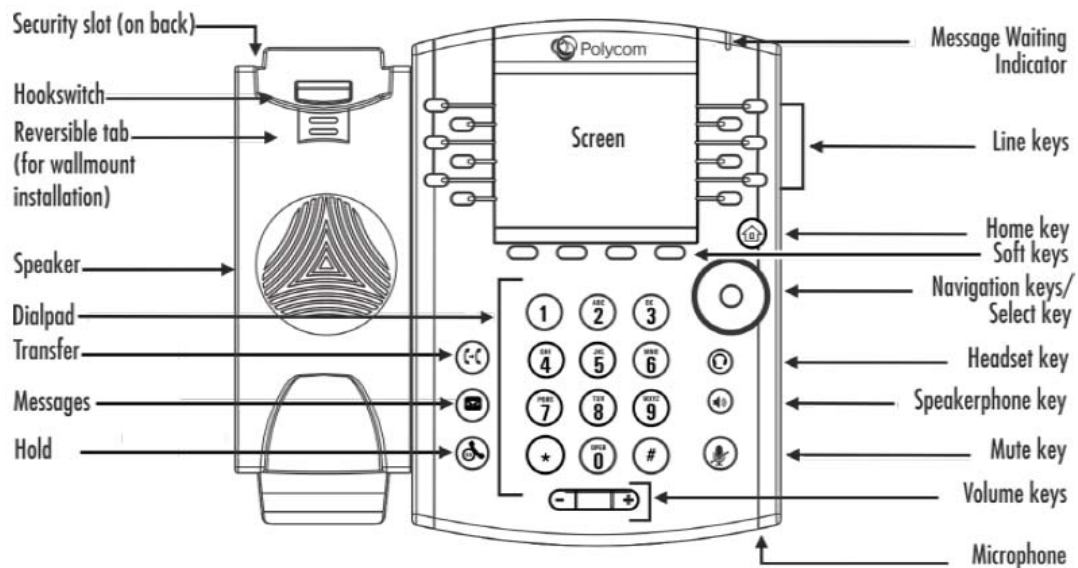


Using your Polycom 410 Handset



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T E L E C O M



To place a call:

- Lift the handset and dial the number OR
- Press the speaker button (if using speakerphone), and dial the number OR
- Press the headset button (if using a headset) and dial the number OR
- Press the New Call soft key and dial the number

To answer a call:

- Lift the handset OR
- Press the speaker button (if using speakerphone) OR
- Press the headset button (if using a headset) OR
- Press the Answer soft key

To send a call to voicemail without answering:

- When a call is ringing, press the Reject soft key

To end a call:

- Hang up the handset OR
- Press the End Call soft key

Transfer a Call

When transferring a call, you can use either the warm or blind transfer method. During a warm (or supervised) transfer, you announce the call to the recipient and share any pertinent information. During a blind (or unsupervised) transfer, you send the call to the recipient without announcing the call or caller. To perform a warm transfer, complete the following instructions:

Step 1 While on a call, press the Transfer soft key. The caller will be placed on hold, and you will receive a new dial tone.

Step 2 Dial the number or extension to which you are transferring the call.

Step 3 Wait until the other party answers, announce the call, and then press the Transfer soft key again to connect the call.

To perform a blind transfer complete the following instructions:

Step 1 While on a call, press the Transfer soft key. The caller will be placed on hold, and you will receive a new dial tone.

Step 2 Press the Blind soft key.

Step 3 Dial the number or extension to which you are transferring the call. Once the system dials the number, the blind transfer is complete.

NOTE: If you misdial the destination number/extension, you can press the cancel soft key to end your transfer. This will reconnect you with the caller, at which point you can start the transfer process over again.

NOTE: Due to the ten second dialling rule the incorrect number will automatically be dialled if you don't clear it out in time. If this happens during a warm transfer, press the cancel soft key and start the transfer process over.

Transfer a Call Directly to Voicemail

Step 1 Press the Transfer soft key.

Step 2 Dial *55 plus the extension. The system will announce the transfer.

Call Hold

Place a call on hold and answer it later.

Step 1 Press the Hold soft key to put a call on hold.

Step 2 Press the Resume soft key OR the desired line on the display screen to resume a call.

NOTE: If you have more than one call on hold for a specific line, you may use the navigation wheel to select the desired line from the list of calls on hold before pressing the Resume soft key.

Call Park

Use Call Park to put a call on hold and then allow another user to pick up and continue the conversation on another phone using Call Park Retrieve.

To park a call:

Step 1 Press the Transfer soft key.

Step 2 Dial *68.

Step 3 Enter the extension where you want to park the call or press # to park it at your own extension, and then hang up.

To retrieve a parked call:

Step 1 Press the New Call soft key and dial *88.

Step 2 Enter the extension where the call is parked or press # to retrieve it from your own extension.

N-Way Conferencing

Join three or more parties (max 15, including yourself) in an instant conference call.

To use N-way Conferencing:

Step 1 While on an active call, press the More soft key followed by the Conference soft key

Step 2 Dial the number of the next party you want to join the call.

Step 3 When the party answers, press the More soft key followed by the Conference soft key to create a 3-way conference call. When successful, all parties can talk to each other.

Step 4 Repeat steps 1 through 3 for each additional party you want to add to the call.

Step 5 Hang up the handset or press the End Call soft key to end your conference and drop all participants.

Temporarily Forward Calls to Another Number

Step 1 Dial *72 from your phone.

Step 2 Enter the phone number to forward to. When the system announces, "Your Call Forwarding Always service has been activated successfully," hang up.

Step 3 To deactivate Call Forwarding, dial *73 from your phone. When the system announces, "Your Call Forwarding Always service has been deactivated successfully," hang up.