

Polycom 311 & 411
PHONE INSTRUCTIONS

MAKING A CALL

TO MAKE A CALL

- Using the Handset - Lift the handset and dial.
- Using the Speakerphone - Press the Speaker button and dial.
- Using the Headset - Press the Headset button and dial.

TO DIAL

- An internal extension - Dial the extension
- A local call - dial the 7-digit number
- Long distance - 1 + Area Code + the number
- International - 011 + Country Code + City Code + Number

TO REDIAL (THE LAST THING DONE ON THE PHONE)

- Press the Redial softkey.
- Use the directional keypad to select the name or number to call.
- Press Dial softkey.

RECEIVING A CALL

TO ANSWER AN INCOMING CALL

- Lift the handset.
- Answer in speakerphone.
 - Press Speaker OR
 - Press Answer
- Pressing Headset button to use the headset.

TO ANSWER A 2ND CALL WHILE ON A CALL:

- Press the Answer softkey. The original caller will be placed on hold when you are connected to the 2nd caller.

TO RETURN TO THE ORIGINAL CALLER:

- Use the navigation key to highlight the call you are returning to.
- Press the Resume softkey.

DISCONNECTING A CALL

TO DISCONNECT A CALL

- Replace the handset on the cradle, or Press the End Call softkey, or Press the Speaker button (if using the speakerphone)
- Press Headset button (if using a headset)

CALL PICKUP

Call Pickup allows you to answer a call ringing at a different extension on your phone.

TO PICKUP A CALL

- Dial * 12 plus 4 digit extension.

TRANSFER

Transfer enables you to transfer an active call to another extension or telephone number.

TO WARM TRANSFER AN ACTIVE CALL

- Press the transfer softkey.
- Press the consultative softkey.
- Dial the extension or telephone number to which you want to transfer the call - just like you would normally dial a number.
- When called party answers, you may talk privately with them. To finish the transfer, press the Transfer softkey.
- To cancel the transfer and return to the holding party press the cancel softkey.

TO COLD TRANSFER AN ACTIVE CALL

- Press the transfer softkey.
- Dial the extension you wish to call.
- To finish transfer, press the transfer softkey.

TO TRANSFER DIRECTLY TO VOICEMAIL

- Press the transfer softkey.
- Dial # then extension you wish to call.
- To finish transfer, press the transfer softkey.

CALL PARK

Call Park allows you to park a call and then pick up the call from any phone.

TO PARK A CALL

- Press the park button on the screen.
 - If the park button is not visible push the home screen button.
 - If the handset is shown the park orbit is in use. You must select a park button with the user icon.
- Listen for an “orbit number” such as 1, 2 or 3.
- Press the call park button with a associated park orbit number next to it.

TO RETRIEVE A PARKED CALL

- Press the *14 plus the “orbit number” see above.

Note: When a call is parked if the party does NOT pick up the call it will automatically ring back to the original phone that parked the call after one minute. One minute is the default setting, but it can be adjusted in one minute increments to a maximum of three minutes.

CONFERENCING

Conferencing lets you join three parties together on a single call.

TO ADD A PARTY TO AN EXISTING CALL

- Press the more softkey.
- Press the Confrnc softkey to place the existing call on hold and provide dial tone.
- Dial the extension or number that you would like to add.
- After the party answers, press the more softkey then Confrnc softkey to join the parties together. If you reach the voicemail or the party doesn't want to join the conference, press the cancel softkey to return to the original call without adding the new party.

PAGING

INTERCOM PAGING TO ALL SPEAKER PHONES

- Press the paging softkey.
- Select the paging group.
- Press the page softkey.
- Make announcement.
- Hang up or select end page softkey.

CALL FORWARD (ALL CALLS)

Call forward lets you forward all incoming call to another number.

TO ENABLE/ MODIFY CALL FORWARDING

- Press the more softkey.
- Press the Forward softkey.
- Select an option you want to change
 - Always / No answer / Busy
- Enter the number to call forward to.
- Select how many rings before it forwards to that number. (Only when working with the "no answer" forward.)
- Press the enable softkey.

TO DISABLE CALL FORWARDING

- Press the more softkey.
- Press the forward softkey.
- Select the option to disable.
 - Always / No answer / Busy
- Press the disable softkey.

DO NOT DISTURB

Do Not Disturb makes your phone unavailable for incoming calls. The incoming call will be routed to your voicemail or another extension depending on your configuration.

TO ENABLE DO NOT DISTURB

- Press the more softkey.
- Press the DND softkey.
- The display will show “Do not enter” symbol.

TO DISABLE DO NOT DISTURB

- Press the more softkey.
- Press the DND softkey
- The “Do Not disturb” symbol will disappear from the display.
- Hang up

MUTE

Mute disables the microphone of the handset, speakerphone, or headset so you can have a private conversation. This feature works well for conference calls when you are not the speaking party.

TO ENABLE MUTE

- Press the key with picture of a microphone. The Mute button will glow red when active.

TO DISABLE MUTE

- Press the key with picture of a microphone. The Mute button will not be lit when inactive.

HOLD

Hold lets you place a call on hold for retrieval from the same phone.

TO PLACE THE CURRENT CALL ON HOLD

- Press the Hold softkey

TO RETRIEVE THE HELD CALL

- Press the Resume softkey.

Note: When a call is placed on hold, your phone will ring once every minute to remind you that you have a held call.

ADJUST VOLUME

TO ADJUST RING VOLUME

- Use the Volume Up/ Down buttons.

TO ADJUST SPEAKERPHONE VOLUME

- Press the Speaker button and use the Volume Up/Down buttons.
- Press Speaker button again.

ACCESS DIRECTORY, SPEED DIAL, CALL HISTORY AND RING TONES

- Press the Home button..
- Use arrow directional keypad to highlight the function you want to work with.

Note: The Main phone number ringing on multiple phones will always remain the default ring. You can only change rings to your personal extension/DID number.

VOICEMAIL

When you have a voicemail you will have a picture of an envelope showing by your line number. You will also see a red blinking light at the top of the phone. The first time you access your voicemail box you will be asked to set up your mailbox and record your name and greetings to be played for callers.

TO RETRIEVE YOUR VOICEMAIL MESSAGES:

- Press the button showing an envelope.
- Listen and follow instructions.

MAILBOX COMMANDS

To listen to your voice messages from the main menu:	Press 1
To save a message once you've listened to it:	Press 2
To delete a message once you've listened to it:	Press 3
To change your mailbox settings from the main menu:	Press 4
To cancel the current operation:	Press *
To go back to previous menu:	Press *
To finish entering digits, or recording an announcement:	Press #