

POLYCOM QUICK USER GUIDE



FEATURES

ANNOUNCED TRANSFER

This feature allows you to announce and send the caller to an extension or external number.

1. Press the "TRANSFER" button on the phone. The caller is placed on hold and you will hear a dial tone.
2. Enter the extension or external number of the user whom you are transferring the call and press "SEND".
3. Wait until the person answers the call and then announce the calling party. Then press the "TRANSFER" button again or hang up the phone to complete the transfer.
4. If the person you are transferring to does not want to take the call or is not available, you can return to the caller by pressing "CANCEL".

BLIND TRANSFER

This feature sends the caller to an extension or external number without announcement.

1. Press and hold the "TRANSFER" button on the phone. The caller is placed on hold and you will hear a dial tone.
2. Enter the extension or external phone number of the user whom you are transferring the call.
3. Press "SEND"

TRANSFER TO VOICEMAIL

This feature allows you to transfer a caller directly to a voicemail without ringing an extension.

1. Press and hold the "TRANSFER" button on the phone. The caller is placed on hold and you will hear a dial tone.
2. Enter *9 followed by the users extension. Example: *9101
3. Press "SEND"

ACCESS VOICEMAIL VIA TELEPHONE

To access your messages via telephone:

Press the Messages button and follow the prompts to navigate the menus.

RECORD VOICEMAIL GREETING

1. Press the voicemail button.
2. Press option "0".
3. Listen to the list of voicemail greeting options and record each greeting.

You should hear options for "Unavailable", "Busy", "Record Your Name", "Temporary Greeting" and "Change Password".

PAGING

Enter *8 followed by the phone extension.

Example: To page extension 201, simply enter *8201 on your phone and press "SEND".

CALL FORWARDING

Call Forwarding allows you to forward your phone to another extension or phone number. This means that your phone will no longer ring and the target device will ring until you unforward your phone.

1. Dial *72 + extension number or 10 digit telephone number.
2. Press "SEND"
3. You will hear "Call Forwarding" when this has been completed.

UN-FORWARDING

1. Dial *72.
2. Press "SEND" to un-forward your calls.
3. You will hear "Call forward canceled" when this has been completed.

CONFERENCING

1. Call the first party or receive an inbound call from the first party.
2. Press "More" and select "Confrcnc".
3. Dial an extension or external number and wait for the call to connect with the second party.
4. Press "More" and select "Confrcnc" to conference everyone together.

From Lines or Calls view, you can:

- Press "Hold" to hold all participants
- Press "End Call" to remove yourself from the call, but keep the other participants connected.
- Press "Split" to end the conference and hold all participants.