

# Quick Tip 36787

## Answering Incoming Calls When Ring is Silent on Polycom® SoundPoint® IP Phones



This quick tip describes how the silent ring feature works on SoundPoint IP phones.

This information applies to SoundPoint IP phones running SIP application version 1.6 or later. This quick tip is up-to-date for Polycom UC Software 3.3.0.

## Introduction

In a shared call environment, it is common for the ring tone for shared lines to set to **Silent**. When configured in this way, the behavior is different with respect to retrieving incoming calls.

For more information on this behavior on a particular SoundPoint IP phone, refer to the appropriate *User Guide* at <http://www.polycom.com/support/voicedocumentation/>.

## Answering Incoming Calls When Ring is Silent



This feature is not supported when your phone is configured with a single registration.

When your SoundPoint IP phone is configured for silent ring, you will need to retrieve your incoming calls differently.

Normally you would lift the handset when you receive an incoming call. For a line configured for silent ring, if you lift the handset (or press the **Speakerphone** or **Headset** keys), your phone will select the primary line and present you with a dial tone instead of answering the incoming call.

Instead 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.



If your phone has been updated to Polycom UC Software 3.3.0, your system administrator may have configured your phone to allow you to terminate calls by pressing the associated line key. If you pick up the handset first and are presented with dial tone on the primary line, press the line key twice to retrieve the call on the line set to silent ring.

If your primary line is in use and you do not have multiple call appearance available (more than one active call on a line that is shared), picking up the handset may present a reorder tone since the line will be busy.

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