

CoC Phone System – Phone Features (Polycom IP450)

Contents:

1. Basic phone features
 - a. Answering a call
 - b. Placing a call
 - c. Placing a call on hold
 - d. Transfer a call
 - e. 3-way calling (Conference)
2. Additional phone features
 - a. Call forwarding
 - b. Do not disturb
 - c. Directory
 - d. Recent and Missed calls

1a. Answering a call

- To answer with speakerphone, press  or tap Answer on the touch screen.
- To answer with handset, pickup the handset.
- To answer with a headset, press .
- To answer a new call while on an active call, press the Answer softkey and the current call will be placed on hold.

1b. Placing a call

- Pickup the handset, or press  (For speakerphone) or  (For use with your headset)
 - Enter phone number
 - All extensions are 4-digit
 - To dial an external number, enter the 10 digit number (with area code) for example: 928-340-2700. Dialing starting with 1 or 9 is no longer needed.
 - Press the dial softkey
- Alternatively, you can dial the number then pickup the handset and the call will be processed immediately.

1c. Placing a call on hold

- While call is active, press the Hold softkey
- To resume a held call, press the Resume softkey

1d. Transfer a call

- While call is active, press the Transfer softkey
 - For an unattended blind transfer, press the Blind softkey (Blind transfers directly send the call to an extension without further interaction from you)
 - Enter number to transfer to
 - Press the Send softkey
 - Hang up the phone for a blind transfer

1c. 3-way calling (Conference Call)

- Call the first party
 - Press the More softkey
 - Press the Confnc softkey
 - Enter number to conference
 - Press the Send softkey
 - Once the second party answers, press the Confnc softkey again
- Once in a conference call
 - Press the Hold softkey to hold all participants
 - Press the End Call softkey to remove yourself from the call but keep the other participants connected
 - Press the Split softkey to end the conference and place all participants on hold
- If you have an active and held call, press the More softkey and press the Join softkey to combine both callers into a conference call with you.

2a. Call Forwarding

By default all calls are forwarded to your extension's voicemail if you are unavailable. To change this behavior, it is possible to modify call forwarding behavior directly from your phone.

- Press the  key
 - Press 1 for Features
 - Press 2 for Forward
 - Press 1 for Always (Select this to always forward calls immediately without ringing the phone)
 - Enter extension or phone number to forward to then press the Enable softkey
 - Press 2 for No Answer (Select this to forward calls after a specific number of rings goes unanswered)
 - Press the down button to change Forward After Rings and setup the number of rings before this forwarding rule is applied
 - Press the up button to select Contact and enter the extension or phone number to forward calls to
 - Press the Enable softkey
 - Press 3 for Busy (Select this to forward calls when you are already on another call)
 - Enter extension or phone number to forward to then press the Enable softkey

- To disable any of the forwarding features
 - Press the  key
 - Press 1 for Features
 - Press 2 for Forward
 - Select the forwarding option you wish to disable
 - Press the Disable softkey

2b. Do Not Disturb

Do Not Disturb is a feature that prevents your phone from ringing while it is active.

- Press the  key
 - Press 1
 - Press 1
- To disable DND
 - Press the  key
 - Press 1
 - Press 1

2c. Directory

All extensions in the city (except for PD extensions) are listed in the directory and can be accessed from your phone.

- Press 
 - Press 3
 - Press More then Press Search to search by First Name of Last Name

NOTE: To enter text using the dial pad, press the number keys one or more times. For example, for 'A' press '2' and for 'C' press '222'. When in text entry mode, the title will show whether keys will generate numbers (1), upper-case (A), or lower-case (a) characters and the 1/A/a soft key can change this.

2d. Recent and Missed Calls

Your phone tracks all recently made and missed calls and makes it easy to redial a number or call back a missed call.

- Press 
 - Press 1
 - Press 4
 - Press 1 for Missed Calls
 - Press 2 for Received Calls
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NOTE: To enter text using the dial pad, press the number keys one or more times. For example, for 'A' press '2' and for 'C' press '222'. When in text entry mode, the title will show whether keys will generate numbers (1), upper-case (A), or lower-case (a) characters and the 1/A/a soft key can change this.

2d. Recent and Missed Calls

Your phone tracks all recently made and missed calls and makes it easy to redial a number or call back a missed call.

- Press 
 - Press 1
 - Press 4
 - Press 1 for Missed Calls
 - Press 2 for Received Calls
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CoC Phone System – Phone Features (Polycom IP450)

Contents:

1. Basic phone features
 - a. Answering a call
 - b. Placing a call
 - c. Placing a call on hold
 - d. Transfer a call
 - e. 3-way calling (Conference)
2. Additional phone features
 - a. Call forwarding
 - b. Do not disturb
 - c. Directory
 - d. Recent and Missed calls

1a. Answering a call

- To answer with speakerphone, press  or tap Answer on the touch screen.
- To answer with handset, pickup the handset.
- To answer with a headset, press .
- To answer a new call while on an active call, press the Answer softkey and the current call will be placed on hold.

1b. Placing a call

- Pickup the handset, or press  (For speakerphone) or  (For use with your headset)
 - Enter phone number
 - All extensions are 4-digit
 - To dial an external number, enter the 10 digit number (with area code) for example: 928-340-2700. Dialing starting with 1 or 9 is no longer needed.
 - Press the dial softkey
- Alternatively, you can dial the number then pickup the handset and the call will be processed immediately.

1c. Placing a call on hold

- While call is active, press the Hold softkey
- To resume a held call, press the Resume softkey

1d. Transfer a call

- While call is active, press the Transfer softkey
 - For an unattended blind transfer, press the Blind softkey (Blind transfers directly send the call to an extension without further interaction from you)
 - Enter number to transfer to
 - Press the Send softkey
 - Hang up the phone for a blind transfer

1c. 3-way calling (Conference Call)

- Call the first party
 - Press the More softkey
 - Press the Confnc softkey
 - Enter number to conference
 - Press the Send softkey
 - Once the second party answers, press the Confnc softkey again
- Once in a conference call
 - Press the Hold softkey to hold all participants
 - Press the End Call softkey to remove yourself from the call but keep the other participants connected
 - Press the Split softkey to end the conference and place all participants on hold
- If you have an active and held call, press the More softkey and press the Join softkey to combine both callers into a conference call with you.

2a. Call Forwarding

By default all calls are forwarded to your extension's voicemail if you are unavailable. To change this behavior, it is possible to modify call forwarding behavior directly from your phone.

- Press the  key
 - Press 1 for Features
 - Press 2 for Forward
 - Press 1 for Always (Select this to always forward calls immediately without ringing the phone)
 - Enter extension or phone number to forward to then press the Enable softkey
 - Press 2 for No Answer (Select this to forward calls after a specific number of rings goes unanswered)
 - Press the down button to change Forward After Rings and setup the number of rings before this forwarding rule is applied
 - Press the up button to select Contact and enter the extension or phone number to forward calls to
 - Press the Enable softkey
 - Press 3 for Busy (Select this to forward calls when you are already on another call)
 - Enter extension or phone number to forward to then press the Enable softkey

- To disable any of the forwarding features
 - Press the  key
 - Press 1 for Features
 - Press 2 for Forward
 - Select the forwarding option you wish to disable
 - Press the Disable softkey

2b. Do Not Disturb

Do Not Disturb is a feature that prevents your phone from ringing while it is active.

- Press the  key
 - Press 1
 - Press 1
- To disable DND
 - Press the  key
 - Press 1
 - Press 1

2c. Directory

All extensions in the city (except for PD extensions) are listed in the directory and can be accessed from your phone.

- Press 
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