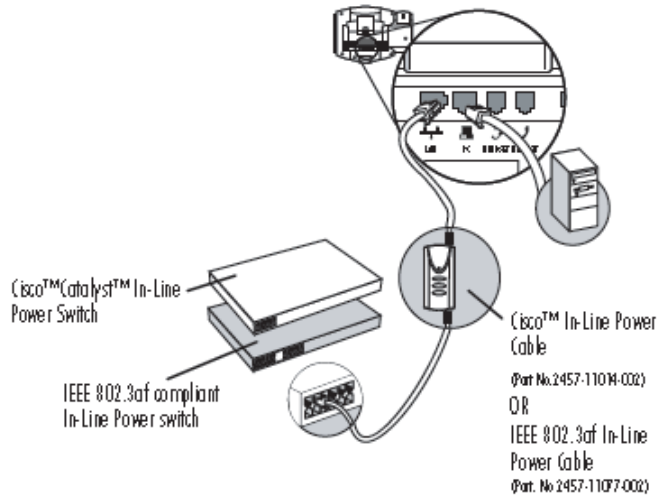
Connect the keyed end of the supplied Network Cable to the LAN jack on the phone, and connect the shorter end to the Network (LAN) port. Connect the DC plug of the AC wall adaptor into the supplied LAN cable as shown.



In-Line Power Option

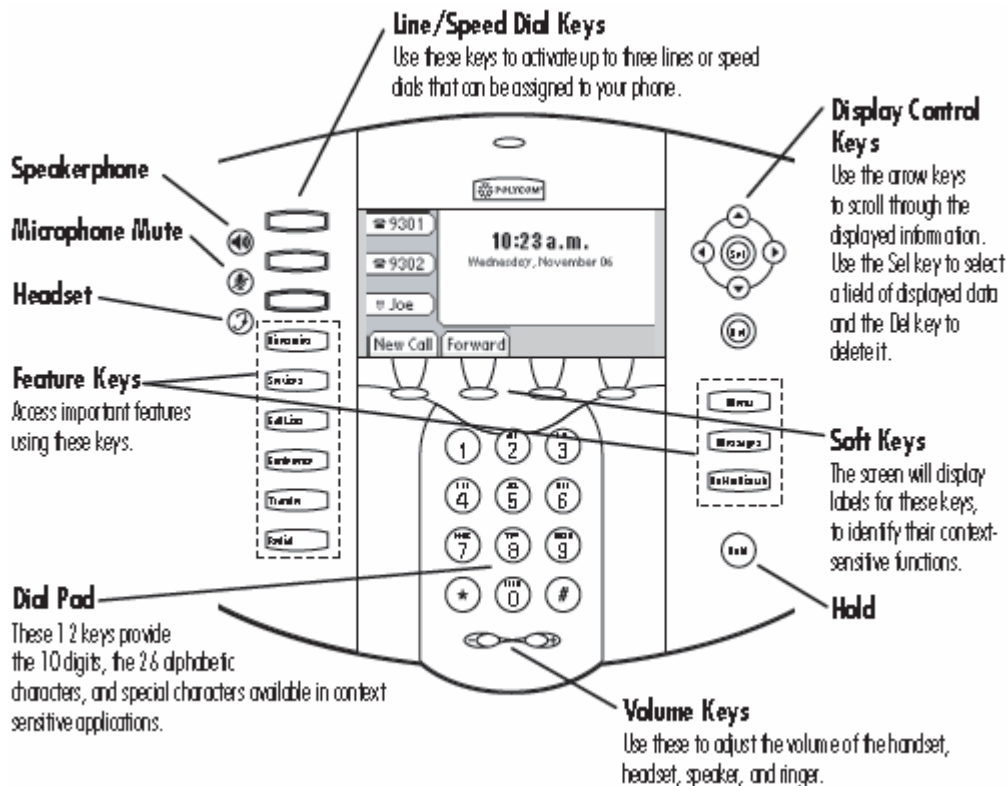
If the phone is connected to a compatible Ethernet switch that can provide in-line power, the phone will use that power option. Simply plug the keyed end of the In-Line Power Cable (optional accessory) into the LAN jack on the phone and connect the shorter end of this cable to an available Power and Data port on the In-Line Power switch.

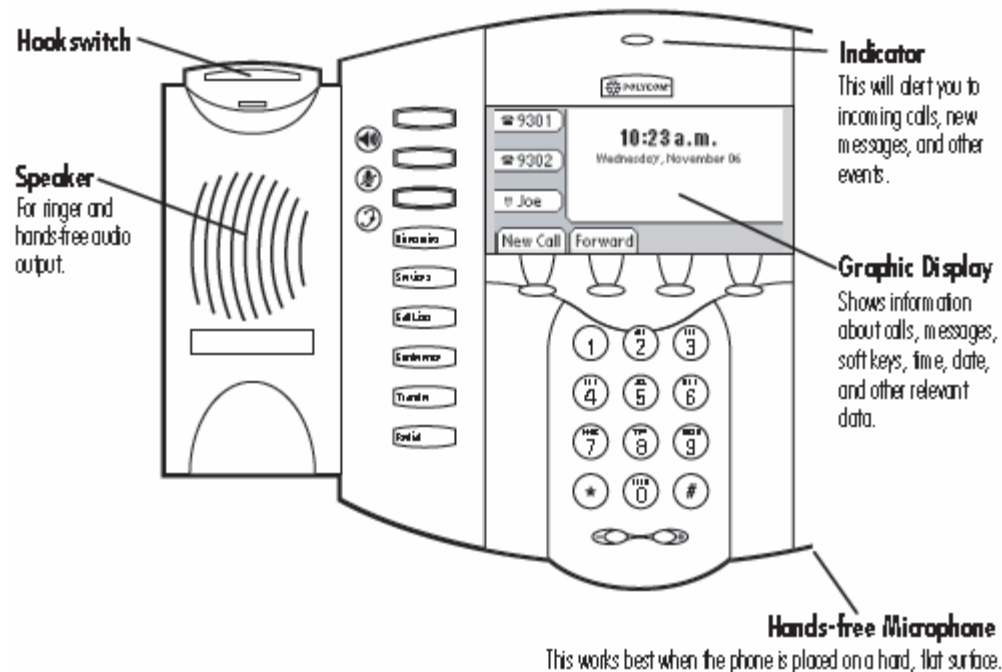
Note: The AC wall adaptor is not required when using the In-Line power.



IP501 and IP500 Layout

The following diagrams show the IP501 and IP500 layout and key descriptions.





Placing a Call

Placing a Call Using the Handset

4. Pick up the handset to obtain dial tone.
5. Dial the desired number.
6. Press the Send soft key to complete the call.

Placing a call Using Hands-Free Speakerphone Mode

3. With the handset on hook, press a line key, the speakerphone key, or NewCall soft key on the screen to obtain dial tone.
4. Dial the desired number.

Place a Call Using the Headset

3. With the optional headset connected, press a line key, headset key, or NewCall soft key on the screen to obtain dial tone.
4. Dial the desired number.

Users also have the option to dial directly from the dial pad without first getting dial tone. Simply enter the number then lift the handset or press the Dial soft key or press the headset or speakerphone keys. In all cases, the active call will appear on the display showing call duration and destination.

Answering a Call

Answering a Call Using the Handset

- Pick up the handset.

Answering a Call Using Hands-Free Speakerphone Mode

- Press the speakerphone key or with the handset on hook or press the line key opposite the incoming call, or the Answer soft key.

Answering a Call Using the Headset

- Pressing the headset key will answer the call through an optionally connected headset.
Note: If headset memory mode is enabled, pressing the line key will do the same. In all cases, the active call will appear on the display showing call duration and destination.

IP 501 and IP500 Buttons and Keys

New Call Soft Key

The New Call soft key performs the same function as lifting your handset or pressing a line button. When pressed the telephone goes off-hook and plays dial tone. Follow the instructions above under Placing a Call.

Forward Soft Key

The Forward soft key enables call forwarding for your extension:

5. Press the Forward soft key
6. Enter a valid extension or telephone number after Contact:
7. Press the 1/A/a soft key to rotate between numerical, capital alpha, lower case alpha mode.
8. Press the Enable soft key.

The icon next to each line button will change to indicate that forwarding is enabled. Press the Forward soft key again and press the Disable soft key to disable call forwarding.

My Stat Soft Key

The MyStat soft key allows you to change the status of your extension so that other extensions (Buddies) that are watching your status will display your preferred status. Press the MyStat soft key, scroll up or down to select your preferred status, press the Select soft key.

Buddies Soft Key

Buddies are other extensions that are monitored on your telephone. Your extension may also be monitored as a buddy by another telephone as a buddy. Press the Buddies soft key to view the buddy status of each buddy that you are monitoring. The buddy list is limited to 32 buddies. Press dial to automatically dial the selected buddy. The InstMsg soft key is for future instant messenger integration.

Directories Button

The Directories button provides access to your telephone's Contact Directory and Call Lists. These features are described below.

3. Contact Directory - list of extensions configured in telephone system. The following soft keys are available in the Contact Directory:
 - Dial - Automatically dials the selected extension.
 - Edit - Press to edit the selected extension with your own settings.
 - Exit - Press to return to the Directories main menu.
 - More - Press to access more soft key options.
 - Add - Press to add your own contacts.
 - Search - Search directory by first name and/or last name.
 - InstMsg - Reserved for future instant messenger integration.
 - Delete - Delete selected directory from your telephones directory list.
4. Call Lists – Lists of missed, received, and placed calls. The following soft keys are available in each of the Call Lists menu:
 - Dial – Automatically dials the selected extension.
 - Edit – Press to edit the selected call record.
 - Exit – Press to return to the Directories main menu.
 - More – Press to access more soft key options.
 - Clear – Press to clear all of the records in the current call list.
 - Save – Press to save the current call record.
 - Info – Press to view the current record.

Note: The Clear option in the Call Lists menu offers the following options:

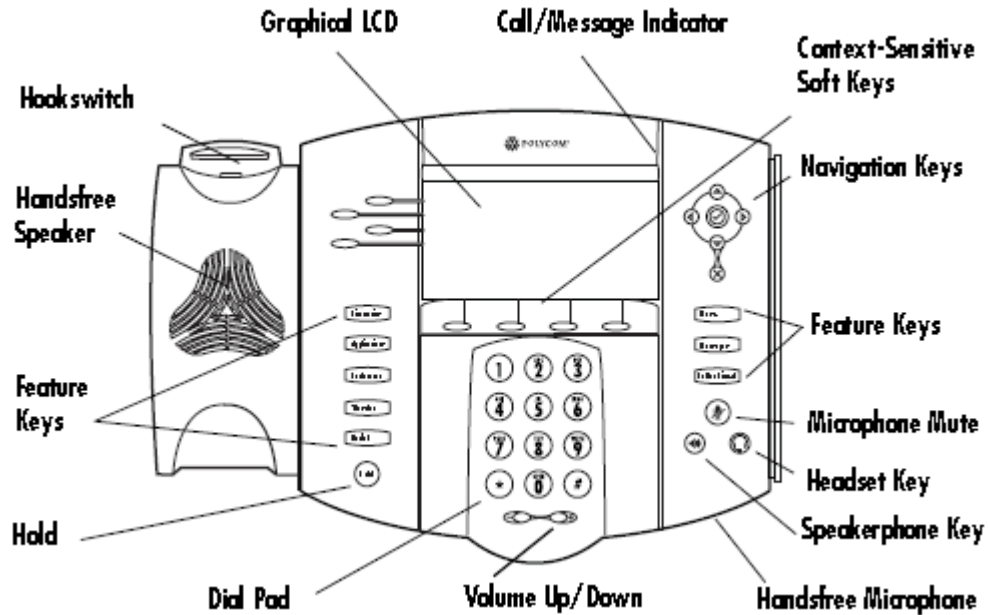
4. Missed Calls – Clears your missed call log instantly without further verification.
5. Received Calls – Clears your received call log history instantly without further verification.
6. Placed Calls – Clears your placed call log instantly without further verification.

Additional Information about the IP501 and IP500

Go to [IP 501/500 User Guide](#) for additional information on how to use the Polycom IP501, IP500 telephones.

Polycom IP550

The Polycom IP550 acts exactly like the IP601 and IP600 although the IP550 can only display 4 lines of data and does not accept sidecars. Refer to the [IP601 and IP600](#) section for details on using the IP550.

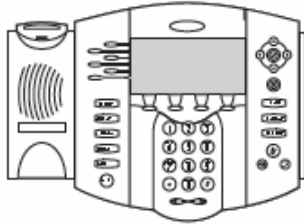


Polycom IP601 and IP600

IP601 and IP600 Installation

Use the following diagrams to install your telephone.

Polycom SoundPoint® IP 600/601 SIP

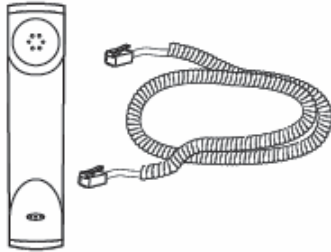


Power Adapter

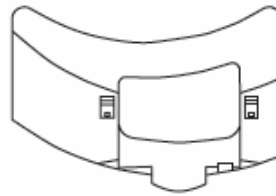
(specification varies according to country)



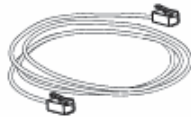
Handset & Handset Cord



Phone Base



Network Cable

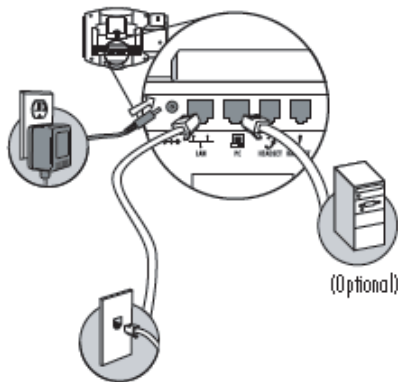


Quick Start Guide



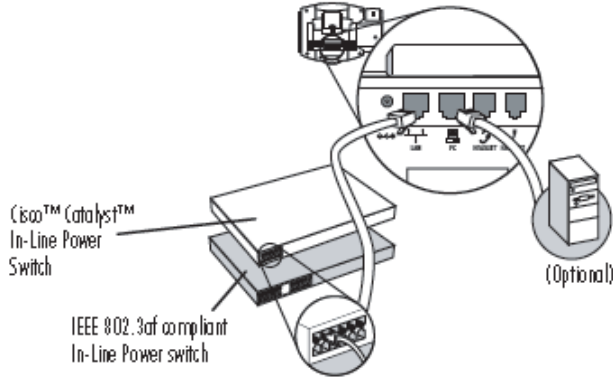
AC Power Option

Connect the supplied Network cable between LAN jack on the phone and the LAN port on the wall or hub/switch device port. Connect the DC plug on the AC wall adaptor to the DC jack marked on the phone.



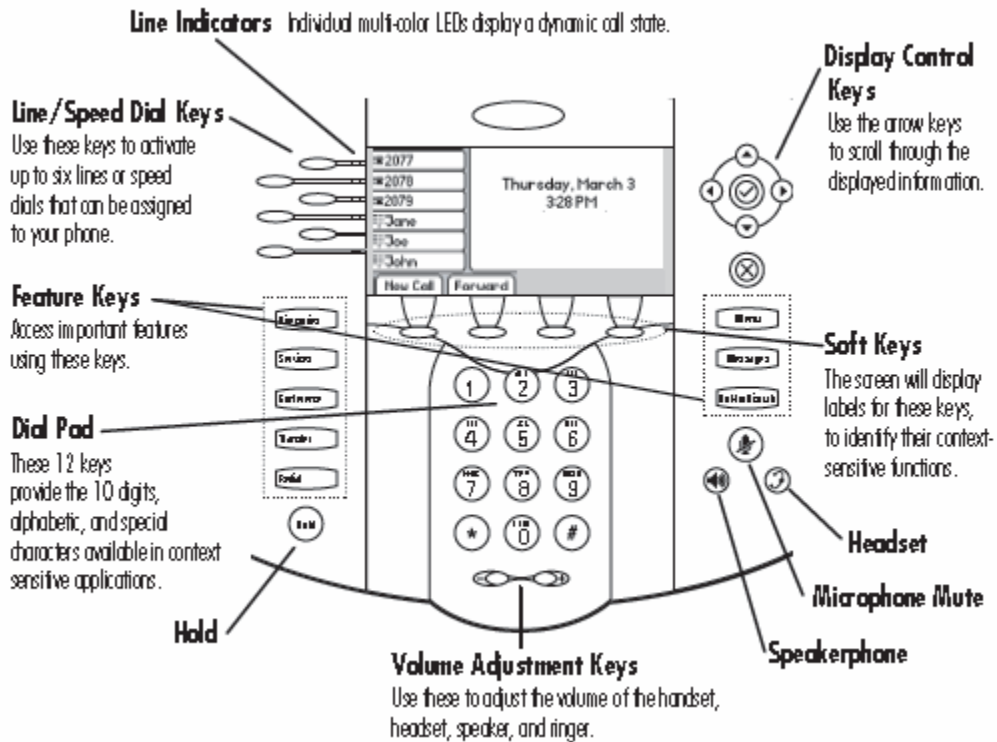
In-Line Power Option

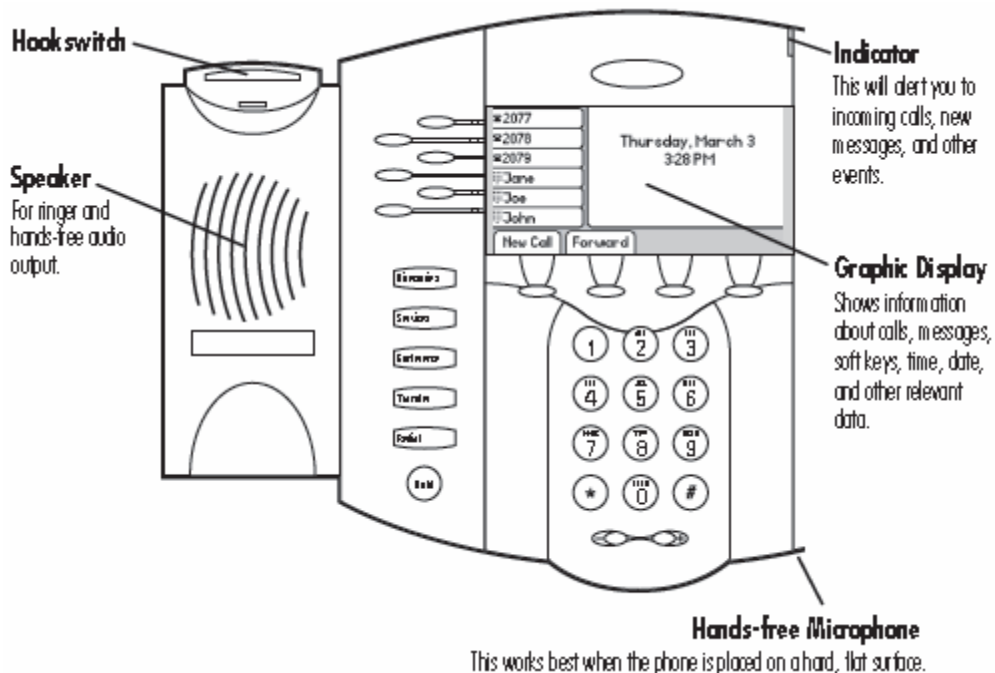
If the phone is connected to a compatible Ethernet switch that can provide in-line power, the phone will use that power option. Simply plug the supplied Network cable between the LAN jack on the phone and an available Power and Data port on the In-Line Power switch.



IP601 and IP600 Layout

The following diagrams show the IP601 and IP600 layout and key descriptions.





Placing a Call

Placing a Call Using the Handset

1. Pick up the handset to obtain dial tone.
2. Dial the desired number.
3. Press the Send soft key to complete the call.

Placing a Call Using Hands-Free Speakerphone Mode

1. With the handset on-hook, press a line key, the speakerphone key, or NewCall soft key on the screen to obtain dial tone.
2. Dial the desired number.

Placing a Call Using the Headset

1. With the optional headset connected, press a line key, headset key, or NewCall soft key on the screen to obtain dial tone.
2. Dial the desired number.

Users also have the option to dial directly from the dial pad without first getting dial tone. Simply enter the number then lift the handset or press the Dial soft key or press the headset or speakerphone keys. In all cases, the active call will appear on the display showing call duration and destination.

Answering a Call

Answering a Call Using the Handset

- Pick up the handset.

Answering a Call Using Hands-Free Speakerphone Mode

- Press the speakerphone key or with the handset on hook or press the line key opposite the incoming call, or the Answer soft key.

Answering a Call Using the Headset

- Pressing the headset key will answer the call through an optionally connected headset.
Note: If headset memory mode is enabled, pressing the line key will do the same. In all cases, the active call will appear on the display showing call duration and destination.

IP601 and IP600 Buttons and Keys

New Call Soft Key

The New Call soft key performs the same function as lifting your handset or pressing a line button. When pressed the telephone goes off-hook and plays dial tone. Follow the instructions above under Placing a Call.

Forward Soft Key

The Forward soft key enables call forwarding for your extension:

1. Press the Forward soft key.
2. Enter a valid extension or telephone number after Contact.
3. Press the 1/A/a soft key to rotate between numerical, capital alpha, lower case alpha mode.
4. Press the Enable soft key.

The icon next to each line button will change to indicate that forwarding is enabled. Press the Forward soft key again and press the Disable soft key to disable call forwarding.

MyStat Soft Key

The MyStat soft key allows you to change the status of your extension so that other extensions (Buddies) that are watching your status will display your preferred status. Press the MyStat soft key, scroll up or down to select your preferred status, press the Select soft key.

Buddies Soft Key

Buddies are other extensions that are monitored on your telephone. Your extension may also be monitored as a buddy by another telephone as a buddy. Press the Buddies soft key to view the buddy status of each buddy that you are monitoring. The buddy list is limited to 32 buddies. Press dial to automatically dial the selected buddy. The InstMsg soft key is for future instant messenger integration.

Directories Button

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 - Edit- Press to edit the selected extension with your own settings.
 - Exit- Press to return to the Directories main menu.
 - More- Press to access more soft key options.
 - Add- Press to add your own contacts.
 - Search- Search directory by first name and/or last name.
 - InstMsg- Reserved for future instant messenger integration.
 - Delete- Delete selected directory from your telephones directory list.
2. Call Lists - Lists missed, received, and placed calls. The following soft keys are available in each of the Call Lists menu:
 - Dial- Automatically dials the selected extension.
 - Edit- Press to edit the selected call record.
 - Exit- Press to return to the Directories main menu.
 - More- Press to access more soft key options.
 - Clear- Press to clear all of the records in the current call list.
 - Save- Press to save the current call record.
 - Info- Press to view the current record.

Note: The Clear option in the Call Lists menu offers the following options:

1. Missed Calls - Clears your missed call log instantly without further verification.
2. Received Calls - Clears your received call log instantly without further verification.
3. Placed Calls - Clears your placed call log instantly without further Verification.

Services Button

The services button provides future web-based functionality.

Conference Button

While on an active call you may conference additional parties by pressing the Conference button. Press the Conference button (your existing caller will automatically be placed on hold) and then dial the telephone number of the person that you want to join your call. The telephone number may be any valid number including internal extension numbers and external public telephone numbers. Initially the new caller will not be joined with the first caller. You may speak privately with the new caller. Press the Conference button again to join the calls together when you are ready. While making a conference call you will have a soft key option Split. If you are using a multiple line telephone with an available line key Split allows you to place your first caller on hold on one line and your second caller on hold on another line.

Transfer Button

While on an active call you may transfer the caller to another extension or telephone number by pressing the transfer button. Press the Transfer button, dial the extension number or external number that you want to send the call to, then press Send and you will be connected. You may speak privately with the receiving caller. Press the Transfer button again to send the call to the receiving caller when you are ready.

Redial Button

The redial button automatically dials the last number that you called from your telephone. Press the Redial button and your telephone will automatically connect.

Additional Information about the IP601 and IP600

Go to [IP601/600 User Guide](#) for additional information on how to use the Polycom IP601, IP600 telephones.

Polycom IP650

The Polycom IP650 looks and acts exactly like the IP601 and IP600 although the IP650 provides a backlit display. Refer to the [IP601 and IP600](#) section for details on using the IP650.

Voicemail

Using Voicemail

Evolution voicemail boxes are configured by the Evolution system administrator. Evolution voicemail allows you to personalize your unavailable message, save voicemail, forward voicemail to other users, and receive your voicemail in your email account (subject to system administrator configuration).

Voicemail Menu

Main Menu

Available options after pressing the Messages button or dialing *97:

Options	Option Name	Description
1.	New Messages	
2.	Change Folder	Change to a different folder (new versus old messages).
3.	Advanced Options	Reserved for future use.
0.	Mailbox Options	Setup your voicemail recordings.
*	Help	Repeats the current menu.
#.	Exit	Ends your call to the voicemail system.

Voicemail Menu

Available options while listening to a voicemail message:

Options	Option Name	Description
1.	Skip Message Envelope	Skips directly to the message and bypasses the message envelope. The envelope is the date, time and from information that precedes each message.
2.	Starts Message Over	Replays the current message without the envelope.
3.	No Function	
4.	Skip Message	Skip the current message and go to the next message.
5.	Repeat Message	Replays the current message with the envelope.
6.	Skip Message	Skip the current message and go to the next message.
7.	Delete/Un-delete Message	Deletes/un-deletes the message that you are listening to or just listened to.
8.	Forward Message	Send the current message to another voicemail box on the system. Press 1 to record a message in front of the voicemail message, or press 2 to send the message without recording a message in front of the voicemail message. The message will not be automatically deleted from your voicemail box. You may delete or save the messages as normal.
9.	Save Message	
*	Skip Backward Two Seconds	
#.	Skip Forward Four Seconds	

Available options immediately after listening to a voicemail message:

Options	Option Name	Description
1.	Skip Message Envelope	Skips directly to the message and bypasses the message envelope. The envelope is the date, time and from information that precedes each message.
2.	Starts Message Over	Replays the current message without the envelope.
3.	Advanced Options	<ul style="list-style-type: none"> Press 1 to send a voicemail reply to a caller on the same voicemail system. Press 2 to call the person who left the message (subject to system configuration). Press 3 to hear message envelope. Press * to return to main menu.
4.	Skip Message	Skip the current message and go to the next message.
5.	Repeat Message	Replays the current message with the envelope.
6.	Skip Message	Skip the current message and go to the next message
7.	Delete Message	Deletes the message that you are listening to or just listened to.
8.	Forward Message	Send the current message to another voicemail box on the system. <ul style="list-style-type: none"> Press 1 to record a message in front of the voicemail message. Press 2 to send the message without recording a message in front of the voicemail message. The message will not be automatically deleted from your voicemail box. You may delete or save the messages as normal.
9.	Save Message	
*	Help	
#	Exit	

Change Folder Menu

Available options for folders:

Options	Option Name	Description
0.	New Messages	This folder contains all of your new messages that you have not listened to yet.
1.	Old Messages	This folder contains all of your saved or skipped messages.
2.	Work Messages	Folder to store saved messages related to work.
3.	Family Messages	Folder to store saved messages related to family.
4.	Friends Messages	Folder to store saved messages related to friends.
#.	Cancel	Return to the main menu.

Mailbox Options Menu

Options available from the mailbox options menu:

Options	Option Name	Description
1.	Record Unavailable Message	This is the messages callers will hear if they call your extension if you are not on the telephone and you do not answer (your telephone is not busy but you do not answer).
2.	Record Busy Message	This is the message callers will hear if they call your extension and you are on the telephone and you do not answer (your telephone is busy).
3.	Record Name	This is the recording that callers will hear when they first reach your voicemail box but before your Unavailable or Busy Message. If you do not record your name then callers will hear a standard greeting that announces your voicemail box number (for example, "the person at extension 1001 is unavailable..." versus "Jane Doe is unavailable..."). This recorded name will also be used in the dial-by-name directory if your system has been configured with a



		dial-by-name directory.
4.	Record Temporary Greeting	This is a temporary message that callers will hear that is different than your Unavailable and Busy Messages. The Temporary greeting is useful for extended absences such as vacation. It allows you to record a temporary message so that you do not have to record over your Unavailable or Busy Message. If you record a temporary greeting it will automatically be made the active greeting and if you delete your temporary greeting your voicemail box will automatically revert to your standard Unavailable and Busy Messages.
5.	Change Password	Allows you to change the password to your voicemail box.
*	Return to the Main Menu	

Voicemail to Email

Your Evolution system administrator can configure your voicemail account to automatically send an email with your voicemail attached as a digital audio file. Your account may also optionally be configured to send a notification email when you receive a voicemail. After the email with your audio attachment is sent voicemail messages will remain on the voicemail server so that your message waiting indicator lamp will activate when you receive a message. Optionally your system administrator can configure your account to automatically delete your voicemail messages after they are sent as email. This allows you to avoid listening and deleting messages in both your email account and on your telephone. Your message waiting indicator lamp will not be activated when messages are deleted after being sent as email.

Voicemail Web Interface

Your Evolution system administrator can configure a web interface to view and listen to your voice messages. Contact your administrator for the web address. Voicemail messages that have not been deleted will be displayed. Click the speaker icon to listen to the message and click the X to delete the message. You can also use your mouse to right-click on the speaker icon to download the digital audio file to your computer.

→ Voicemail Messages				
Mailbox	Date	Caller ID	Duration	Modify
1025	Thu Sep 28 2006 - 23:09:37	"5GilbertAZ" <4804221244>	15 Sec.	 

Find Me Rules

Find me rules are advanced call forwarding steps that allow telephone calls to your extension to find you at other extensions or telephone numbers. Contact your Evolution system administrator for the web address to configure your find me rules.

- My Call Forwarding Rules are Currently - Enables or disables your find me rules
- Look for me first at - The extension or telephone number where you want to ring first.
Usually this is your main extension number.
- Then look for me at - Each of these steps allow you to specify an extension or telephone number where you want you call to ring next. Click the checkbox on the left to activate this step.
- Then Goto Mailbox - The final destination mailbox number that the call will be delivered if call is not answered in the prior steps.

- The amount of time that the call will spend at each step is determined by the drop down menu to the right of the step. It is controlled in seconds.

An example find me rule is to ring your desk extension for 8 seconds, then ring your softphone extension for 10 seconds, then ring your cellular phone for 10 seconds, and finally end at your desk extension voicemail box.

My Call Forwarding Rules are Currently: Off

My Follow Me Rules

Look for me first at: (Extension or Telephone Number) Ring for 5 Seconds

Then look for me at: (Extension or Telephone Number) Ring for 5 Seconds

Then look for me at: (Extension or Telephone Number) Ring for 5 Seconds

Then look for me at: (Extension or Telephone Number) Ring for 5 Seconds

Then Goto Mailbox: (Mailbox Number) Ring for 5 Seconds

Change Password

Personal Historical Reporting

Personal historical reporting offers a web-based view of your telephone call activity. Contact your Evolution system administrator for the web address to log in to view your historical reporting. All calls for your extension are listed along with call information such as caller ID, the time and date of the call, and the duration. Following is a screen shot of the historical reporting.

→ Historical Reporting						
Type	Dialed Number	Source	Destination	Date	Duration	Status
INTERNAL	1040	1025	1040	2006-09-28 09:23:46	20.88	ANSWERED
INTERNAL	1025	4804221244	1025	2006-09-28 23:06:36	1.27	NOANSWER

Conference Rooms

Conference rooms allow multiple internal and/or external callers to talk together on the same bridged call. Dial the feature code *10 and follow the audible instructions to connect to a conference room. Conference rooms are configured by the Evolution system administrator. Please contact your Evolution system administrator to learn how to allow external callers to access your conference room.

Speed Dial Numbers

Speed dial numbers are numbers that provide shortcuts to calling standard telephone numbers. These numbers are available to all extension configured on Evolution. Evolution speed dial numbers are configured by the Evolution system administrator. Speed dial numbers are numbers that provide shortcuts to calling standard telephone numbers. These numbers are available to all extension configured on Evolution. Evolution speed dial numbers are configured by the Evolution system administrator.

Dial the speed dial number and press the send button on your telephone or wait for your telephone to automatically connect. The number will be completed as though the entire telephone number was dialed. For example, if 2323 is configured as a speed dial number for (480) 422-1244 then when you enter 2323 on your telephone then Evolution will dial (480) 422-1244.

Advanced Feature Codes

Advanced feature codes are numbers that are dialed from an internal extension and provide access to telephony features. The following list describes features that are integrated into the standard installation of Evolution PBX.

Setting	Description
Dial Code	This is the number you would like to make dialable from your dial plan
Send Calls To	This determines the type of target that calls will be routed to when the corresponding number is dialed.
Location	This is the specific resource that you want these calls to route to.
Code	Description
*10	Conference Access - provides access to the conference system. Dial *10 and then follow the audible instructions to enter a conference.
*11	Page all extensions on Evolution PBX that have been configured with their Paging setting set to Enabled (go to Resources, Phone Extensions and view the extension to determine this setting). Not all telephones are compatible with this feature.
*15	Barge In - allows a user to connect to an already established call and listen to the conversation. Dial *15. This will break into the most recent call in the system in listen only mode. To change to a different call dial a valid extension number on an active call and press pound (#) to connect to that extension's call.
*16	Barge In and Talk - allows a user to connect to an already established call and listen and talk to the conversation. Dial *16. This will break into the most recent call in the system in listen and talk mode. To change to a different call dial a valid extension number on an active call and press pound (#) to connect to that extension's call.
*20	Pause - allows an extension in an extension group to temporarily remove itself from the extension group so that it will no longer receive calls from the extension group. Valuable for breaks or additional time after a call to prepare for the next call. Use *21 to un-pause.
*21	Un-pause - adds an extension back to an extension group to receive calls from the extension group once again after being paused. Use *20 to manually pause.
*96	Voicemail Access (different extension) - dial *96 from any internal extension to access any voicemail box that is different than the one that you are calling from. You will be asked to enter the voicemail box number as well as the password. Once entered you will have full access to that mailbox.
*97	Voicemail Access (local extension) - dial *97 from any internal extension to access the voicemail box for the extension that you are dialing from. You will not be prompted for an extension number nor a password as these will be assumed to be the extension that you are calling from. Most VoIP telephones can be programmed so that their messages button automatically dials *97. Telephones that are integrated into Evolution PBX will be automatically configured for the messages button to dial *97.
5000	Announcement Recording - dial extension 5000 to access the announcement recording application. See the section Configuration of Announcements in this document for additional information.
_6*120XX	Record a voicemail message to be delivered to all of the extension belonging to a specific extension group. For example, extensions 1001 through 1005 belong to extension group 12000 (and each extension is configured with a normal voicemail account, 1001 through 1005). Dial 6*12001 to access the voicemail system and record a voicemail message

	that will be delivered to all users 1001 through 1005.
6* <ext#>	Transfer directly to voicemail. Blind transfer your active call to * <ext#> where <ext#> is the extension number of the voicemail box that you want to transfer to.
_8*120XX	Page all the members of an extension group. For example, dial 8*12001 to page all of the extensions that belong to extension group 12001.
8* <ext#>	Page a specific extension. For example, dial 8*1001 to page extension 1001.
9* <ext#>	Pick up a call ringing on another extension (the call must be directly to the extension and not through an extension group. For example, you are using extension 1001 and someone directly calls extension 1002. Dial 9*1002 to pickup that call on your extension 1001.

In-Call Feature Codes

The following feature codes are used during a call (the Advanced Feature Codes described above are only for dialing to initiate a call and are not used during a call)

Code	Description
*0- Disconnect	Disconnects the current call.
*1 - One Touch Record	Initiates call recording.
*2 - Attended Transfer	Transfers the call after you consult with the party that you are transferring to and after you press the transfer button.
*3 - Blind Transfer	Transfers the call without consulting the party that you are transferring to (transfers immediately).
700 - Call Park	<p>Any active call can be transferred to 700 to park the call. A parked call is on hold inside of Evolution PBX rather than on hold on the extension. A parked call can be picked up by the extension that parked it or any other extension.</p> <p>To Park an Active Call</p> <ul style="list-style-type: none"> Transfer the call to extension 700. Evolution PBX will audibly respond with another number starting with 701. Dial 701 or the number that Evolution PBX gave you when you parked the call. Click Send on your phone, if required. You will be connected to the parked call and thus will have picked up the parked call.