



Getting Started Guide for Polycom SIP Phones

Place a Call

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

- ⇒ Lift the handset and dial the number
- ⇒ 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 **Send** soft key in the display, or wait out the delay.

Note: You can "**PRE-DIAL**" the number you want to call then pickup the handset or press the **DIAL** soft key.

Place a Call on Hold

- ⇒ Press the **Hold** soft key or 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** button on the left, or the **Trnsfer** soft key in the display. The call is put on hold
- ⇒ Dial the number to which you want to transfer the call followed by #, or the **Send** soft key in the display
- ⇒ When the party answers and you have announced the call, press either **TRANSFER** button 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 caller ID appears when the call is transferred.

- ⇒ During a call, press the **Transfer** button on the left side of your phone, or the **Trnsfer** 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 #, or the **Send** soft key in the display.

Place a Three-way Conference Call

- ⇒ During a call, press the **Conference** button on the left side of your phone, or the **Confnc** soft key to open a new line and put the first party on hold
- ⇒ Place a call to another number and press #, or the **Send** soft key in the display.
- ⇒ When the call connects, press either **Conference** button to connect all parties

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

View Missed Calls

*You can also access your Placed, Received, and Personal Directories by pressing your Directories button.

- ⇒ Press the **Directories** button, then **2** for *Call Lists* –or-
- ⇒ Press the **Call Lists** button –or-
- ⇒ Press the **down arrow**

Note: Polycom 301 users can access the Directories by pressing **Menu** and **Features**.

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 Pocket Guide for additional information.

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

- ⇒ Press the **MESSAGE** soft key
- ⇒ Select the **LINE** with the voice mail you want to access (if applicable)
- ⇒ Press the * key when you hear your message and enter your PIN or password. Your default password (PIN) is usually the last 4 digits your extension number.
-OR-
- ⇒ Dial your extension
- ⇒ Press the * key when you hear your message. Your default password (PIN) is typically your extension 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 to 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** button on the left side of your phone, or the **Trnsfer** soft key in the display. The call is put on hold
- ⇒ Press * **55** #
- ⇒ Dial the extension or mailbox number you was to send the call to followed by #. If you want to send the call to your own voice mail, press #
- ⇒ The phone prompts you with instructions after you press **Transfer** and ***55** #

Additional Voice Mail Information

- ⇒ Your voice mail basic package has a 20 message capacity
- ⇒ You can retain your messages for 30 days. After 30 days, messages disappear. You can access your voice mail before the 30 day deadline and resave for an additional 30 days.

For training/documentation, please visit us @ <http://customertraining.verizonbusiness.com> or call 1-800-622-1049