

Evolve IP Handset Key:

1) Corp Directory	6) Headset	11) Navigation
2) Call Log	7) Speaker	12) Dial
3) More	8) Volume	
4) Phone Lines	9) Mute	
5) Hold	10) Menu	

Evolve IP Handset –Polycom 32x/33x



1) Corporate Directory

- (a) Press the “Corp Directory” button.
- (b) Use the up and down arrow to select to search by last or first name and hit the check icon.
- (c) Using the dial key pad, enter the first few letters of the name you wish to search.
- (d) When finished push the down arrow to select “Search Directory”.
- (e) If a match is found, it will return a list of names with the letters that you entered.
- (f) Once person is selected, press the “Dial” icon button on your screen to make the call.
- (g) If you want to see all of the caller’s phone numbers select the “Details” button.

2) Call Log

- (a) Press the “Call Log” button to view all of your Received or Placed Calls.
- (b) When you have selected the call log you wish to view, the call information of each call will be displayed.
- (c) Select a call and press the “Dial” button. You can also Delete the entry, Save the contact information or see Info about the call.

3) More (Call Park/Retrieve)

By pressing the “More” button you will be able to view the Park/Retrieve and Redial button.

Parking A Call

- (a) When on a call, press the “More” button and select the “Park” button.
- (b) You will see a display that will ask you what extension you would like to park the call on.
- (c) Enter either your extension or the co-worker the call is for extension and press the “Enter” button.
- (d) You will hear a recoding that says your call has been parked.

***After 60 seconds if the call is not retrieved, the call will ring the original phone saying “Recall” in front of the caller id and will open up a line to answer.**

Retrieving A Call

- (e) To retrieve a call, on any Evolve IP phone, press the “More” and then the “PkRtrv” button.
- (f) You will see a display on your screen that will ask you what extension the call was parked on.
- (g) Enter the extension the call was parked on and press the “Enter” button. **You will immediately be connected with the call that was parked.**

Conferencing (3 Way Call)

To create a three-way conference call:

- (a) Connect to the first party.
- (b) Press the “More” soft key and then the “Confnc” soft key to create a new call (the active call is placed on hold).
- (c) Place a call to the second party.
- (d) When the second party answers, press the “Confnc” soft key again to join all parties in the conference.

Transferring

To initiate a transfer:

When on an active call, press the “Transfer” button. This will automatically put the calling party on hold and open an additional line to place a call.

There are 3 types of transfer: Consulted, Blind and Voicemail.

(a) Consulted Transfer: Allows users to consult with the third party before completing the transfer. To perform a consulted transfer, press the “Transfer” key on the handset display. Dial the extension or 10 digit number of the party to whom you want to transfer the call. When the last digit of the phone number is entered press the “Dial” button. Once caller is announced hit the “Transfer” key again and the transfer is completed. To pull call back, hit the “Cancel” button and you will immediately be connected back to the original caller.

(b) Blind Transfer: Transfers a call without consultation. To complete the transfer without consultation, press the “Transfer” key on handset display and then the “Blind” key. Dial the extension or 10 digit number to whom you want to transfer the call to. When the last digit of the phone number is entered, press the “Dial” button and the call is immediately transferred.

(c) Voicemail Transfer: Transfers a call straight into voicemail.

When on a call press the “Transfer” button. Dial *55 and the extension of the party’s voicemail the caller would like to go to followed by “#”.

***This will automatically send the caller into voicemail.**

4) Phone Lines

Each user receives 2 phone lines:

Answering a call; Pick up the handset. Press the Speakerphone button or Headset (optional) icon.
Incoming calls may be ignored by pressing the Reject soft key during ringing.

5) Hold

- (a) When on a call, put the caller on hold by pressing the **“Hold”** button.
- (b) By default, music will be played for the caller when you press the hold button.
- (c) To take a caller off of hold, press the line that the caller is on or the **“Resume”** button.

6) Headset Setting

For frequent or full-time headset users, there is an option to default all calls to the headset.

To enable Headset Memory Mode:

- (a) Press the **“Menu”** button and select **Settings followed by Basic, Preferences, Headset, and Headset Memory.**
- (b) Scroll down to Enable and press the **“Select”** soft key.

To activate Headset Memory Mode (if enabled)
Press the “Headset” button twice.

7) Speaker

- (a) To activate the speaker button, press the **“Speaker”** button.
- (b) To end speaker, press the **“Speaker”** button again.

8) Volume

- (a) Press the left volume button on the phone to decrease the volume; press the right volume button to increase the volume.
- (b) This will adjust your ringer, handset, or speaker volume depending on which state you are in.

9) Mute

- (a) Press the **“Mute”** button to mute your phone.
- (b) Press the button again to take your phone off mute.

10) Menu

The Menu button allows you to select several options. Some of the options include but are not limited to;

- (a) **Voicemail** – Press the **More** soft key on the phone and select **Vmail OR go to Menu** and select **Features>Messages**. Press the connect soft key. You will first be asked to enter in your 6 digit pass code provided by your group administrator. Once default pass code is entered you will be asked to enter in a new 6 digit pass code. This will be your permanent pass code when checking your voicemail. Follow the prompt to set up your greetings.

****Please consult the Voicemail Quick Reference guide for further assistance***

- (b) **Distinctive Ringing/Call Treatment**- You can set distinctive incoming ringing tones for different contacts in your local directory: Press the **Menu** button and then select **Features>Contact Directory**. Search for the Contact Directory. Press the Edit soft key and scroll down to Ring Type and press the check mark to edit it. Using the left and right arrows, select the desired ring tone. Press the **OK** soft key to accept the change, and then press Menu to return to idle screen.
- (c) **Ring Type** – You can select different rings to match your preferences and distinguish between calls on lines. To change the incoming ring, Press **Menu** and then select **Settings>Basic>Ring Type**. Scroll to highlight the desired ring type. Press the Play soft key to hear it. Press the check or **Select** soft key to accept the highlighted ring type, and then press Menu to return the idle screen.
- (d) **Call Forwarding** - Press the **Menu** button and then select **Features> Forward**. Select a Forwarding Type: **Always, No Answer or Busy** by using the check mark in the middle of the phone.
-For all types, first select the check mark and then enter an extension or 10 digit phone number to forward all future calls to (for **No Answer**, enter the number of rings before forwarding).

To Enable:

Press the down arrow and check off the **“Disabled”** key and move your left arrow key until it says **“Enable”**. Select ok (**follow same steps to Disable**).

To Save:

Scroll back to the phone number using the up arrow key and then press the left arrow key where it will ask if you would like to save.

Visit the following our Evolve IQ Knowledge Base to view Quick Tip Videos on the functions of the Evolve IP phone:
<http://support.evolveip.net>

11) Dial

Press the **“Dial”** button to make calls

More (Redial)

- (a) The **“Redial”** button will call the most recently dialed number.

Speed Dials

Setting up speed dials using the Contact Directory:

- (a) Press the **Menu** key, and then select **Features>Contact Directory**.
- (b) Select the up navigation arrow key until **<New Entry>** is highlighted. Use the check mark to select.
- (c) When First Name appears on the screen use the check mark to access.
- (d) Begin to type in the name by using your keypad. Select **“OK”** when finished.
- (e) Use the down arrow to get to Last Name option. **Repeat steps c and d.**
- (f) Use the down arrow to get to the Contact option. Select the check mark and enter the extension or 10 digit number of the contact then select **“OK”**
- (g) When finished select the left arrow key and press the **“Yes”** key to confirm the changes, then press **“Menu”** to return to the idle screen.

To View Speed Dials:

Press the **“Up”** arrow key in the center of the phone.

To Edit:

- (a) Go back into **Menu>Features>Contact Directory**
- (b) Select the contact you wish to edit by checking it off.
- (b) Press the **“Edit”** soft key and make the necessary changes.
- (b) Once changes have been made, select the left arrow key and press the **“Save”** key to confirm changes.

Adding a contact using the Call Log:

- (a) Press the **Call Log** soft key
- (b) Use the up and down navigation arrows to select **Received or Placed Calls**
- (c) Once selected (highlighted), hit the check mark in the middle of the navigation arrows
- (d) Press the **“Save”** soft key
- (e) The contact will now appear as a Speed Dial