

1. Making a call

Unlike many other systems, this system does not require that you dial out (i.e. #9). Just pick up the phone and dial as you would on your cell phone.

2. Receiving a call

- a. Pick up the handset if you wish to speak through it.
- b. Hit the "speaker phone" key if you wish to speak through the speakerphone.
- c. Hit the "headset" key if you wish to speak through a headset.

3. Forwarding A Call (Always, No Answer)

Hit the forward soft key then select the line you wish to have forward (if you have multiple lines):

Always: Select this when you want all calls to automatically forward to another number

No Answer: If a phone running this feature receives no answer after a select amount of rings a call will forward to another number of your choosing.

4. Setting Up Your Voicemail

- a. Hit the "Messages" button on your Polycom phone.
- b. If requested enter your extension.
- c. Enter a new pass code at the prompt. The initial pass code is always set to 7890. (if ever you lock yourself out of your mailbox, it will be reset to 7890)
- d. Re-enter your pass code at the prompt.
- e. Record your name at the prompt.
- f. Press "#" (this is only required for a name recording. If you wish to record a personalized greeting, press option 1, then option 3 to record a no answer greeting)

5. Accessing the Voicemail Portal

1. Via your Polycom Phone:

- a. Hit the "Messages" button on your Polycom phone
- b. Enter your pass code.
- c. The voice attendant will pick up and you will be prompted to select amongst a list of voice portal related options.

2. Remotely:

Call **your company's voicemail dial in number**(when prompted enter your extension), or by directly dialing the number you would like to hear the voicemail for. When the greeting message picks up, hit the "*" key on your number pad. You will then be prompted to provide your 4 digit pass code and will be given access to your voicemail portal.

Interactive Guides can be found on the Polycom website:

http://www.polycom.com/products/voice/desktop_solutions/soundpoint/interactive_guides.html