**Getting Started Guide for Polycom 3xx Series SIP Phones**

**PLACE A CALL**
To place a call on your phone, you can do one of the following:
- Lift the handset
- Press the button for the line you want to use
- Press the Speaker button
- Press the New Call soft key

Then you can enter the number to call, followed by the # key, the Dial button, or wait out the 5 second delay.

-OR-

You can pre-dial the number you want to call, then pick up the handset or press the Dial button.

**PLACE A CALL ON HOLD**
- Press the Hold button on the phone
- To return to the call:
  - Press the Resume soft key
  - Press Hold button
  - Press the line button you want to pick up

**TRANSFER AN ANNOUNCED CALL**
*As long as Caller ID is available, your caller ID appears when the call is being transferred.*
- During a call, press the Transfer soft key in the display.
  The call is put on hold
- Dial the number to which you want to transfer the call followed by the # key, the Dial button, or wait out the 5 second delay.
- When the party answers and you have announced the call, press the Transfer soft key again

**Note:** If the transfer fails or you need to go back to the caller, press the Cancel and/or Resume soft key to return to the original call.

**BLIND TRANSFER (UNANNOUNCED)**
*As long as Caller ID is available, the caller’s ID appears when the call is transferred.*
- During a call, press the Transfer soft key in the display.
  The call is put on hold
- Press the Blind soft key in the display
- Dial the number you want to transfer the call to followed by the # key, the Dial button, or wait out the 5 second delay.

**PLACE A THREE-WAY CONFERENCE CALL**
- During a call, press the Conference soft key to open a new line and put the first party on hold
- Place a call to another number and press the # key, the Dial button, or wait out the 5 second delay.
- When the call connects and you announce the conference, press either Conference button to connect all parties

**Note:** If the Conference fails or you need to go back to the caller, press the CANCEL and/or RESUME soft key to return to the original call.

**VIEW MISSED CALLS**
- Press the Callers button in the display to access your Received and Missed calls
- Press the Dial button once for your Placed calls

**ACCESS VOICE MAIL OVER THE PHONE**
You can use the voice prompts to listen to messages, send a message, work with greetings, or change your account options. Please refer to the Voice Mail User Guide or Voice Mail Pocket Guide for additional information.

To access your voice mail over the telephone, you can:
- Press the MSG soft key
  -OR-
  - Dial your extension
    -OR-
  - Press the Menu button then 1, 1, 1
  - Dial your extension
    - Press the * key when you hear your message (or the default message) and enter your PIN or password.
      Your default password (PIN) is usually the last 4-digits your extension/telephone number.
    - Follow the voice mail prompts and enter your mailbox number and/or password.

*The first time you access your voice mail, you are prompted to:
- Change your password. Your new password must be 4 - 8 digits.
- Re-enter your new password to verify the numbers.
- Record your name for the voice mail
- Record your outgoing message

**SEND A CALL DIRECTLY TO VOICE MAIL**
- During a call, press the Transfer soft key in the display.
  The call is put on hold
- Press * 55, the mailbox number, and then the # key
- If you want to send the call to your own voice mail, press # again

**ADDITIONAL VOICE MAIL INFORMATION**
- Your voice mail basic package has a 20 message capacity.
  Your administrator can increase the limit to 50.
- You can retain your messages for 30 days, after which they 30 days, messages disappear. You can access your voice mail before the 30 day deadline and resave for an additional 30 days.

For training/documentation, please visit us @ http://customertraining.verizonbusiness.com or call 1-800-662-1049

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