

Your Polycom phone, Quick Reference Guide

This guide is a quick reference to the most commonly used features on your Polycom phone. It is intended to be printed and kept in a handy position next to your phone. For more detailed information, please refer to Cloud Direct knowledge article, [KB0010824, Using your Polycom digital phone](#).

Making a call

You may make a call by using the handset, or by using the hands-free speakerphone.

Using the Handset

To make a call using the handset, either:

- Pick up the handset and dial a number; or
- Dial a number first, and then pick up the handset.

Using the hands-free Speakerphone

To make a call using the hands-free speakerphone, either:

- With the handset on-hook, press the **[NewCall]** soft key, then dial the number; or
- Dial the number, and then press the **Dial** key.

Answering a call

You may answer a call by using the handset, or by using the hands-free speakerphone.

Using the Handset

To answer a call using the handset, simply

- Pick up the handset.

Using the hands-free Speakerphone

To answer a call using the hands-free speakerphone, either:

- Press the speakerphone button or the **[Answer]** soft key
- Incoming calls may be ignored by pressing the **[Ignore]** soft key during ringing.

Ending a call

Using the Handset

To end a call using the handset, simply

- Hang up, or from **Lines** or **Calls** view, press **[EndCall]**. If you're in **Calls** view, be sure to highlight the call first.

Using the hands-free Speakerphone

To end a call using the hands-free speakerphone, simply

- Press the speakerphone button or the **[EndCall]** soft key.

Muting the microphone

During a call there may be times when you would like to mute the microphone so the caller cannot hear you.

To mute the microphone during a call,

- Press the microphone Mute button.

Note:

Mute applies to all modes: handset, headset and handsfree speakerphone.

You can hear all other parties while Mute is enabled.

The Mute key glows red. To un-mute the microphone,

- Press the microphone **Mute** button again.

Placing a caller on temporary hold

During a call there may be times when you would like to put the caller temporarily on hold so that you can attend to another task.

To put the caller on hold during a call,

- From **Lines** or **Calls** view, press **[Hold]**. If you're in **Calls** view, be sure to highlight the call first.

To un-hold the call and resume the conversation, do one of the following:

- From **Lines** view, press **[Resume]**. If there's more than one held call on the line, the last call that you held will be resumed. If you have multiple lines and you press **[Resume]**, the last call that you held—on either line—will be resumed, or,
- From **Calls** view, use the up and down arrow keys to highlight the call, and press **[Resume]**.

Creating a three-way conference call

To create a three-way conference call, proceed as follows,

1. Call the first party.

The first party answers the call.

2. Inform the first party that you are going to conference in a second party.
3. From **Lines** or **Calls** view, press **[More]**, and then **[Confnc]**.

The active call is held. The first party is placed on temporary hold while you call the second party.

4. Place a call to the second party.

The second party answers the call.

5. When the second person answers, press **[More]** and then **[Confnc]** to join everyone in a conference.

Note:

*When a conference call has been established, pressing the **[Split]** soft key will split the conference into two calls placed on hold.*

Placing the call on hold on the conference originator's phone will place the entire conference on hold.

*A conference may be created at any time between an active call and a call on hold (on the same or another line) by pressing the **[Join]** soft key.*

Ending the conference call

From **Lines** or **Calls** view, press **[End Call]**.

Note:

Ending the call on the conference originator's phone will allow the other parties to continue the conference.

Transferring a call

To transfer a call, proceed as follows.

1. From **Lines** or **Calls** view, press **[Transfer]**.

The active call is held.

2. From the Dialer, place a call to the person you want to transfer the call to.

3. When you hear the ring-back sound, press **[Transfer]** to complete the transfer. Or, if you want to talk with the person before the transfer completes, then connect and talk with the person, before pressing **[Transfer]**.

Note:

*To cancel the transfer before the call connects, press **[Cancel]**.*

Performing a blind transfer

To perform a blind transfer, proceed as follows.

1. From **Lines** or **Calls** view, press **[Transfer]**.

The active call is held.

2. From the Dialer, press **[Blind]**, then place a call to the person you want to transfer the call to.

Note:

*If you don't see **[Blind]**, press **[More]**, and then **[Blind]**.*

The call automatically transfers to the person you specified.

Note:

*The transfer may be cancelled during establishment (for example, if the second party does not answer) by pressing the **[Cancel]** soft key. The original call is then resumed.*