

POLYCOM QUICK REFERENCE GUIDE

TRANSFERRING A CALL – ATTENDED (CONSULTATIVE)

1. Press the “Transfer” softkey
2. Dial or select a [Phone Number or Extension](#)
3. Once ready to complete the transfer, [Hang up](#), or press the “Transfer” softkey

TRANSFERRING A CALL – BLIND

1. Press the “Transfer” softkey
2. Press the “Blind” button/softkey
3. Dial or select a [Phone Number or Extension](#), and the call will immediately be transferred

Note: “Transfer” softkey can be held to skip step 2

TRANSFERRING A CALL DIRECTLY TO VOICEMAIL

1. Press the “More” softkey
2. Press the “Transfer to Voicemail” softkey
3. Enter the “Mailbox ID (Extension)”
4. Press the “Enter” softkey

CONFERENCING A CALL

1. Press the “Conference” softkey
2. Dial or select a [Phone Number or Extension](#)
3. Once answered, press the “Conference” softkey a second time to join the calls

CHECKING VOICEMAIL

1. Press the “Envelope” button/icon (select line if necessary) and follow prompts [Default Password: 0807](#)

ENABLING CALL FORWARDING

1. From the home screen, press the “Forward” softkey (select line if necessary)
 2. Select the [Forwarding Type](#):
 - “Always” to forward all calls
 - “No Answer” to forward calls not answered
 - “Busy” to forward calls if phone is busy
 3. Enter the [Phone Number or Extension](#) you wish to forward your calls to
 4. Press the “Enable” softkey
- OR
1. [Dial](#):
 - Always: *72
 - No Answer: *92
 - Busy: *90
 2. Follow Prompt to enter the “Destination Number”

DISABLING CALL FORWARDING

1. From the home screen, press the “Forward” softkey (select line if necessary)
 2. Select the [Forwarding Type](#) that is marked “Enabled”
 3. Select “Disable”
- OR
1. [Dial](#):
 - Always: *73
 - No Answer: *93
 - Busy: *91

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ACTIVATING/DEACTIVATING “DO NOT DISTURB”

1. From the home screen, press the “More” softkey
2. Press the “DND (Do Not Disturb)” softkey
3. Select the [Line](#) and press “Enable” or “Disable” or press “Set All” or “Clear All” to activate or deactivate all lines

PARK A CALL (TO BE PICKED UP AT ANOTHER STATION)

1. While on an active call, press the “More” softkey
2. Press the “Call Park” softkey
3. Enter the [Extension](#) you would like to park the call against
4. Press the “Enter” softkey

RETRIEVE A PARKED CALL

1. From the home screen, press the “More” softkey
2. Press the “Call Retrieve” softkey
3. Enter the [Extension](#) where the call was parked to retrieve the call

CALL RETRIEVE/CALL PICKUP

- Dial *97 followed by the [Extension](#) to answer any ringing extension, or dial *98 to answer any ringing phone in your defined group (must be programmed by administrator)

PUSH TO TALK (MUST BE PROGRAMMED)

- Dial *50 followed by the [Extension](#) you wish to page

PROGRAMMING SPEED DIAL 8

(Dial a programmed “Speed Dial” by pressing a single digit)

1. Dial *74
2. Dial the [Speed Dial Number](#) you wish to program (2-9)
3. Dial the [Number You Wish to Be Dialed](#) followed by “#”
EX: “*74; 2; 8334673472; # ” (Programs speed dial “2” to call Segra Support)

PROGRAMMING SPEED DIAL 100

(Must use “#” before dialing the speed dial)

1. Dial *75
2. Dial the [Speed Dial Number](#) you wish to program (00-99)
3. Dial the [Number You Wish to Be Dialed](#) followed by “#”
EX: “*75; 11; *55101; # ” (Programs speed z“#11” to allow transfers straight to extension 101’s voicemail)

VOICEMAIL SHORT CODES

- Play Message Menu:
 - “#” Saves the Message
 - “7” Erases the Message
 - “2” Repeats the Message
 - “6” Plays the Next New Message
 - “8” Initiates Call Back to Sender
 - “3” Forwards Current Message
- While Playing Messages:
 - “1” Skips Backward 3 Seconds
 - “2” Pauses Playback
 - “3” Skips Forward 3 Seconds
 - “4” Restarts Message
 - “6” Skips to End of Message