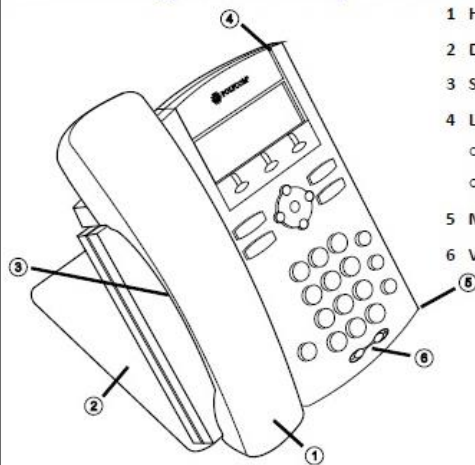


Polycom Office IP Phone User Guide

Introducing Phone Components



- 1 Handset—Provides audio output for calls that use the handset
- 2 Deskmount—Holds the phone at the appropriate level for use of the desk
- 3 Speakerphone (under Handset)—Provides ringer and handsfree audio output
- 4 LED Indicator—The LED flashes red to indicate the following:
 - The software is booting.
 - A message is waiting.
- 5 Microphone—Allows handsfree audio transmission during calls and conferences.
- 6 Volume Keys —Adjust the volume of the handset, headset, speaker, and ringer.

Understanding the Phone Keypad



- 1 Line Key 1—Activate a line that can be assigned to your phone.
- 2 Line Key —Activate a line that can be assigned to your phone. This key cap can be switched with a Message key cap (included in shipping package).
Individual multi-color LEDs display the dynamic call state and remote user status (presence).
- 3 Display Control Keys—Use arrow keys to scroll through the displayed information. Use the Select key to select a field of displayed data or enter edit mode for some settings.
- 4 Hold —Holds an active call or resumes a held call.
- 5 Headset —Allows you to place and receive calls through an optionally connected headset.
- 6 Speakerphone —Allows for handsfree communication during calls.
- 7 Microphone Mute —Mutes local audio during calls.
- 8 Dial Pad—Provides the 10 digits, alphabetic characters, and special characters available in context-sensitive applications.
- 9 Menu Key—Access local and call server features.
- 10 Dial Key—Dials phone numbers or allows you to view the placed call list.
- 11 Soft Keys—The screen will display labels for these keys, to identify their context-sensitive functions.

Polycom Menu System



Features

- Messages
- Do Not Disturb
- Forward
 - Always
 - No Answer
 - Busy
- Contact Directory
- Corporate Directory¹
- Call Lists
 - Received Calls
 - Placed Calls
 - Clear
- Speed Dial
- Presence²

Settings > Basic

- Preferences
 - Language
 - Time & Date
 - Clock Date
 - Clock Time
 - Clock Order
 - Disable
 - Directory Search
 - Headset
 - Headset Memory
 - Hookswitch Mode
 - Echo Cancellation
 - Corporate Directory¹
 - View Persistency
 - Audible Ringer
 - Screen Capture²
 - Audio Mode
 - Paging/PTT² Configuration
 - Group Paging
 - PTT Push to Talk
- Contrast
- Backlight Intensity⁴
 - Backlight On Intensity
 - Backlight Idle Intensity
 - Maximum Intensity
- Backlight Timeout⁴
- Ring Type

Phone Icons

- 1 Registered line 
- 2 Registered shared line 
- 3 Unregistered line 
- 4 Voicemail/Messages 
- 5 Speed-Dial 
- 6 Ringing 
- 7 Call in progress/Conference 
- 8 Call Forward 
- 9 Do Not Disturb 
- 10 Presence 


Polycom Office IP Phone User Guide

Placing Calls

Calling Using the Handset

- Do the following steps in any order:

- Pick up the handset.

Enter number: 

EndCall Callers Dir

- Dial the desired number using the dial pad.
Press the Dial key,

Calling Using the Speakerphone

- the Speakerphone key, or the NewCall soft key.
Dial the desired number using the dial pad.
- Press the Dial key,

Answering Calls

To answer a call using the handset:

- Pick up the handset.

To answer a call using Handsfree Speakerphone mode:

- Press the Speakerphone Key.

Ending Active Calls

To end a call:

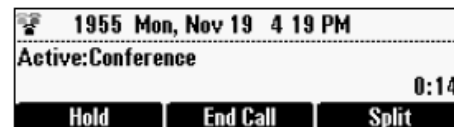
- Press the EndCall soft key.
- Replace the handset.
- If you're in handsfree speakerphone mode, press the Speakerphone key.

Setting Up Conferences

To set up a conference using the Conference soft key:

- Call the first party. See [Placing Calls](#)
- Press the Confnc soft key. The active call is placed on hold.
- Enter the number of the second party, and then press the Dial soft key.
- When the second party answers, press the Confnc soft key to join all parties in the conference.

The Active:Conference screen displays.



Holding and Splitting Conferences

When a conference has been established, a Split soft key is available. When you split a conference, you end the conference and put all parties on hold.

To split a conference:

- >> From the Active:Conference screen, press the Split soft key.
If you have more than one call on hold, use up and down arrow keys to switch to the desired call on hold, press the Join soft key.

The conference ends, and all calls are split into individual calls and put on hold.

Ending Conferences


You can end a conference, and your connection to the other parties, by pressing the End Call soft key. When you use the End Call soft key, the other parties remain connected.

To end a conference:


- >> From the Active:Conference screen, press the End Call soft key.
The two other parties remain connected.

Muting the Microphone

To mute the microphone:



- >> During a call, press .

The three console LEDs glow red to indicate that the other party (or parties) cannot hear you. You can still hear all other parties while Mute is enabled.



To turn off the Mute feature, press  again.

Adjusting the Speaker and Ringer Volume

To adjust the speaker volume:

- >> During a call, press either  or .


To adjust the ringer volume:

- >> When the phone is in the idle state, press either  or .

Viewing Call Lists

To view a call list:

Do one of the following:

- Press , and then select Features > Call Lists > Missed Calls, Received Calls, or Placed Calls.

Transferring Calls

To transfer a call:

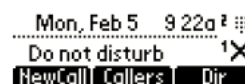
- During a call, press the Trnsfer soft key. The active call is placed on hold.
- Place a call to the party to whom you want to transfer the call. See [Placing Calls](#)
- When you hear the ring-back sound, press the Trnsfer soft key. The transfer is complete.

If you want to talk privately to the person to whom you are transferring the call before the transfer is complete, wait until the person answers the call, talk to the person, and then press the Trnsfer soft key.

To cancel the transfer before the call connects, press the Cancel soft key.

Temporarily Refusing All Calls (Do Not Disturb)

You can prevent the phone from ringing on incoming calls by pressing the Menu key, and then selecting Features > Do Not Disturb. A flashing icon and text on the graphic display indicates that Do Not Disturb is on.



Calls received while Do Not Disturb is enabled are logged in the Missed Calls list unless configured to be forwarded to another party by your system administrator.

To disable Do Not Disturb, press the Menu key and then select Features > Do Not Disturb again.