Spectrum Polycom Cheat Sheet

Voicemail Indicator

- The indicator is located on the upper right corner of the phone. The light flashes red to indicate new messages.

Softkeys

- The functions for the soft-key buttons appear directly above them on the display. Their functions are context-sensitive, which means the function of the soft-keys changes depending on your current activity. For example, if you are conferencing, the soft-keys display functions related to the conference function.

Home Button

- The Home button is located to the right of the navigational buttons. Press Home from any screen to return to the home screen.

Navigation Button

- By pressing left or right, up or down, you can scroll through the options and lists on the display. To select an item, press the OK button in the center of the four-way navigation arrows. To cancel or back up to a previous screen, press the cancel (X) button below the down navigation arrow.

Headset, Speaker, and Mute keys

- These keys are located along the right edge of the phone and used as they are stated.

Volume Key

- The volume key is located at the bottom of the phone below the dial pad. This key adjusts the volume of the handset, headset, speaker, and phone's ringer.

Transfer Button

- This button will transfer active calls to another number.

Hold Button

- This button will place a call on hold.

Back Button

- This button cancels actions or returns to the previous screen when pressed.

Line Keys

- These buttons indicate the status of your lines and associated activity. The backlighting informs you when a line is idle, ringing, in use, on hold, or disconnected.

Using Your Phone

Placing a Call

- First, dial the number. Then, pick up the handset. For hands-free speakerphone – dial number, then press the **Speaker** button or press **Dial** softkey.

Answer a Call

- Pick up the handset. For hands-free speakerphone, press the **Answer** softkey or press the **Speaker** button.

Dial a Number From Your Directories

- Press the **Home** button, and then select **Directories**. Proceed to **Contact Directory**. Select the contact, then the number from the Contact Information Screen, and then press **OK**.

Dial a Number From Your Recent Calls

- Press the **Home** button, then select **Directories**. Proceed to **Recent Calls**. Press the **Sort** softkey to sort and order calls; Press **Type** to display only specific calls. Select a call record to call the person.

Placing a Call on Hold

- From Lines, Calls, or Active Call view, press the **Hold** softkey or function button. The line that you're on will blink red.
- To retrieve the call, press the blinking red line or the **More** softkey and press the **Resume** softkey or **Hold** function button again.

Call Park / Call Retrieve

- Call Park places a call on hold so that other users assigned to Call Park service can retrieve that call from any phone in the office.
- To Park: Press the **Park** softkey (the **Park** softkey does the same thing as **Hold** and *68). Enter the extension where the call will be parked, and then press **#**.
- To Retrieve: Press the **Retrieve** softkey. Enter the extension where the call was parked then **#**.

Transferring a Call

Announced or Attended Transfer (shows the caller id of the person transferring the call. Example is Linda Mims 4374):

- Press the **Transfer** button to place an active call on hold. Dial the number where you want to transfer the call.
- Once the third-party answers, announce the call and press the **Transfer** button

Un-Announced or Blind Transfer (shows the caller id of the person calling in. Example is John Doe 7165551122 instead of Linda Mims 4374):

- Press the **Transfer** button to place an active call on hold.
- Press **Blind** softkey (If you don't see **Blind**, press **More** softkey,) Dial the number where you want to transfer the call.

Transfer to Voicemail:

- Press the **Transfer** button to place an active call on hold.
- Next, enter ***55** and dial the party's extension, then **#**.

Mute a Call

- Press the **Mute** function button to silence your phone's mouthpiece and speaker. To turn mute off, press **Mute** again.

Listening to Voicemail

- Press **Home** button then the round button next to the home key (or press 3 on the dialpad) to enter the **Messages Center** and then press the **Select** key to enter your voicemail.
- Then press the **Connect** softkey. Your phone will ring your Voice Portal. Enter your passcode, then #. Follow the voice prompts to listen to delete/save messages.

3-Way Conferencing

- Place the first call to the first party. Then, press the **More** soft key, followed by the **Confrnc** softkey to place the next call and dial the number. The active call will be on hold. (If you don't see **Confrnc** softkey, press **More** softkey.) After the second call answers, press the **Conference** softkey again to join all parties in the conference. All parties will be disconnected when you exit the call.
- Press **End Call** to remove yourself from the call, but keep the other participants connected.
- Press **Manage** to manage each participant.
- Press the **More** soft key and press the **Split** soft key to end the conference and hold all participants.

Forwarding Calls

- Press the **Forward** softkey (or 6 on the dialpad) from Home or Lines view. Select the forwarding type and enter the number to forward your calls to.
- Then press **Enable** softkey. Calls Forwarded will be displayed on the LCD screen.
- To turn off Call Forwarding, press the **More** softkey and then press the **Forward** softkey. Select the forwarding type and press **Disable** softkey.

Access the Voice Portal

1. You can access your voice portal using your own phone or another phone. To log in, dial your phone number or extension.

2. First log in with voice portal wizard

3. Dial your phone number/extension, or press the messaging button on your phone, and then:

   o Enter the passcode provided (this will expire and you will be prompted to enter a new passcode)

   o Enter a new passcode at the prompt

   o Re-enter your passcode at the prompt

   o Record your Name at the prompt

   o Press #

4. Log in

5. Dial your phone number/extension, and then:

   o From your own phone:

   o Enter the correct passcode to reach the Voice Messaging Main Menu.

   o At Voice Messaging menu, press * to reach the Voice Portal Main Menu.

   o From a phone other than your own:

   o Press * during your outgoing greeting to reach the login prompt.

   o Enter the correct passcode to reach the Voice Messaging Main Menu.

   o At the Voice Messaging menu, press * to reach the Voice Portal Main Menu.

Voice Portal Main Menu

1	Access voice messaging †
2	Change commPilot express profile †
3	Greetings menu
4	Change call forwarding options †
7	Access hoteling †
8	Change passcode
9	Exit
#	Repeat menu

† These options are provided only if their services have been assigned to you.

1. Voice messaging

1	Play messages (see *play messages* table that follows)
2	Busy greeting menu (see *busy greeting* table that follows)
3	No answer greeting menu (see *no answer greeting* that follows)
5	Compose message menu (see *compose message* that follows)
7	Delete all messages
*	Return to previous menu
#	Repeat menu

2. Play messages menu

#	Save message
7	Delete message
2	Play or repeat message; skip envelope
4	Play previous message
5	Play message envelope

6	Play next message
9	Hear additional options (see *additional options* table that follows)
*	Return to previous menu

3. While playing messages:

1	Skip backward 3 seconds
2	Pause playback
3	Skip forward 3 seconds
4	Skip to beginning of message
6	Skip to end of message

Notes: You can interrupt the message or envelope to perform any function. New messages flagged as urgent are played first.

4. Additional options

1	Reply to message (see *reply to message* table that follows)
2	Forward message (see *forward message* table that follows)
*	Return to previous menu
#	Repeat menu.

5. Reply to message

3	Send reply
1	Change current reply
2	Listen to current reply
6	Set or clear urgent indicator
7	Set or clear confidential indicator
*	Return to previous menu

#	Repeat menu

6. Forward message

3	Send message to specific group members
4	Send message to entire group
5	Send message to distribution list (option offered only if enabled. See *select distributio*
1	Change current introduction
2	Listen to current introduction
6	Set or clear urgent indicator
7	Set or clear confidential indicator
*	Return to previous menu
#	Repeat menu

Notes: Messages marked confidential cannot be forwarded.

7. Select distribution list

0	Select distribution list 0
1	Select distribution list 1
2	Select distribution list 2
...	Distribution lists are numbered consecutively from 0 to 15
15	Select distribution list 15
*	Return to the previous menu
#	Repeat menu

8. Distribution list menu

3	Send the message to selected list
1	Select another distribution list

2	Review the selected distribution list
*	Return to the previous menu
#	Repeat menu

9. Busy greeting menu

1	Record new busy greeting
2	Listen to current busy greeting
3	Revert to system default busy greeting
*	Return to voice messaging main menu
#	Repeat menu

10. No answer greeting menu

1	Record new no answer greeting
2	Listen to current no answer greeting
3	Revert to system default no answer greeting
*	Return to previous menu
#	Repeat menu

11. Compose message

3	Send message to specific group member(s)
4	Send message to entire group
5	Send message to distribution list (option offered only if enabled. See *select distributio*
1	Change current message
2	Listen to current message
6	Set or clear urgent indicator
7	Set or clear confidential indicator

*	Return to Voice Messaging Main Menu
#	Repeat menu

12. Personalized name

1	Record new personalized name
2	Listen to current personalized name
3	Delete personalized name
*	Return to voice portal main menu
#	Repeat menu

13. Hoteling†

1	Check host status
2	Associate with Host †.
3	Disassociate from Host
*	Return to previous menu
#	Repeat menu

† Associate a guest with a host via the Voice Portal through the guest user's Voice Portal when the Hoteling Guest service is assigned. The guest user must log in to the Voice Portal, using their user ID and password, from the Hoteling Host user's device.

14. Passcode

#	Enter new passcode, followed by the pound key
*	Return to previous menu

Leaving Messages for Other Users

1. During greeting:

#	Interrupt the greeting and start recording voice or video message.

*	Transfer out of greeting to voice portal password prompt.
0	Transfer out of greeting to configured number.

2. While recording message:

*	Cancel recording and transfer to Voice Portal password prompt.
0	Cancel recording and transfer to configured number.
#	Stop recording and review message.

3. While reviewing message:

1	Erase message and record again.
2	Listen or view current message
3	OR hang up to send message.
6	Set or clear the urgent indicator.
7	Set or clear the confidential indicator.
*	Cancel recording and transfer to Voice Portal password prompt.
0	Cancel recording and transfer to configured number.
#	Repeat menu.