ITSFiber

Polycom 650
Quick Reference Guide

Keys	Key Description
Directories	**Directories key** – Access to local directories and call lists
Conference	**Conference key** – Establishes a 3-way conference call.
Transfer	**Transfer key** – Transfer of current call to third party.
Redial	**Redial key** – Redial the most recently dialed number.
Messages	**Voicemail key** – Retrieves messages from the voice mailbox.
Menu	**Menu key** – Access local (your phone) and global (your organization) features.
Do Not Disturb	**Do Not Disturb key** – Switches Do Not Disturb mode on and off.
Hold	**Hold key** – Places a call on "Hold" or resumes it.
(Speakerphone)	**Speakerphone key** – Allows for hands-free communication during calls.
(Microphone Mute)	**Microphone Mute key** – Mutes audio transmission locally during calls.
(Headset)	**Headset key** – Allows you to place and receive calls through an optionally connected headset.

Display Control Keys – Use ▷ ◁ △ and ▽ (arrow keys) to scroll through the displayed information.
Use ✓ to select a field of displayed data. Use ✗ to delete displayed data.

(Volume Keys)	**Volume Keys** – Use these to adjust the volume of the handset, headset, speaker, and ringer.

Basic Phone Features

Make a Call
1. Lift the Handset and dial the phone number.
2. Depending on your phone and configuration, you <u>may</u> need to **Dial 9** before placing a call.

Answering a Call
To answer a call, pick up the handset or to answer using the speakerphone, press the **Speaker** key.

Redial
Press the **Redial** key to call a recently dialed number.

Ending Calls
To end a call, replace the handset.

To Park a Call *This places the call on hold in a "park orbit" so the call can be retrieved from another phone.*
1. Press **Transfer** key (soft key)
2. Then press ***94**. Listen to what Park number the call will be placed on.
3. Press **Transfer** key again to complete.

To Retrieve A Parked Call *There are <u>two different ways</u> to retrieve a parked call.*
1. Pick up the handset and press the **numbered Park Key** (soft key-LED) where the call has been placed.
2. With handset <u>on the hook</u>, **press *95 followed by the parked call line number** (i.e.*951 or *952, etc.), **Press DIAL**, then pick up the handset to talk.

Rebooting/Restarting Your Phone
Restart your phone for troubleshooting proposes.
1. Press **Menu** key
2. Select Settings > Basic > Restart Phone (seen on the LED panel)
3. "Are you sure?" Appears on graphic display.
4. Press the **Yes** soft key. The restart process begins.

For Your Reference

Access your Voicemail and other phone settings **online**	**https://myfeatures. itstelecom.net**
Voicemail Access Number (calling from outside your phone system)	**772-597-2743**
Voicemail **Quick Access Code**	***98 (from your handset)**

772.597.3423 | www.itsfiber.com

Advanced Call Handling

Call Hold
1. To put a call on hold, press the **Hold** key
2. To retrieve the call, press the **Hold** key again or press the Resume key

Call Transfer
1. Press the **Transfer soft key** – this places the current call on hold.
2. Transfer the call using one of these methods:

Blind Transfer
- To transfer the call <u>before the other person answers</u>, press the **Blind** soft key in the LED
- Dial the number (**or the <u>extension</u>**) of the person you want to call. The call is automatically connected to that person.

> *Note: If you are transferring to an <u>extension</u>, press the <u>Send</u> or <u>Transfer</u> soft key after dialing the extension.*

Consultative Transfer
- Dial the number or extension of the person you want to call.
- Wait until the person has answered.
- Complete the transfer by pressing the **Transfer** key again.

Call Waiting
If a second call comes in while you are on the phone, you will hear a tone and the phone LED screen will display the details of the second caller. To answer the second call, select **Hold button** or press the **Answer** soft key.

3 Way Calling
1. When in a regular call, press the **Conference** key.
2. Dial the person you want to join you call.
3. Once this person has answered press the **Conference** key again to set up the three way call.

Using Do Not Disturb
Do Not Disturb enables you to send call straight to voice mail.
1. If you have a key marked **Do Not Disturb**, press this to turn Do Not Disturb On and off.

Voicemail (from your Polycom 650 handset)
When you have one or more unheard voice messages waiting, your phone will display a flashing light in the upper right corner.

- To access voice mail: Press the **Messages** button.
- Enter your unique **PIN**
- To listen to your voice messages: Press **1**
- To listen to your other messages: Press **11**
- To **save** a message: Press **2**
- To **delete** a message: Press **3**
- To **transfer** a voice message to another extension: Press **5**, then the extension number.
- To **change your mailbox settings**: Press **4**
- To **go back** to previous menu: Press **∗**
- To **finish**: Press **#**

> You may also access your voice mail visually using **ITS CommPortal** online management tool.
> (see right top)

ITS CommPortal

ITS CommPortal gives you a powerful and easy to use **Web interface** to use access your voice mail and phone settings.

Logging In:
1. Go to **https://myfeatures.itstelecom.net**
2. Enter your 10-digit phone number
3. Enter your password.*
   *Get password for first time log-in from your account manager. You can change the password after that time.

Change Password
1. Go to **Settings** page
2. Enter your new password in **Password** box
3. Re-enter your new password in the **Confirm Password** box
4. Click **Change Password**

Dashboard Page
The dashboard displays new voice messages, recent received and missed calls, contacts, and settings you have applied to your phone.

Messages & Calls
- The **Messages** tab displays new and saved voice messages. Play, delete, or market as heard/unheard.
- **Missed Calls**, **Dialed Calls**, and **Received Calls** show you all your recent called activity.

Call Manager
- The Summary tab of **Call Manager** provides a description of what will happen to your incoming calls.

Configure Your Phone Keys
1. Select the **Settings** page in ITS CommPortal.
2. Select the **Phones** tab.
3. Click on the **Configure Your Phone** link.

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Call Forwarding (from your handset)
Your phone system supports different types of Call Forwarding:
Immediate, Busy, and No Answer.
- To enable/disable call forwarding using the handset, **dial the access code** for the type of call forwarding you want to enable/diable followed by the number you wish to forward calls to *(see table below)*.
- The easiest way to use Call Forwarding is the **ITS CommPortal** online management tool in the **Call Manager Tab**.

ITS CommPortal

Immediate Call Forwarding Activation	**∗72**
Immediate Call Forwarding Deactivation	**∗73**
Busy Call Forwarding Activation	**∗90**
Busy Call Forwarding Deactivation	**∗91**
No Answer Call Forwarding Activation	**∗92**
No Answer Call Forwarding Deactivation	**∗93**

If you have any additional questions not addressed on this guide, call us at 772.597.3423, or visit: www.itsfiber.com