

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

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Polycom
Quick
User
Guide



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 handset, or press Speakerphone, or Headset key

TRANSFER A CALL (SUPERVISED)

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

TRANSFER A CALL (UN-SUPERVISED/BLIND)

- While on call – press *Trnsfr* soft button
- 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 *Trnsfr*, 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 *Trnsfr* 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 Replay 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