



TELESPHERE / POLYCOM QUICK START GUIDE

| | |
|------------------------------------|---|
| To TRANSFER: | Transfer – extension or phone number – Transfer |
| To CONFERENCE: | Conference – extension or phone number – Conference |
| ANSWER 2nd CALL: | 'Hold' first call 'Answer' 2 nd call with soft key |

Soft Keys are located near bottom of Display

Answer a Call:

Pick up the handset or
Press the speaker button or
Press the line key for the incoming call or
Press the Answer soft key

NOTE: "Reject" sends caller directly to voicemail.

Handling Multiple Calls:

When on a call and a new incoming call arrives, press **Hold** then **Answer** (soft key lower display) to connect with second caller.
To toggle between calls use the **Navigation keys** (up, down, left, right arrows)
Then **Resume** connection to the highlighted call.

TRANSFER:

Transfer: puts first call on hold and provides dial tone
Dial the number you want to transfer the call to (extension or phone number)
Consult: When second party answers, consult or announce, press **Transfer** to complete (sends your caller ID)

TRANSFER Blind:

To transfer a call without consultation, press **Transfer** then **Blind** then dial number.
(sends Caller ID of calling party, cannot announce call or consult)

CONFERENCE:

During call press **Conference** puts first call on hold and provides dial tone.

Dial the second party (extension or phone number)
When the second party answers, press **Conference** to join both parties.

Do Not Disturb: Direct calls to Voicemail (callers receive your busy greeting)

Please note: Not all features are available on all phones.

Call List: Missed, Placed or Received

To view your last 50 call records:

Use the **Navigation Keys** (up, down, left & right arrows):

| | | |
|---------------------|-----------------|---|
| The down arrow for | Missed | ▼ |
| The right arrow for | Placed | ▶ |
| The left arrow for | Received | ◀ |

Contact Directory:

Press **Directories** or up arrow ▲

Contact Directory scroll to desired entry then:

Dial: To place call to highlighted number

Edit: First Name, Last Name, Contact Phone Number, Speed Index, Ring Type, etc
Save or Cancel changes

Back: To return to previous menu

More: next page of Options

Add: Create new entry

Search: By First or Last Name

Delete: Remove entry

Telephone Basic Settings:

Press **Menu**

(3) **Settings**

(1) **Basic**

(1) **Preferences:**

1. Language (default to English)
2. Time & Date—Clock Date, Time, Order, Disable
3. Headset Memory
4. Ring Type

(2) **Contrast**

(3) **Ring Tone:** use navigation keys to scroll, Play to listen, then Select ring tone

OTHER FEATURE CODES

Transfer Direct to Voicemail, Press Transfer *55 Ext #

Call Park: Press Transfer *68 Ext# / Retrieve *88 Ext#

*50 - Extension # Push to Talk (speaker intercom)

*97 - Extension # Call Pick Up *98 - Group Call Pick Up

*78 - Do Not Disturb Activate *79 - DND Deactivate

*72 - Call Forward Activate *73 - Call Fwd Deactivate



VOICE MESSAGING MAIN MENU

Press

- 1 Voice Messaging** (retrieve messages)
- 2 Comm Pilot Express** (reference the Mysphere Assistant Toolbar for more information)
- 3 Personalize Name**
- 8 Passcode**
- 9 Exit**
- # Repeat Menu**

1 Voice Messaging

Press

- 1 Play Messages**
- 2 Busy Greeting Menu**
- 3 No Answer Greeting Menu**
- 5 Compose Message Menu**
- 7 Delete All Messages**
- 8 Personalized Name**
- * Comm Pilot Voice Portal (Main Menu)**
- # Repeat Menu**

*Login
Starts Here*

*Main Menu
press**

2. Busy Greeting

- 1 Record new "Busy" Greeting**
- 2 Listen to current "Busy" Greeting**
- 3 Revert to system "Busy" Greeting**
(Do Not Disturb sends caller to Busy Greeting)
- * Previous Menu**
- # Repeat Menu**

3. No Answer Greeting

- 1 Record new "No Answer" Greeting**
- 2 Listen to current "No Answer" Greeting**
- 3 Revert to system "No Answer" Greeting**
- * Previous Menu**
- # Repeat Menu**

3 Personalized Name

Press

- 1 Record new Personalized Name**
- 2 Listen to current Personalized Name**
- * Previous Menu**
- # Repeat Menu**

8 Change Passcode - (4 – 14 digits)

- Enter new passcode, #
- * Previous Menu**

VOICE MESSAGING LOGIN

Press **Messages** button **or** dial your own number

FROM YOUR OWN PHONE:

Enter **passcode** (default 147369), then #

FROM ANOTHER PHONE:

Press * during greeting then
Enter **passcode** (default 147369), then #

1. Voice Messaging

- 1 Play Messages**
- 2 Skip Envelope (date & time)**

Press: while listening to message:

- 1 Skip Backward 3 seconds**
- 4 Skip Back to Beginning of message**
- 3 Skip Forward 3 seconds**
- 6 Skip Forward to End of message**
- 2 Pause / Resume playback**
- 5 Play message Envelope**
- 8 Initiate call to Sender**
- 9 Additional Options:**
 - 1 Reply to Message**
 - 2 Forward Message**
(cannot Forward Confidential Messages)
- 7 Delete message**
- # Save message**

After listening to a Message:

- 4 Return to previous message**
- 6 Move to next message**

LEAVING MESSAGES

During greeting

- # Skip Greeting, record message at tone**
- * Password prompt**
- 0 Transfer out of voicemail to configured number**

Review message:

- 1 Erase message and record again**
- 3 To Forward message**
- 5 To send to a Distribution list**
- 2 Listen to current message**
- 6 Set or clear the **Urgent** indicator**
(New Urgent messages are played first)
- 7 Set or clear the **Confidential** Indicator**
- * Return to Voice Portal Main Menu**
- # Repeat menu**