

Using Polycom Phones with Qphone

PLACING CALLS

To make an outside call you can just lift the handset and dial, but you can also dial the number first and then hit the **Dial** soft key. If you mistype a digit the << soft key will let you correct it.

To use the speaker phone, hit the blue speaker button. To use a headset, hit the blue headset button.

To call another extension, just dial the extension number, then the **Send** soft key.

To call someone's voicemail box dial 8 before their extension number, then the **Dial** soft key. Example: 8302 <**Dial**> to leave a message for the person at extension 302. Note: this is not implemented in all systems.

ANSWERING CALLS

To answer a call, pick up the receiver, or to answer with speaker phone, hit the **Answer** soft key. Hit the blue headset button to answer with the headset. If you don't want to take the call, hit **Reject** and the caller will be transferred to your voicemail, hearing that you "are on the phone," or whatever "busy" message you may have recorded.

JUGGLING CALLS

If you are already on a call when a new one comes in, you can simply switch between the two calls by using the Line select buttons next to the display. You do not need to use the **Hold** button. The callers you automatically placed on hold will hear music while they are waiting for you to return.

You can also use the Line keys to make a new call without hanging up an existing call.

HANGING UP

If talking on the speaker phone or headset use the **End Call** soft key. When talking on the handset, just replace the handset in its cradle.

CHANGING THE VOLUME

Use the – and + keys (located just below the number pad) to control loudness of the ringer, speaker, handset, or headset volume, depending on which one is currently being used.

VOICEMAIL

Checking Voicemail

The red light at the top of your phone indicates that you have new voice mail. Also, you may hear a "stutter" dial tone if you have new voice mail and an occasional soft ring from the phone to remind you.

To listen to your voice mail from your phone, hit the **Message** button and follow the prompts. If you are calling in from outside, dial extension *97, and follow the prompts.

Setting your voice mail password

From the main voicemail prompt enter 0 for Mailbox Options and 5 to be prompted for a new password (PIN)

Recording your prompts

From the main greeting press 0 for Mailbox Options, then 3 to record your name. This recording

will be used for the company directory, and to prefix the Unavailable and Busy messages. Also, you can record custom Unavailable and Busy messages with Options 1 and 2, respectively.

PUTTING A CALL ON HOLD

To place a call on hold, use the **Hold** soft button. To resume the call, hit the **Resume** soft button. The caller will hear music while they are waiting to be picked up again. A soft beep from your phone will remind you that you've had someone on hold for over a minute.

PARKING AND RETRIEVING CALLS (not available on all systems).

The call parking feature lets you put a caller on hold in a "parking space." The call can be picked up from any extension by someone who knows the parking space number. Meanwhile, the caller listens to Music on Hold while they are waiting.

To park a call, hit **#**. You will immediately hear a voice prompt which says "Transfer." Dial 70. A voice will tell you a number from 71 to 79 to indicate the parking space number. The caller is now on hold in this parking space. The call can be retrieved by anyone from any extension, including you own, by dialing the parking space number, followed by **Send**.

CALL FORWARDING

You can forward all your incoming calls to another extension, or to an outside number. Use the **Forward** soft key to enter the number you would like your phone forwarded to. When call forwarding is enabled you will see a moving arrow in the upper left-hand corner of your display.

To disable call forwarding, hit the **Forward** soft key, then the **Disable** soft key.

Note: To change your call forwarding number to another number, you must first disable call forwarding. Use the blue cursor keys and the blue **Del** key to edit the existing number. Then re-enable call forwarding.

TRANSFERRING CALLS - CONSULTIVE

To transfer a call, hit the **Trnsfer** soft key. You will hear a second dial tone. Enter the extension you wish to transfer to, then the **Send** soft key. After this party answers, you can consult with them while the original caller listens to music on hold. Complete the transfer with the **Trnsfer** soft key and hang up. If you decide not to transfer the call, hit the **Cancel** Soft key and you will be talking to the original caller again.

TRANSFERRING CALLS - BLIND

To transfer a call, hit the **Trnsfer** soft key. Then hit the **Blind** soft key. You will hear a second dial tone. Enter the extension you wish to transfer to, then the **Send** soft key. The call will be immediately transferred. If you decide not to transfer the call, hit the **Cancel** Soft key.

3-WAY CONFERENCING

To conference in a third person, hit the **Confrnc** soft key. You will hear a second dial tone. Enter the extension or outside number of the person you wish to conference in, followed by the **Send** soft key. After the third party answers, you can talk with them privately, then hit the **Confrnc** soft key again to add the original caller, or else **Cancel** to go back to original caller without including the third party.

NOTE: After you hang up a conference call you started, the conference will end, and the other two parties will be disconnected.

MUTE

The red button with a picture of a microphone with a line through it is the mute button. After hitting the red button you will see a picture of this key in the main display to remind you that the other party cannot hear you. To un-mute the call, hit the red button again.

DO NOT DISTURB

To have all your calls go directly to Voicemail, use the **Do Not Disturb** button. The display will change to indicate your phone is in Do Not Disturb mode. On models without the **Do Not Disturb** button, such as the Soundpoint IP430, hit **Menu**, then select **Features**, then **Do Not Disturb**.

CONFERENCE CALLS (not available on all systems)

You have your own "conference room." To dial into this room, enter 8 followed by your extension number, for instance 8304 if your extension is 304. You should hear a greeting announcing the status of the conference. Other people call into your conference room the dialing the same number. If you would like a password set up for callers to enter your conference room, please contact your phone administrator.