HOSTED PBX Polycom Conference STATIONS

CALL:

Used to answer and initiate calls.

Redial:

Redials the last number dialed.

Scroll:

To scroll through information. Also from idle screen, scroll down for missed calls.

Soft Keys:

Pressing selects the function displayed above the key.

Select:

To toggle and select features

VOLUME:

Controls the speakerphone and ringer volume.

MUTE:

Mutes and un-mutes an active call.

BASIC PHONE FEATURES

MAKE A CALL: Dial the number from the keypad. To intitiate the call, press the Call key or press Dial.

ANSWER A CALL: Press the Call key or press Answer.

CALL HOLD: Press Hold. To resume the call press Resume.

DISCONNECT A CALL: Press the Call key or press End Call.

ADVANCED CALL HANDLING

CALL PARK: Call parks are virtual environments that exist to Hold a call that is available to be retrieved from another station in the business. Once a call has been parked, you will be notified of the park queue number. To access that call, press Retrieve and dial the queue number provided and press Enter.

TRANSFER: Press Trnsfer and dial a number (or extension). Then either:

A) Press Send and wait for the recipient to answer and introduce the call. Then press the Transfer key a 2nd time to complete the transfer. Or

B) Press Send and wait for the ring back tone Then press the Trnsfer key a 2nd time to complete the transfer

3-WAY CONFERENCE: With a live call established. press Confrnc. Dial the 3rd party and press Send. After they answer, press Confrnc.

TRANSFER TO VOICEMAIL: Press the Trnsfer, press Blind dial the number 5, dial the extension and press Send to complete the transfer to voicemail