



Getting Started Guide for Polycom 3xx Series SIP Phones

PLACE A CALL

To place a call on your phone, you can do one of the following:

- ⇒ Lift the handset
- ⇒ Press the button for the line you want to use
- ⇒ Press the **Speaker** button
- ⇒ Press the **New Call** soft key

Then you can enter the number to call, followed by the # key, the **Dial** button, or wait out the 5 second delay.

-OR-

You can **pre-dial** the number you want to call, then pick up the handset or press the **Dial** button.

PLACE A CALL ON HOLD

- ⇒ Press the **Hold** button on the phone
- ⇒ To return to the call:
 - Press the **Resume** soft key
 - Press **Hold** button
 - Press the line button you want to pick up

TRANSFER AN ANNOUNCED CALL

*As long as Caller ID is available, your caller ID appears when the call is being transferred.

- ⇒ During a call, press the **Transfer** soft key in the display. The call is put on hold
- ⇒ Dial the number to which you want to transfer the call followed by the # key, the **Dial** button, or wait out the 5 second delay.
- ⇒ When the party answers and you have announced the call, press the **Transfer** soft key again

Note: If the transfer fails or you need to go back to the caller, press the **Cancel** and/or **Resume** soft key to return to the original call.

BLIND TRANSFER (UNANNOUNCED)

*As long as Caller ID is available, the caller's appears when the call is transferred.

- ⇒ During a call, press the **Transfer** soft key in the display. The call is put on hold
- ⇒ Press the **Blind** soft key in the display
- ⇒ Dial the number you want to transfer the call to followed by the # key, the **Dial** button, or wait out the 5 second delay.

PLACE A THREE-WAY CONFERENCE CALL

- ⇒ During a call, press the **Conference** soft key to open a new line and put the first party on hold
- ⇒ Place a call to another number and press the # key, the **Dial** button, or wait out the 5 second delay.
- ⇒ When the call connects and you announce the conference, press either **Conference** button to connect all parties

Note: If the Conference fails or you need to go back to the caller, press the **CANCEL** and/or **RESUME** soft key to return to the original call.

VIEW MISSED CALLS

- ⇒ Press the **Callers** button in the display to access your *Received* and *Missed* calls
- ⇒ Press the **Dial** button once for your Placed calls

ACCESS VOICE MAIL OVER THE PHONE

You can use the voice prompts to listen to messages, send a message, work with greetings, or change your account options. Please refer to the Voice Mail User Guide or Voice Mail Pocket Guide for additional information.

To access your voice mail over the telephone, you can:

- ⇒ Press the **MSG** soft key
- OR-**
- ⇒ Dial your extension
- OR-**
- ⇒ Press the **Menu** button then **1, 1, 1**
- ⇒ Dial your extension
 - Press the * key when you hear your message (or the default message) and enter your PIN or password. Your default password (PIN) is usually the last 4-digits your extension/ telephone number.
- ⇒ Follow the voice mail prompts and enter your mailbox number and/or password.

*The first time you access your voice mail, you are prompted to:

- ⇒ Change your password. Your new password must be 4 - 8 digits.
- ⇒ Re-enter your new password to verify the numbers.
- ⇒ Record your name for the voice mail
- ⇒ Record your outgoing message

SEND A CALL DIRECTLY TO VOICE MAIL

- ⇒ During a call, press the **Transfer** soft key in the display. The call is put on hold
- ⇒ Press * **55**, the mailbox number, and then the # key
- ⇒ If you want to send the call to your own voice mail, press # again

ADDITIONAL VOICE MAIL INFORMATION

- ⇒ Your voice mail basic package has a 20 message capacity. Your administrator can increase the limit to 50.
- ⇒ You can retain your messages for 30 days, after which they 30 days, messages disappear. You can access your voice mail before the 30 day deadline and resave for an additional 30 days.