Contact Directory (continued)

- To delete a contact—Navigate to your Contact Directory and tap the contact. Tap the Trashcan icon, and tap Yes to confirm.
- To search for a contact—Navigate to your Contact Directory and tap Search. Enter search criteria, and tap Search.
- To dial a contact from your Directory—Navigate to your Contact Directory and tap the contact. From the contact’s information screen, tap the contact’s phone number.

Timesaver: Entering Contact Information
Tap the icon to bring up an onscreen keyboard.

Favorites

Favorites are contacts you want quick access to. Your Favorites list displays all your Favorites. A smaller number of Favorites displays in Lines view, and when you tap the Phone Line from Home view.

- To view your Favorites list—Tap New Call from Home view, and tap Favorites.
- To make a contact a Favorite—Navigate to your Contact Directory and tap the contact. Tap Add to Favorites, and tap Yes to confirm.
- To dial a Favorite—Tap the Favorite from Home or Lines view, or from your Favorites list.
- To reorder your Favorites list—Update the contact’s Favorite Index number in the Contact Directory.

Tip: What Does a Green Star Mean?
Indicates a Favorite.

Viewing Recent Calls

To view your Recent Calls list, tap Directories from Home view, and tap Recent Calls.

From the Recent Calls list, tap the sideways Z icon to sort and order calls, tap the Filter icon to display only certain calls, or tap a call record to call the person.

Timesaver: Viewing Recent Calls
Tap the Clock icon (see below) from Lines, Calls, or Active Call view.

Tip: Saving Recent Callers to Your Directory
From your Recent Calls list, tap the lower case “i” icon next to the call, and tap Save. Enter additional information and tap Save.

Muting the Microphone
During a call, press to other parties can’t hear you. To disable Mute, press again.

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.

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

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

To set a ringtone for a contact, navigate to your Contact Directory and tap the contact. Tap the Pencil icon, update the contact’s Ring Type, and tap Save.

For more information about your Polycom phone, visit the website at its.virginia.edu/telephone
About the Touchscreen
Tap to select and highlight screen items. To scroll, touch the screen, and swipe your finger up, down, right, or left. To go back to a previous screen, tap Back.

Phone Views
Your phone has four main Views: Home, Calls, Active Call, 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 or Active Call view.

To change Views:
• From Home view, press to alternate between Home and Lines view, or, if you have one or more calls, between Home and either Calls or Active Call view.
• To switch between Lines and either Calls or Active Call view, swipe the screen.

Home View
Home view displays icons you can tap to access phone functions. Touch and hold the Page Indicator (see below, left) to display more or fewer icons. You can also swipe the screen to display more icons.

Lines View
Lines view displays Phone Lines, Favorites, and soft keys. If your phone is idle, you can:
• Tap the Phone Line to access the Dialer.

Active Call View
If your phone only has one call—and it’s active—you can access Active Call view.

Calls View
If your phone has multiple calls, or one held call, you can access Calls view.

Call color indicates status:
• Dark green—Active call
• Dark blue—Incoming and held calls
• Bright green—Active call is highlighted
• Bright blue—Incoming or held call is highlighted

Tap a call to highlight it. The soft keys control the highlighted call.

Entering Data
Use the onscreen keyboard or the dialpad keys to enter information. To backlight, tap the black Backspace icon on the touchscreen.
To enter on the touchscreen, tap the black Keyboard icon on the touchscreen.
To type with the dialpad keys, press a dialpad key repeatedly to view the character options and stop to select. To type other characters, tap Encoding or Mode. When using the dialpad keys, use the 1, *, 0, and # keys.

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 or.

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

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

Holding Calls
From Lines, Calls, or Active Call view, tap Hold. If you’re in Calls view, remember to highlight the call first.
To resume a held call, tap Resume from either Lines or Calls view.

About Calls (continued)
Tip: Returning to Your Calls
If you navigate away from your call(s), tap the Calls icon on the screen to see Active Call or Calls view again.

Note: About Headsets
Your phone supports wired and wireless headsets, including Bluetooth. For connection directions, refer to your headset documentation.

Placing Calls
Pick up the handset, or press or .
From Lines view: Tap the Phone Line, enter the phone number, and tap the green Phone icon on the screen.
From Lines view: Tap the Phone Line or the New Call softkey, and enter the phone number. If you are dialing a phone within the University, enter the 5-digit number. For a local call, enter 9 + 7-digit phone number. If you are dialing a long-distance call, enter 9 + 1 + 10-digit phone number. Note: If a long-distance Forced Authorization Code (FAC) is required, you will be prompted to enter it.

Timesaver: Placing Calls Quickly
Tap a recent call or Favorite, or tap a contact’s phone number in the Contact Directory.

Transferring Calls
Blind (Unannounced)
From Calls view, tap Transfer. Press Blind and dial the party you wish to transfer to.
Announced
From Calls view, tap Transfer. Dial the party you wish to transfer to. After you speak to the desired party, press Transfer to complete the call.

Forwarding Calls
To enable call forwarding, tap Forward from Home or Lines view. Tap the forwarding type to enable, type a forwarding number, and tap Enable.
To disable call forwarding, tap Forward from Home or Lines view, tap the forwarding type to disable, and tap Disable.
To enable per-call forwarding: As your phone rings, tap Forward, enter the forwarding number, and tap Forward.

Placing Conference Calls
Call the first party, and after the call connects, tap Confrnc. Then, dial and connect with the second party and tap Confrnc again.
From Lines or Calls view, you can:
• Tap Hold to hold all participants, tap Resume to retrieve conference from hold.
• Tap End Call to end the conference call.
Timesaver: Placing Conference Calls
If you have an active and held call, tap Join to bring these calls together in conference.

Contact Directory
To view your Directory—Tap Directories from Home view, and tap Contact Directory.
To add a contact—Navigate to your Contact Directory and tap the + icon. Type the contact’s information, and tap Save. To make a contact a Favorite, enter a Favorite Index number.
To update contact information—Navigate to your Contact Directory and tap the contact. Tap the Pencil icon, update the contact’s information, and tap Save.

(Continued on back)