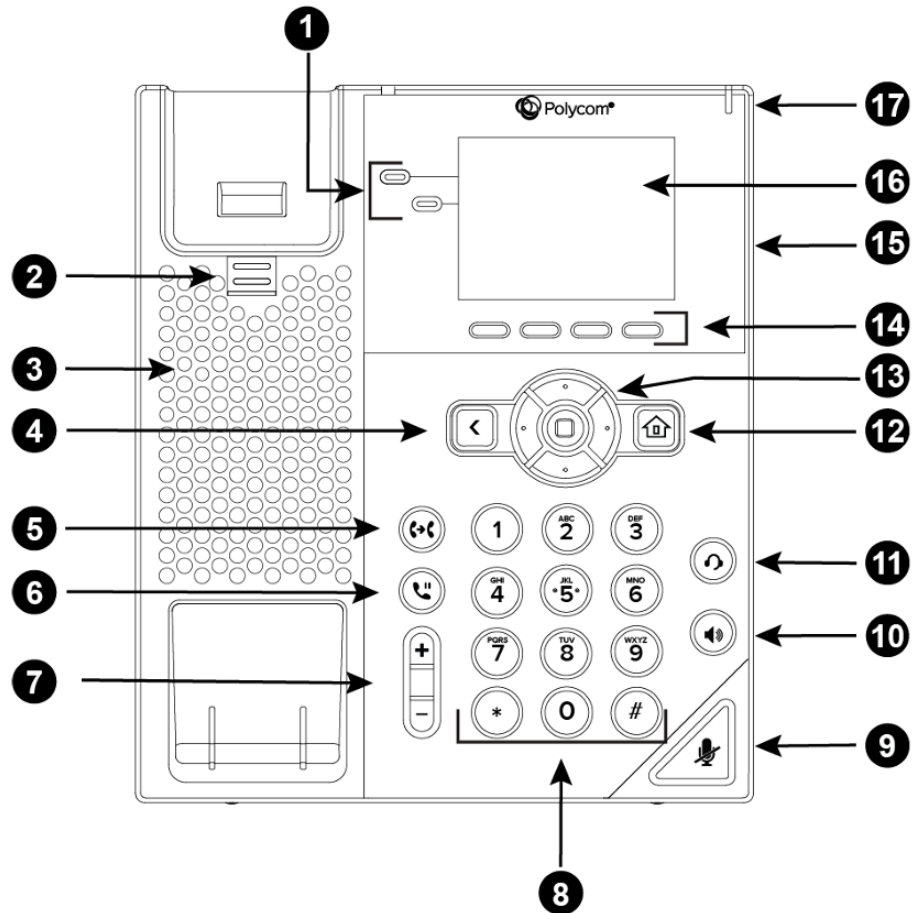




Using your Poly Phone

Our trust uses two different types of phones. This guide will go into detail about how to use one of these phones, the one labelled Poly.

The image to the right will be used in all instructions for the poly phone. Please refer back to this image when a numbered button is mentioned.



Transferring calls

In order to transfer a call, you must currently be in an active or held call.

If you would like to transfer a call without speaking to the person/party you are transferring to, press the transfer button (5 on the diagram) and then the button labelled blind on the menu and enter the number/extension of the person you want to transfer to.

If you would like to speak to the person you are transferring to, press the transfer button (5) and enter the number of the person you are transferring to. Once they pick up you can speak to them and then transfer the call by clicking the transfer button



Accessing Voicemails

In order to access your voicemail, simply call your extension number. You will have to enter your phones pin. From here you will be able to change various settings to do with your voicemail, and of course listen to voicemails if you have any. The voice mail system will tell you the specific buttons you need to press in order to perform the actions you want.

Enable/Disable Do not disturb

On the main page of your phone screen, click the button labelled DND. If there is a minus symbol, it means your phone is currently set to DND, and if there is no minus symbol it means it isn't. DND blocks all calls to your phone until you turn it off.

Muting your Microphone

Muting your microphone is relatively simple, press the large mute button (9) during a call and the other party will no longer be able to hear you, but you can still hear them. The button will turn red and the screen will display a microphone icon to show that you are muted. Press the button again to unmute.

Enable/Disable Speakerphone

Speakerphone is useful for when you need another person around you to either talk/listen to the other party. The speakerphone button (10) can be used during an active call or set before answering a call. Simply press the speakerphone button and hang up the handset (if in an active call). Lifting the handset will cause the call to turn off speakerphone mode and go back to normal.

For more information about your phone, you can check out [the manual](#)