Telesphere/Polycom Voicemail Quick Start Guide

To TRANSFER:	Transfer – extension or phone number – Transfer	**Soft Keys are located near bottom of Display**
To CONFERENCE:	Conference – extension or phone number – Conference	
ANSWER 2nd CALL:	'Hold' first call 'Answer' 2nd call with soft key	

» ANSWER A CALL:

Pick up the handset or
Press the speaker button or
Press the line key for the incoming call or
Press the Answer soft key

NOTE: "Reject" sends caller directly to voicemail.

» HANDLING MULTIPLE CALLS:

When on a call and a new incoming call arrives, press **Hold** then **Answer** (soft key lower display) to connect with second caller.
To toggle between calls use the **Navigation keys (up, down, left, right arrows)**
Then **Resume** connection to the highlighted call.

» TRANSFER:

Transfer: puts first call on hold and provides dial tone
Dial the number you want to transfer the call to (extension or phone number)
Consult: When second party answers, consult or announce, press **Transfer** to complete (sends your caller ID)

» TRANSFER Blind:

To transfer a call without consultation, press **Transfer** then **Blind** then dial number. (sends Caller ID of underline calling party, cannot announce call or consult)

» CONFERENCE:

During call press **Conference** – puts first call on hold and provides dial tone. **Dial the second party** (extension or phone number) When the second party answers, press **Conference** to join both parties.

» DO NOT DISTURB: Direct calls to Voicemail
(callers receive your busy greeting)

Please note: Not all features are available on all phones.

» CALL LIST: Missed, Placed or Received

To view your last 50 call records: Use the Navigation Keys (up, down, left & right arrows):

▼ The down arrow for Missed
▶ The right arrow for Placed
◀ The left arrow for Received

» CONTACT DIRECTORY:

Press **Directories** or up arrow ▲
Contact Directory scroll to desired entry then:
Dial: To place call to highlighted number
Edit: First Name, Last Name, Contact Phone Number, Speed Index, Ring Type, etc. Save or Cancel changes
Back: To return to previous menu
More: Next page of Options
    Add: Create new entry
    Search: By First or Last Name
    Delete: Remove entry

» TELEPHONE BASIC SETTINGS:

Press **Menu**
    (3) **Settings**
    (1) **Basic Preferences:**
      1. Language (default to English)
      2. Time & Date–Clock Date, Time, Order, Disable
      3. Headset Memory
      4. Ring Type
    (2) **Contrast**
    (3) **Ring Tone:** use navigation keys to scroll, Play to listen, then Select ring tone

OTHER FEATURE CODES

Transfer Direct to Voicemail, Press Transfer ***55** Ext #
Call Park: Press Transfer ***68** Ext# / Retrieve ***88** Ext#
*50 - Extension # Push to Talk (speaker intercom)
*97 - Extension # Call Pick Up   ***98** - Group Call Pick Up
*78 - Do Not Disturb Activate   ***79** - DND Deactivate
*72 - Call Forward Activate   ***73** - Call Fwd Deactivate

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