



## General Tips

- Soft keys around the screen on your phone change as you use them.
- There is no longer a need to dial 9 to call out or use long distance codes.
- Polycom phones will work as speakerphones they all have microphones and speakers.
- If you are exploring your phone remember the "Back" button, the "Home" button, and the "More" button.

## Links

Training Resources for Bethel Polycom Phones  
Phone Training handout

<https://confluence.bethel.edu/x/7oNDAQ>  
<https://confluence.bethel.edu/x/aQUNAg>

## Voicemail Section

### Voicemail Setup

- To prepare for setting up your voicemail you should have:
  - Initial setup pass code **248324**
  - a passcode 4 to 8 numbers
  - It helps to plan your greetings
    - Your No Answer greeting
    - Your Busy greeting

### Check Voicemail Remotely

- Call your desk phone number
- During your greeting press \*
- At the prompt type in your passcode
- Check your voicemails

### Forwarding a Voicemail

When you are listening to a voicemail and want to send it to someone.

- While listening to a message hit 9 then 2
- To forward without listening hit 0 then 2
- Then hit \* to return to your "Play Message Menu"

## Phone section

### Screens

**Line Screen** - the screen with phone numbers and names

**Home Screen** - the screen with the icons

**Home button** - the button with the little house changes the screens.

**Soft Buttons** - 4 buttons above the number pad that have labels above them that change as you use the phone.

**Navigation disk** is below the home button  
Center button chooses what's highlighted

#### • Line Screen

- **Up** - Favorites
- **Down** - Missed calls
- **Left** - Calls received
- **Right** - Calls sent


#### • Home Screen

- Navigatie left, right, up, or down on the screen



**DND** - Do Not Disturb is a soft button that forces all incoming calls to your voicemail.

## Transferring calls


**Blind Transfer** - If you wish to transfer a call to someone without a verbal hand off, you may blind transfer the call.

- Press the Transfer button below the menu or the round button  to the left of your number pad
- Press the Blind button below the menu.
- Dial the number you wish to transfer this call to
- Then you may hang up and the call will go to that number

**Live Transfer** - During a call, you may wish to transfer the person with whom you are talking to another person. If you wish to prepare the person you are transferring the call to, use the following steps.

- Press the Transfer button below the menu or the round button  to the left of your number pad
- Dial the number you wish to transfer this call to
- Talk to the person receiving the call
- After you have finished talking with the receiving party, press Transfer or  again or hang up

### Transfer to Voicemail

- Press the Transfer button below the menu or the round button  to the left of your number pad
- Dial \*55 and the the number you wish to transfer this call to
- The call will then leave your phone and be picked up by the voicemail box

### Placing Conference Calls

- Call the first party, and after the call connects, press More, and select Confrence.
- Then, dial and connect with the second party and press Confrenc again.
- From Lines or Calls view, you can:
- Press Hold to hold all participants.
- Press End Call to end the conference

## Contact Directory

- To view your Directory—Select Directories from Home view.
  - Select Contact Directory on the Directory screen.
- To add a contact—Navigate to your Contact Directory and press Add.
  - Enter the contact's information, and press Save.
- To make a contact a Favorite, enter a Favorite Index number.
- To update contact information—Navigate to your Contact Directory and select the contact. Press Info, press Edit, update the contact's information, and press Save.
- To delete a contact— Navigate to your Contact Directory and select the contact. Press Info, press Delete, and press Yes to confirm.
- To search for a contact—Navigate to your Contact Directory and press Search. Enter search criteria and press Search.
- To dial a contact from your Directory— Navigate to your Contact Directory and select the contact. From the contact's information screen, select the contact's phone number.