



TRANSFER:

Used to start and complete a call transfer.



VOICE MAIL:

Used to access your voice mail box.



HOLD:

Place an active call on hold. Retrieve a held call.



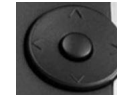
VOLUME:

Adjusts the volume of the ringer, speaker, handset and headset.



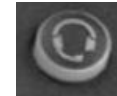
HOME:

Toggles between the home and line screen.



NAVIGATION:

DOWN: Missed calls list
LEFT: Received calls list
RIGHT: Placed calls list
Also used to navigate options.



HEADSET:

Toggle and indicates between headset and handset.



SPEAKERPHONE:

Activate or end a speakerphone call.



MUTE:

Mutes or un-mutes an active call.

BASIC PHONE FEATURES

MAKE A CALL: Dial the number from the keypad. To complete the call, lift the handset or press the Dial key. Alternatively, press the Speakerphone key after dialing to initiate a hands-free call.

HOLD A CALL: Press the Hold key. To return to the call, press the Resume key or the Hold key.

ANSWER A CALL: Lift the handset or press the Answer key. Alternatively, press the Speakerphone key to initiate a hands-free call.

END A CALL: Replace the handset or press End Call.



HOSTED PBX Polycom VVX 410/411 STATIONS

ADVANCED CALL HANDLING

CALL PARK: Call parks are virtual environments that exist to “Hold” a call that is available to be retrieved from any other station in the business. Press an unlit Park key to park a call. Press the appropriate lit Park key to retrieve the call.

3-WAY CONFERENCE: With a live call established, press the MORE key then the CONFRNC key. Dial a number (or extension) and press the SEND key. After the 3rd party answers, press the MORE key then the CONFRNC key a 2nd time to join the three calls.

TRANSFER: Press the TRANSFER key and dial a number (or extension). 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 press CANCEL at any time to return to the original caller.

TRANSFER TO VOICEMAIL: Press the TRANSFER key, dial the number 5, then dial the extension. Press the SEND key and the TRANSFER key to send the call to voicemail.

VOICE MAIL ACCESS

FROM OFFICE PHONE:

1. Press the VOICE MAIL key or dial *99
2. Enter your **PIN*** (followed by pound #)
3. First time enrolment access will prompt you to change your PIN, name and outbound greeting.
- 4.

FROM ANY OTHER PHONE:

1. Dial 207-699-4000
2. Enter the 10 digit telephone number (followed by pound #)
Example: 2071234567#
3. Enter your **PIN*** (followed by pound #)
4. First time enrolment access will prompt you to change your PIN, name and outbound greeting.

NOTE: The default enrolment PIN is 010203. Your new chosen PIN must contain 6 to 20 digits and no repeating patterns. (no consecutive numbers in groups of 3 or more in a row)

VOICE MAIL SYSTEM NAVIGATION

GENERAL

- | | |
|-----------|---------------------------------|
| Press “1” | to play messages |
| Press “2” | to send a message |
| Press “3” | to manage your greetings |
| Press “4” | to change your mailbox settings |
| Press “6” | to manage your deleted messages |
| Press “7” | to log on as another user |
| Press “0” | to access additional assistance |
| Press “*” | to exit voicemail |

WHILE PLAYING

- | | |
|-----------|-----------------|
| Press “1” | to repeat |
| Press “2” | to save |
| Press “3” | to delete |
| Press “4” | to reply |
| Press “5” | to forward copy |
| Press “#” | to leave as new |

BUSINESS TECHNICAL SUPPORT: 866-287-0234 help@gwisupport.net