

Voicemail

Accessing Voicemail

1. Tap the **Voicemail** icon  or dial ***86**.
2. Follow prompts to play messages, record greetings, etc.

Voice Messaging Main Menu

- 1 Listen to/Play Messages
- 2 Busy Greeting Menu
- 3 No Answer Greeting Menu
- 4 Extended Away Greeting Menu
- 5 Compose Message Menu
- 7 Delete All Messages
- Voice Portal Main Menu
- # Repeat Menu

"Play Message" options

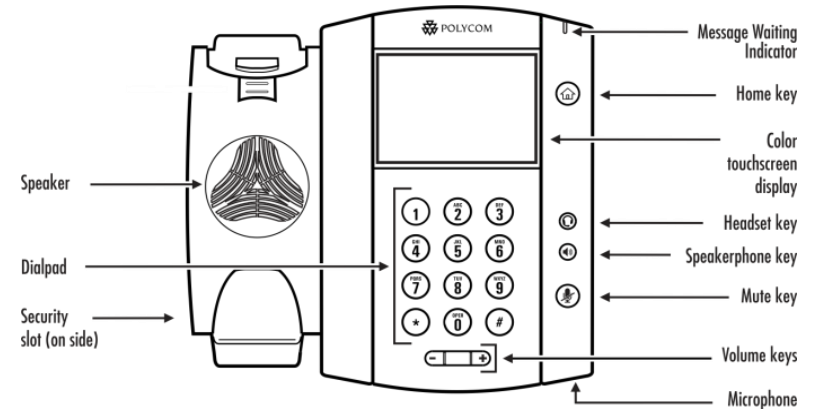
While listening to message	Between messages
1 Skip Back	# Save
2 Pause/Resume	7 Delete
3 Skip Forward	2 Repeat
4 Jump to Beginning	5 Envelope Info
6 Jump to End	6 Play Next Msg
Anytime	8 Callback Caller
* Return to Previous Menu	9 Add'l Options

Contact your company's phone system administrator with questions about your service and for more information about available features.



Quick Reference Guide









Getting to Know Your Polycom IP Phone



MAIN PHONE KEYS





COMMON ICONS

-  Your phone is active; you can make calls
-  Your phone is NOT active; no calls can be made
-  Your phone is set on Do Not Disturb
-  Shows outbound call from your phone
-  Shows Inbound call to your phone
-  Shows missed call to your phone
-  Display recent call history (Shortcut key)
-  Access your Voicemail (Shortcut key)



Calling Options

Dialing phone numbers or extensions

Lift your handset and dial the phone number (OR with the handset on-hook, dial the number and tap  or press **Speakerphone** button .) For:

- **Local call** – dial the 7-digit local number
- **Long distance** – dial the 10-digit phone number (area code + local number)
- **International** – dial 011 + country code + city code + number
- **Internal extension** – dial the 4-digit extension

Answer Calls

- Press **Speakerphone** button , or tap **Answer** and pick up the handset. (If you are using a headset, press the **Headset** button .)
- To answer a new call while on an active call, select the incoming call then tap **Answer**. The current call will be held.

Hold Calls

- Place a call on Hold by tapping **Hold** (on bottom of display). Party will hear On Hold music/message while holding. (If you're in Calls View, remember to highlight the call first.)
- To resume a held call, tap **Resume** from either Lines or Calls View.

Transfer Calls

Transfer call to an extension or other number:

1. During a live call, press **Transfer** and dial the extension or phone number.
2. When you hear the ring back sound, or after you have talked with the other party, tap **Transfer** and hang up.

NOTE: If you tap **Transfer** or hang up directly after hearing the ring back sound, the call will automatically transfer without having to announce the caller.

Transfer call directly to Voicemail:

1. During a live call, tap **VMxfr**.
2. Enter the extension number and tap **Enter**.



Conference Calling

To conduct a conference call:

1. Call the first party. After party answers, tap **More**, then **Confrnc**.
2. Dial the extension or phone for the second party. When party answers, tap **More**, **Confrnc** again; all 3 parties are joined together in conference.

Additional Phone Features



Muting the Microphone

- During a call, press  (Mute button) so other parties can't hear you.
- To disable Mute, press  again.

Do Not Disturb

- To disable ringing, tap **DND**. The LCD display will show a "DND" icon and any incoming calls will be directed to voicemail.
- Tap **DND** again to re-enable ringing.

Changing Volume

- **To change call volume**, press  during a call.
- **To change the ringer volume**, press  when the phone is idle or ringing.

Quick Dial Guide – easy dialing options	On	Off
Call Forward		
All Calls	*72	*73
All Calls to Voicemail	*21	#21
When No Answer to Voicemail	*41	#41
Not Reachable (for business continuity plan-requires set up)	*94	*95
Check Not Reachable Status	*63*	
Call Return (last inbound number)	*69	
Call Waiting	*43	*43
Cancel call waiting for a single call		*70
Access Voicemail	*86	*86
Music On Hold Deactivation (per-call deactivation)	*60	*60
Clear Message Waiting Indicator	*99	
Change Number of Rings before voicemail picks up	*610	*99

IMPORTANT NOTE about 911: VoIP (Voice over Internet Protocol) service works differently than traditional phone service, so VoIP E911 service may also work differently. To understand limitations and be prepared should you need to make a 911 call from your IP phone, please read the TelNet E911 Emergency Service Advisory Notification at www.telnetww.com/TelNet911Advisory.pdf