Contact Directory
To select a contact from the Contact Directory, press the Navigation keys/Select key.

- To add a contact—Navigate to your Contact Directory and press Add. Enter the contact’s information, and press Save. To make a contact a Favorite, enter a Favorite Index number.
- To update contact information—Navigate to your Contact Directory and select the contact. Press Info, press Edit, update the contact’s information, and press Save.
- To delete a contact—Navigate to your Contact Directory and select the contact. Press Info, press Delete, and press Yes to confirm.
- To search for a contact—Navigate to your Contact Directory and press Search. Enter search criteria and press Search.
- To dial a contact from your Directory—Navigate to your Contact Directory and select the contact. From the contact’s information screen, select the contact’s phone number.

Tip: What Does the Star Mean?
A      indicates a Favorite.

Favorites
Favorites are contacts you call most often. Your Favorites list displays all your Favorites. A smaller number of Favorites displays in Lines view.

- To view your Favorites list—From Home view, press  and select Directories> Favorites.
- To make a contact a Favorite—Navigate to your Contact Directory and select the contact. Press Info, press More, and select Add. Press Yes to confirm.
- To dial a Favorite—Press the Favorite from Home or Lines view, or from your Favorites list.

Viewing Recent Calls
From Lines view, do one of the following:
- Press  and select Directories, and select Recent Calls to view your Recent Calls list.
- Press the right arrow key to view the recent Placed Calls.

(Continued in next column)

Viewing Recent Calls (continued)
- Press the left arrow key to view the recent Received Calls.
- Press the down arrow key to view the recent Missed Calls.
- Press the up arrow key to view Favorites.

From the Recent Calls list, press Sort to sort and order calls, press Type to display only certain calls, or select a call record to call the person.

Muting the Microphone
During a call, press  so other parties can’t hear you. To disable Mute, press  again. This applies to calls using the handset, headset, and speakerphone.

Using Do Not Disturb (DND)
The Do Not Disturb (DND) feature allows you to forward all your calls directly to voicemail (the caller will hear your Busy greeting when DND is activated). Please note, when DND is enabled, calls cannot be received until you disable the feature. To enable or disable ringing, press DND from Home or Lines view. When Do Not Disturb is enabled, the DND icon displays in the status bar and beside the appropriate Line key.

Adjusting Volume
To change call volume, press the appropriate side of during a call. To change the ringer volume, press when the phone is idle or ringing.

Updating Ringtones
To change the incoming call ringtone, select Settings from Home view, and press Basic> Ring Type. Select the ringtone you want.

To set a ringtone for a contact, navigate to your Contact Directory and select the contact. Press Edit, update the contact’s ring type, and press Save.

For more information about your Polycom phone, visit the website at its.virginia.edu/telephone
Phone Views
Your phone has three main Views: Home, Calls, and Lines view (the default). You can access Home and Lines view at any time. If your phone has one or more calls, you can also access Calls view.

For Home view from any menu, press to alternate between Home and Lines view.

Home View
Home view displays icons you can select to access phone functions.

Lines View
Lines view displays phone Lines, Favorites and soft keys. If your phone is idle, you can press the Line key to access Lines view.

Entering Data
Use the dialpad keys to enter information. To backspace or delete, press Backspace. To type with the dialpad keys, press a key repeatedly to enter the character. To enable per-call forwarding: As your phone rings, press Forward, enter the forwarding number, and press Forward.

About Calls
Only one call can be active at one time. You can use the handset, speakerphone, or headset for calls. During a call, you can change modes by picking up the handset, or by pressing . If you navigate away from your call(s), press to see Active Call or Calls view again.

Placing Calls
Pick up the handset, press or . Enter the phone number.

About Calls (continued)
Tip: Switching Between Lines and Calls View
When in Calls view, switch to Lines view by pressing More > Lines. Switch back to Calls view by pressing More > Calls.

Answering Calls
To answer with the speakerphone, press or Answer. To answer with a headset, press . To answer a new call while on an active call, press Answer. The current call will be held.

Ending Calls
To end an active call, replace the handset, press or press End Call.

Holding Calls
From Calls view, press Hold or press . Remember to highlight the call first.

Transferring Calls
Blind (Unannounced)
From Calls view, press Transfer or . Press Blind and dial the party you wish to transfer to.

Forwarding Calls
To enable call forwarding, press Forward from Home or Lines view. Select the forwarding type to enable, enter a forwarding number, and press Enable. To disable call forwarding, press Forward or Lines view, select the forwarding type to disable, and press Disable.

About Calls
If your phone has one or more calls, you can access Calls view.

Lines View
Lines View displays phone Lines, Favorites and soft keys. The center of the navigation key (shown above right). To choose an icon, press the Select button in the center of the Navigation key.

Tip: Referring to Soft Keys
In this guide, soft keys are referred to by their name only. For example, to end an active call, press End Call.