

ROGUE COMMUNITY COLLEGE

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Polycom Telephones

[www.roguecc.edu/telephone](http://www.roguecc.edu/telephone)

# Telephone User Guide

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# Basic Instruction

## To Make an Internal Call:

1. To make a handset call, lift handset
2. Dial 4-digit extension number

-OR-

1. To make a speakerphone or headset call, leave handset down
2. Press Speaker or Headset
3. Dial 4-digit extension number

## To Respond to an Incoming Call:

1. Hear ringing
2. Lift handset or press the Speaker button

## To Make an Outgoing Call:

1. Lift handset or press the Speaker button.
2. Dial 8 plus the telephone number

## To Put a Call on Hold:

1. Press the HOLD button
2. Hang up

## To Retrieve a Call On Hold:

1. Lift handset or press the Speaker button.
2. Press the blinking LINE button or press the HOLD button.

## To Transfer A Call:

1. While connected to the call, press the sft Trans button
2. Dial the extension number
3. Hang up

*NOTE: To announce a call: press the sft TRANSFER button, then the NORMAL button, announce the call to the recipient and hang up, the caller will be connected. To reconnect to the caller, press the sft CANCEL button*

## To transfer a Call Directly to a Voice mailbox and leave a message for the recipient:

1. While connected to the call, press 0 for more options
2. Press 6 to record your message to the recipient
3. Press the #key, enter the extension you want to transfer the call to
4. Press the # key again

### To Transfer a Call Directly to Voicemail:

1. While connected to the call, press the sft Trans button
2. Dial 4 plus the desired extension number
3. Hang up

### To Put a Call on Hold Using the Page Q:

1. While connected to the call, press sft Trans button
2. Dial available Page Q Code (6060, 6061, 6062, etc.)

### To Retrieve a Call Held in Page Q:

1. Dial announced Page Q Code (6060, 6061, 6062, etc.)
2. Press DIAL button

### MIC/MUTE:

To turn off the microphone during a call:

1. Press the MIC/MUTE button

*Note: This feature mutes your voice on either a speaker or handset call*

### To return to two-way conversation:

1. Press the lit MIC/MUTE button

### Conference Calls:

*For use with 2 outside parties and 1 internal party; or 2 internal parties and 1 outside party*

1. Receive or make the call
2. Press the sft CONF button (this shows up once you are on the phone in the process of adding a party)
3. Dial the extension number or the 8+outside number of the second party
4. Press the DIAL button
5. Announce the conference call
6. Press the sft CONF button again, all three parties are now connected

### Conference Call Do Not Disturb

To engage the do not disturb feature:

1. Select menu
2. Select 1 for features
3. Select 2 for do not disturb
4. Press 1 to enable and disable the DND features
5. Select menu to return to the home screen

#### Notes:

- Placing the conference call in hold will place the other parties on hold.
- Pressing the sft SPILT button will split the conference into two separate calls on hold.
- A conference may be created between an active call and a call on hold by pressing the sft JOIN button.

#### Speed Dialing:

Speed Dials are saved numbers from the call list

To Save a Speed Dial Number:

1. Press Menu button
2. Dial 1 and 5
3. Select received or placed
4. Arrow to select call press checkmark then save

To use a Speed Dial number:

1. Press Menu button
2. 2 Dial 1 and 6
3. 3 Arrow to highlight the number you wish to dial
4. Press Dial to call.

#### Call Forward All:

**All calls ringing to your phone will be sent to another destination**

To Activate:

1. Press the sft MORE button
2. Dial destination's extension number or 8 + the outside number
3. Press sft ENTER button

To Deactivate:

1. Press and continue to press the sft MORE button until you reach the sft FWDOFF button
2. Press FWDOFF

# Volume/Ring Adjustments

## Speaker, Handset, and Headset: Volumes:

1. Press the keys to increase/decrease volumes in the active mode.

## Ring Volume:

1. Leave phone in idle mode
2. Press the keys to increase/decrease ring volume

## Ring Type:

1. Press MENU button
2. Scroll down to reach 3 Setting
3. Press checkmark to Select
4. Press checkmark to select 1 Basic
5. Scroll down to 4 RingType
6. Press checkmark to select 4 RingType
7. Scroll up and down to play/select ring type
8. Press MENU button to exit

## Call Lists:

To Scroll (and dial out) through your **Received** Call List:

1. From idle phone, press up arrow button
2. Scroll through list by pressing down or up buttons.
3. Select a call and press the DIAL button to out-dial the number

-OR-

4. Press MENU button **twice** to exit

## Redial:

To Scroll (Redial) Through Your **Placed** Call List:

1. From idle phone, press down arrow button
2. Scroll through list by pressing down or up buttons
3. Select a call and press the DIAL button to out-dial the number

-OR-

4. Press MENU button **twice** to exit

To Delete A Call List from the Telephone Display

1. Press the *callers* softkey
2. Press the center button to select the caller-press the *delete* softkey

## Retrieve Date/Time of Calls in Call List

1. Select *callers* softkey
2. Press the right arrow
3. Select *info* softkey
4. Press the down arrow for date/time

## To delete your missed messages from the display

1. With the handset down, press the callers sft key
2. Press the left arrow key, calls will be deleted from the display

## **If you need to pick up another phone in your area that is ringing:**

### Call Pickup Group

1. Lift handset or press Speaker button.
2. Dial 66.

### Call Pickup Directed

1. Lift handset or press Speaker button.
2. Dial 67 and the extension number that is ringing.

If you are part of a group and two phones are ringing and you only want a specific phone, use the more direct method of 67 plus the phone extension number and you will retrieve the right phone call.

# T-3 Voicemail

To Access Your Voicemail:

From Your Desk:

1. Press the sft VMail button

From another (on-campus) system telephone:

1. Dial 4+ your voicemail box number
2. Press # (Pound) when your mailbox greeting plays
3. Enter password

From (off campus) outside the office:

1. Dial your phone number (541-956-xxxx, 541-245-xxxx, 541-608-xxxx)
2. Press # (Pound) when the Main Greeting plays
3. Enter your mailbox and password

The first time you access your mailbox, a tutorial helps you record a personal password, your mailbox name, and your greeting. **Please record your mailbox name** as this will allow the *spell by name* option to find you from RCC's auto attendant.

- The first time you enter your mailbox, the default password is *0000*.
- \* (*Star*) is universal throughout the system to cancel selection and to go back one step.

## Mailbox Set-up Options for Greetings

Change/Update your standard (default) Greeting:

1. Enter your mailbox
2. From your Main Menu, press 4 for Personal Options (soft touch phone press 3)
3. Press 2 for Greetings
4. Press 1 for default greeting
5. Press 2 to listen to your greeting
6. Press 3 to re-record your greeting
7. Press 4 to delete your greeting
8. Press \* to cancel

To Record an Extended Absence Greeting:

1. Enter your mailbox
2. From your Main Menu, press 4 for Personal Options (soft touch phone press 3)
3. Press 2 for Personal Greetings
4. Press 2 for Extended Absence Greeting
5. Press 1 to activate your Extended Absence Greeting
6. Press 2 to listen to your greeting
7. Press 3 to record your greeting
  - a. To activate your EAG press 1
8. Press 4 to delete your greeting
9. Press \* to cancel



When an Extended Absence Greeting is turned on, you will be prompted to retain or delete it when you enter your mailbox.

### To Change a Password

1. Enter your mailbox
2. From the Main Menu, press 3 for Personal Options
3. Press 4 for your password
4. Enter your new password (4 digits)
5. Enter your new password again to set it

### To Change Your Name:

1. Enter your mailbox
2. From the Main Menu, press 3 for Personal Options
3. Press 3 for your name
4. Press 1 to listen to your name
5. Press 2 to record your name
6. Press 3 to delete your name
7. Press \* to cancel

### To Retrieve Your Messages:

1. Enter your mailbox
2. The recording will start to play to let you know how many NEW and SAVED messages you have.
3. **NEW** Messages:
  - a. It will automatically start playing any new messages
  - b. Press 1 to save the message
  - c. Press 2 for next message
  - d. Press 3 to delete a message
4. **SAVED** Messages
  - a. Press 1 to listen to your messages
  - b. Press 2 for saved messages
  - c. Press 3 to delete a message
  - d. Press 0 for more options
    - i. Press # (pound) to repeat messages
    - ii. Press 7 to reply/redirect the message
    - iii. Press 8 for envelope information
    - iv. Press 9 for speed and volume options

### To Leave a Message at a Phone

1. Ring phone first:
  - a. Dial desired extension number.
  - b. Leave message at the prompt.
2. Bypass ringing phone:
  - a. Dial 4 + extension number.
  - b. Leave message at the prompt

-OR-

1. Enter your mailbox
2. From the Main Menu, press 2 to make a New Message
3. Record your message, press any key to stop recording
4. Enter a mailbox extension number
5. Press # (pound) to Send

6. Hang up

NOTE: Press \* (star) to bypass listening to greeting

To Transfer a Call Directly to an Extension's Voicemail

1. While connected to the call
2. Press sft Trans
3. Dial the extension number
4. Hang up

-OR-

1. If you want to announce the call, press the sft normal button, wait for the extension to answer, announce the call and hang up. As soon as you hang up the call is immediately connected.
2. To reconnect to the caller, press the sft CANCEL button.

### Voicemail Shortcuts

Here are some helpful commands available within the voicemail system:

While the message is playing:	
Press	And the message will...
1	Rewind a bit
1,1	Start over
2	Pause
3	Forward a bit
3,3	Forward to the end
4	Slow down
5	Date/time of message
6	Speed up
8	Play at normal volume
9	Play at high volume

End of message options:	
4	Replay
5	Date/time of message
6	Send copy
7	Erase
8	Replay
8, 8	Replay by calling
9	Save