

GETTING STARTED with Your Phone



Polycom Business
Media Phones
Quick User Guide

For use with Polycom UC Software 4.1.4

About Calls

Only one call can be active at one time. You can use the handset, speakerphone, or headset for calls. During a call, you can change modes by picking up the handset, or by pressing or .

If you navigate away from your call(s), press to see Active Call or Calls view again.

Tip: Switching Between Lines and Calls

When in Calls view, switch to Lines view by pressing **More > Lines**. Switch back to Calls view by pressing **More > Calls**.

Placing Calls

Pick up the handset, or press or . Enter the phone number, and press **Send**. Or enter the phone number first, then press **Dial**, pick up the handset, or press or .

From Lines view: Press the phone Line key, enter the phone number, and press **Send**.
From Home view: Select **New Call** using the left and right arrow keys. Enter the phone number, and press **Send**.

Timesaver: Placing Calls Quickly

Select a recent call or Favorite, or select a contact's phone number in the Contact Directory.

Ending Calls

To end an active call, replace the handset, press or press . Or, press **End Call**.

To end a held call, navigate to Calls view and highlight the held call. Press **Resume**, and press **End Call**.

Holding Calls

From Calls view, press **Hold** or . Remember to highlight the call first.

To resume a held call, press **Resume** or again.

Transferring Calls

From Calls view, press **Transfer** or and call the other party. When you hear the ringback tone, or after you talk with the other party, press **Transfer** or again. Press **Blind** to complete a transfer without waiting for the ringback tone.

Transferring Calls to Voicemail

To transfer a call directly to voicemail, press **Transfer** or , dial *55, and then dial the designated extension followed by #.

Answering Calls

To answer with the speakerphone, press or tap **Answer**. To answer with the handset, pick up the handset. To answer with a headset, press .

To answer a new call while on an active call, press **Answer**. The current call will be held.

Placing Conference Calls

Call the first party, and after the call connects, press **More**, and select **Confrc**. Then, dial and connect with the second party and press **Confrc** again. (On some Polycom phones, you may need to select **More** and then press **Confrc** again.)

From Lines or Calls view, you can:

- Press **Hold** to hold all participants.
- Press **End Call** to remove yourself from the call, but keep the other participants connected.
- Press **Manage** (if available) to manage each participant.
- Press **Split** to end the conference and hold all participants.

If you have an active and held call, press **Join** to set up a conference.

Viewing Recent Calls

From Lines view, do one of the following:

- Press , select **Directories**, and select **Recent Calls** to view your Recent Calls list.
- Press the right arrow key to view the recent Placed Calls.
- Press the left arrow key to view the recent Received Calls.
- Press the down arrow key to view the recent Missed Calls.
- Press the up arrow key to view Favorites.

From the Recent Calls list, press **Sort** to sort and order calls, press **Type** to display only certain calls, or select a call record to call the person.

Forwarding Calls


Redirect calls to another phone number through your My Phone Portal or through Feature Access Codes.

To forward calls through your portal, login to <https://voip.o1.com/myphone>. (Note, login information for your My Phone Portal was sent via emails entitled "Your MyPhone Login Credentials" and "Your MyPhone Password Credentials.") Choose the **My Features** button on the toolbar, click the appropriate Forward button from the menu on the left, and follow the instructions.


Or, use Feature Access Codes to forward a call; pick up your handset, enter the appropriate Feature Access Code, and follow the audible prompts.

(For a comprehensive list of Feature Access Codes for Call Forwarding, access the reference guide entitled "**Feature Access Codes**" through the Support button at www.o1phone.com.)

Adding Favorites

To add a phone number as a favorite for quick dial access, hold down a **Line** key located on the left and right side of the phone display. **Add Contact** will appear. Use the dial pad to enter the contact information, press  to move to the next field. Press **Save** when done.



Setting Up Your Voicemail Greeting

Your voicemail passcode and Voicemail Access Number are included in an email you received, entitled "**Your MyPhone Login Credentials**." Press  on your phone, followed by **Select**. Enter your voicemail Passcode as directed and follow the voice prompts.

Listening to Voicemail

Your system will default to enable you to access your voicemail messages through your phone. You can set up your system, however, to receive your voicemails via email if preferred.


Access Voicemail via Phone

An envelope, , adjacent to a Line key, indicates that you have voicemail. Select Messages from Home view or press . Press **Connect** and follow the prompts.

Access Voicemail via Email

Login to your My Phone Portal at <https://voip.o1.com/myphone> and go to **My Messages** on the toolbar. Choose **Settings** from the menu on the right, click the **External Mailbox** button, and type in your email address.

Using Do Not Disturb



To enable or disable ringing, press **DND** from Home or Lines view. When Do Not Disturb is enabled, the DND icon, , displays in the status bar and beside the appropriate Line key.

Updating Ringtones



To change the incoming call ringtone, select **Settings** from Home view, and press **Basic** > **Ring Type**. Select the ringtone you want.

To set a ringtone for a contact, navigate to your Contact Directory and select the contact. Press **Edit**, update the contact's ring type, and press **Save**.

Adjusting Volume

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

Muting the Microphone

During a call, press  so other parties can't hear you. To disable, press  again.



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