BEFORE USING YOUR PHONE

- Record your Personal Greeting
- Record your Name
- Change your Pin Number
- Create your Personal Directory
- Create your Presence Key(s)

Help Desk
Students: 610.330.5506
Employees: 610.330.5501
E-mail: help@lafayette.edu
http://help.lafayette.edu/uc
Lafayette College UC
Polycom Phone quick user guide

A QUICK REFERENCE TO COMMON POLYCOM PHONE FEATURES

This is a quick guide to Polycom phone features available to users of the UC Communications System.

PLACE A CALL
Placing a phone call requires only two steps, which can be performed in any order:
- Dial the number
- Pick up the handset or press the Speakerphone or Headset key
You can switch to a different call mode, even with a call in progress, by lifting the headset or by pressing the Speakerphone or Headset key.

RECEIVE A CALL
- To answer a new incoming call, simply pick up the Handset. Or if you wish, press the Speakerphone or Headset key.
- The call begins.
- You can also use the Answer soft key to answer the incoming call in Speakerphone mode.

PUT A CALL ON HOLD
- Press the Hold button or Hold soft key, place handset in cradle
- To retrieve call, press flashing line button, press Resume soft key, lift the headset, or press Speakerphone, or Headset key.

TRANSFER A CALL (SUPERVISED)
- While on Call – press Transfer soft key
- Dial the target extension
- Wait for target to answer call, then announce the transfer (I have a call for you…)
- Press Transfer soft key and place handset in its cradle
- To Cancel a Transfer, press Cancel soft key before pressing Transfer the second time. Caller is reconnected to your line

TRANSFER A CALL (UN-SUPERVISED/BIND)
- While on call – press Transfer soft key
- Press Blind soft button
- Dial the target Extension
- Place Handset in cradle

TRANSFER TO VOICEMAIL
Your Voicemail
- While receiving Call, press Reject - Call will go to voicemail
Transfer to Voicemail
- While on Call, press Tnsfr, Press Blind
- Dial 8 and the Extension number
- Hang Up – Call is transferred immediately

DIRECTED CALL PICKUP
- While other extension is ringing
- Dial *7 and the ringing extension number
- Press Dial. Call is answered from your extension

PARKING A CALL
- While on call, press the Tnsfr Soft Button
- Press Blind
- Dial the Park Orbit number 501-509
- Press Send – call is now Parked
- Announce to called party call is parked on Park #

PICKUP A PARKED CALL
- Lift handset or press New Call soft key
- Dial *4 and the Park Orbit number _______
- Press Dial to connect to parked call

CONFERENCE CALL
- While on a call, Press the Conference soft button
- Dial the next party to join the call
- Press Dial soft key
- Wait for next party to answer
- Press Conference soft key again to connect parties

DO NOT DISTURB
- Press the Do Not Disturb button to turn on the feature
- All incoming calls go directly to Voicemail
- Press Do Not Disturb button to turn off the feature

CONNECT TO VOICEMAIL
- Log into Voicemail by dialing 4200 or by pressing Messages button, then
- Enter Pin number _____

VOICEMAIL FROM ANOTHER PHONE
- Dial 4200 or by press Messages button, then
- Press at voicemail greeting,
- Enter Pin number _____

USING VOICEMAIL
1- Listen to Inbox messages
2- Listen to saved messages
3- Listen to deleted messages

Message Options (for all Listen options):
1 Play information about this message
2 Reply this message
3 Save this message
4 Delete this message
5 Forward this message
7 Rewind this message
9 Fast forward this message
# play next message

4- Send a message
Record your message and then press #
1 Play this message
2 Send this message
3 Delete and try again
* Cancel

5- Voicemail Options
Dial- 1 Record user greetings
1 Standard Greeting
2 Out of office greeting
3 Extended absence greeting
* Cancel and return to Option menu
Dial- 2 Record user name
Dial- 3 Select active greeting
1 Listen to all greetings
2 Select standard greeting
3 Select out of office greeting
4 Select extended Absence greeting
5 Select default greeting
* Cancel and return to Option menu
Dial- 4 Empty deleted messages
Dial- 5 Change user pin number
Dial- * Cancel & Return to main menu

7- Administrator Option
8- Logoff Voicemail
0- Call Operator