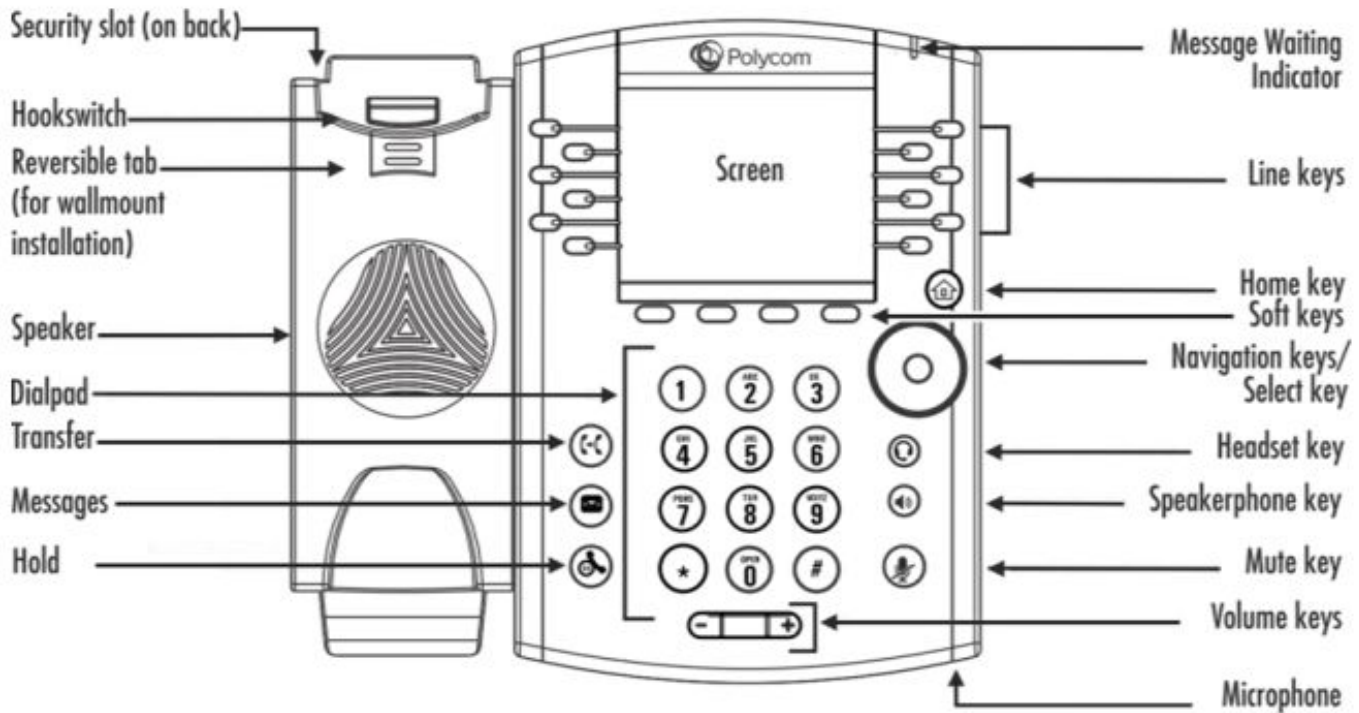




Polycom Hosted Telephone & Voicemail Guide



This quick setup guide will assist you on how to use your new phone and configure your voicemail. Make sure you have your PIN available that was sent to you in your “Welcome to your new phone system” E-Mail

Using your Polycom phone

The line keys should be blank at all times until you pick up the receiver or speakerphone or if a call is coming in, then 1 key turns green. Verify there are at least 2 icons in the display on the left of the screen with a green dot and check mark next to a handset icon, if not; please verify you can reach the internet by opening your internet browser on your computer, search on any topic and ensure you get search results, if you do not get results then the Internet is unavailable at your location, contact your carrier, if you do get results and the green icon is still not there please contact dais support at: support@daiscorp.com

Placing a Call:

Pick up the Receiver or Press **Speaker**, Dial the number, press “Dial or Send” on the display(depends if you are on hook or off hook when dialing) You press “Dial” at the end of any call to dial the phone(or the “Dial or Send” key in the display), dial the 3 or 4 digits for a co-worker's extension, seven digits for the local pizza shop, or 10 digits for a long distance call. You do not have to dial 9 or the local area code you are in. Again, press the “Dial or Send” button that appears on the screen to complete the dialing process.

Answering Calls ringing on your phone:

When your phone is ringing simply pick up the receiver or press the Speaker button to answer the call.

Intercom and Transfers (Transfer videos are available to watch over and over again at www.daiscorp.com, under Videos)

This intercom feature allows you to make an announcement to another extension without requiring the other party to pick up the handset. The message will be played via the other phone's speaker. The audio is two way, and the called party can respond immediately without picking up the handset.

1. Lift handset
2. Dial *99 + your party's extension number, Press Dial or Send

Transferring a call to a co-worker: (Blind transfer)

1. Answer the call, press the Transfer key(on the phone)
2. Enter the number you want the call to be transferred to and press the "Dial or Send" button on the display

Transferring a call to a co-worker: (Attended transfer)

1. Answer the call, press hold transfer key, Consultative should appear checked, press select, enter extension and press "Dial or Send" send
2. Ask if the person wants the call, if Yes, press Transfer and Hang-up
3. If No, Press Cancel and caller will be back on the line
4. Hang-up the handset

Transferring a call to a co-workers VOICE MAIL:

1. Press transfer key on display
2. Dial *40 + the extension number and "Dial or Send"
3. Press Transfer when it appears, then Hang up

Do Not Disturb ON/OFF To specify DND (Do Not Disturb) for a particular extension:

Press the "More" key on the display, then the "DND" Key. Repeat the process to turn it off

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VOICEMAIL QUICK SETUP- Please do this ASAP

To setup your voicemail:

Vicemail Greeting

1. Press the Envelope Key
2. Type in your PIN
3. Press 0 for mailbox options
4. Press 1 to record your unavailable message (this is the message that will play when you are not on your phone and someone calls and you do not answer)

Vicemail Name

1. Press the Envelope Key
2. Type in your PIN
3. Press 0 for mailbox options
4. Press 3 to record your name (this will be used for the company directory)

Other Items you may want to change right away:

- Press 4 to managed temporary greeting
- Press 5 to change your password
- Going forward, if your red light is lit on the top of your phone, you have a voicemail message. Simply follow the next steps:

To listen to your voicemail:

1. Press the Envelope/Message key on your phone.
2. Enter your pin number. Press # (PIN was sent to you in the Welcome EMail)
3. A prompt will be played with the number of read and unread messages in your voice
4. Press * to Play messages
5. To delete message press 3

Placing calls on Personal HOLD(for Hold and pick up on different phone see Park Keys)

1. Press the HOLD Button.
2. Hang up, you can only pick the call up on the phone that placed the caller on personal hold

Picking up calls from Personal HOLD

Press the Flashing line key.

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Remote call pick-up *8 + <extension number>

If you hear a particular extension ringing, and you know that person is not able to take the call, you can take the call using the 'Call Pickup' feature.

For example, *8100, will answer the ringing phone at extension 100.

Using Park keys (Hold call and pick up at any other phone in office):

1. While on a call, Press an available Park key
2. Hang up
3. To pick up the call, Press the Flashing Park key

Placing a 3 Way Conference Call

1. Enter the first number, press "Dial or Send" on the display
2. Get that person on the line
3. Press the "More" button the display, then press "Confrcn"
4. Enter 2nd number to call, press "Dial or Send" on the display
5. When second person answers press the "More" button the display, then press "Confrcn"
6. 3 Way call is active

Using the Navigation Key (Wheel) to see Received, Missed and Placed Calls

1. From the Main screen click the Wheel Left Once once, Received Calls are displayed
2. Click the Home Key twice to return to the Main screen
3. From the Main screen click the Wheel Down Once once, Missed Calls are displayed
4. Click the Home Key twice to return to the Main screen
5. From the Main screen click the Wheel Right Once once, Placed Calls are displayed
6. Click the Home Key twice to return to the Main screen

Once you find the call you want you can just press the "Dial or Send" Key to call the person

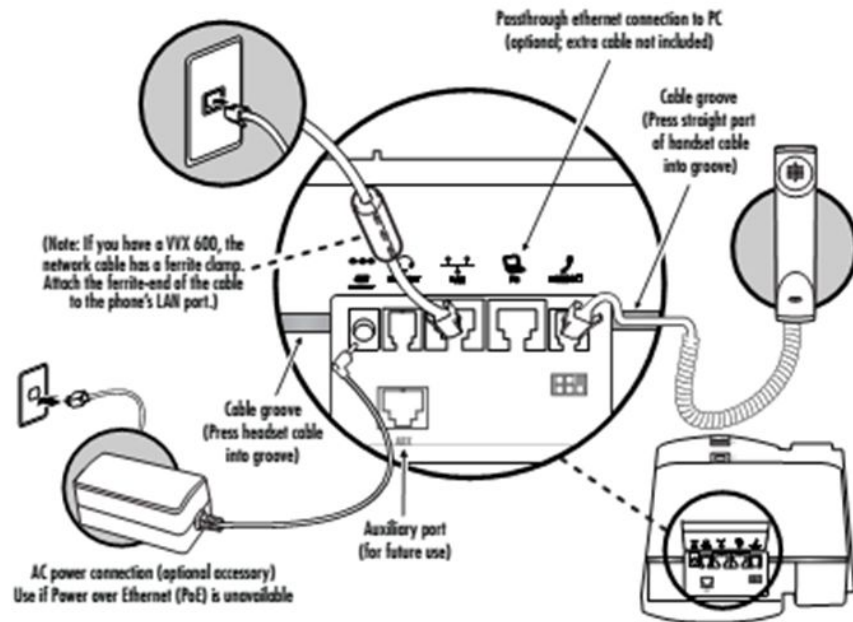
To Page all phones in your location

1. Press Paging Button on your display
2. Press 1 for Default (ALL)
3. Press Page key
4. Lift handset and after announcement beep say your message to all phones
5. Hang Up when finished

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Back of Phone Setup

Connect Cables



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Please send all Support/Service issues to Support@daiscorp.com only

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