

Polycom Quick Calling Guide

Dialing

Local

(area code) - xxx - xxxx

Example: 703 - 386 - xxxx

International

011 - country code - city code
- number

Example: 011 55 21 xxxxxxx

Extension

* <ext> (e.g., for ext. 101, dial
*101)

Intercom

2* <ext> (e.g., 2*101)

Accessing Voicemail

From Your Desk Phone

- Dial 8*

From Another Account Phone

- Dial 8* then your extension
number

From Outside Phones

- Dial your company's phone
number
- Press *

3- Way Conference Calling

- While on call, press Conference
- Dial * <ext> or the
10-digit number
- Press Conference again

Transferring Calls

Transfers (Warm)

- While on a call, press the
Transfer button
- Dial * <ext> or a 10-digit number
- When the party answers, you
may speak with them
- To connect the caller, press
Transfer again and hang up

Transfers (Cold)

- While on a call, press the
Transfer button
- Press the Blind button
- Dial * <ext> or a 10-digit number
- The call is transferred and you
will be disconnected

Mobile Transfer

- When you answer a call on your
mobile or landline phone, press
** for the Anywhere Menu
- Press 3
- Dial* <ext> or a 10-digit number
- Hang up to complete the
transfer. Stay on the line if you
wish to speak
to the party you
are calling prior
to completing it



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Call Forwarding

- Press Forward key on phone
- Set the Call Forwarding Type
- Enter *<ext> or a 10-digit number
- Press Enable

NOTE: You may use your Find Me List to forward missed calls.

Using Arrow Keys

- Up: Display Speed Dial numbers
- Right: Display Placed Calls
- Left: Display Received Calls. For IP 3xx models, this is not a function key
- Down: Display Missed Calls. For IP 3xx models, this key also displays Received Calls

Directory Button/Contact Directory

- Contains your Speed Dial list and Company Directory

Navigating the Voicemail Menu

- Enter extension & PIN, if required
- Your voicemails will begin playing automatically
- Select 0 for more options, then select from

1. Access personal voicemail
2. Access department voicemail (department managers only)
7. Send announcements
0. Set up voicemail

Anywhere Menu

When receiving a call on a mobile phone or landline, press ** to access the Anywhere Menu

1. Go back to the call
2. Transfer the call to voicemail
3. Transfer the call to an extension or 10-digit phone number
4. Transfer the call to an extension by entering the first several letters of the name
7. Start or stop call recording

