PHONE FEATURES

About the Touchscreen
Tap to select and highlight screen items. To scroll, touch the screen, and swipe your finger up, down, right, or left.
To go back to a previous screen, tap Back.

Phone Views
Your phone has four main Views: Home, Calls, Active Call, and Lines View (the default).

To change Views:
For Home View, press HOME.
From Home View, press LEFT to display Lines, Calls, or Active Call view.
To switch between Lines view and either Calls or Active Call view, swipe the screen to the right or left.

Home View
Home View displays icons you can tap to access phone functions.
Touch and hold NEXT to display fewer icons. You can swipe the screen to display more icons in this view.
Touch and hold LEFT to go back to more icons.
From Home View, tap the phone Line to display your phone Lines and Favorites—contacts you can dial by tapping their name. To go back, tap Close.

Adjusting the Volume
During a call, press VOLUME DOWN to lower or raise the speaker volume. To change the ringer volume, press VOLUME UP while your phone is idle or ringing.

Lines View
Lines view is your phone’s default display. Lines view displays all your phone lines, your favorites, and soft keys.

If your phone is idle, you can:
- Tap a phone line to access the Dialer.
- Tap a favorite to call that contact (if favorites are set).

Active Call View
If you have only one call in progress—and it is an active call (has audio)—you can access Active Call view.

This view displays the name and number of the person you’re talking with, and the duration of the call. From Active Call view, you can manage the call: hold, end, or transfer it, or set up a conference call with the person you’re talking with and another party.

Recent Calls List
Your phone maintains a list of missed, received, and placed calls. Each list can hold up to 100 entries.

The Recent Calls list displays calls in one of the following ways:
- Missed Calls only
- Placed Calls only
- Received Calls only
- All Calls (missed, placed, and received)

Tap from the List View or off hook, tap Recent.

Calls View
You can access Calls view if your phone has multiple calls in progress, or you have one held call. Scroll to see all your calls. If your phone has multiple lines, calls display under the associated line.

Call color indicates status:
- Dark green - Active call.
- Dark blue - Incoming and held calls.
- Bright green - Active call is highlighted.
- Bright blue - Incoming or held call is highlighted.

Tap a call to highlight it. The soft keys apply to the highlighted call.

Answering Calls
All incoming calls display in an Incoming Call window, as shown next.

To answer the call, pick up the handset, press the keypad, or tap Answer to use the speakerphone or press the keypad. If you’re already in handset, speakerphone, or headset mode, tap Answer.

Muting the Microphone
During a call (including a conference call), press MUTE. The Mute key glows red. The other parties cannot hear you. To disable Mute, press MUTE again.
Answering Another Call (Call waiting)
If you have a call and an incoming call arrives on the same or a different line, a call waiting tone beeps, and the Incoming Call window displays. To answer the call, tap Answer. If you don’t answer the call within 10 seconds, the Incoming Call window disappears, and either Home or Calls view displays (see below).

To answer the call from Calls view, tap the call to highlight it if you’re in an active call, and tap Answer.

Placing Calls
You can call using the handset, speakerphone, or headset. You can dial the number first, and then choose the method, or choose the method first, and then dial the number. You can place a call in the following ways:
- Manually, from the Dialer
- Automatically, by tapping a favorite in Home or Lines view (See online user guide for favorites).
- Automatically, by tapping a favorite in your Favorites list, tapping a call in the Recent Calls list, or selecting a contact in your directory. (See online user guide for favorites/directory).

To call from the Dialer:
Pick up the handset, press ☎️, or press 📲. From the Dialer, enter the number and tap ☎️ or From the Dialer, enter the number. Then, pick up the handset, press ☎️ or tap 📲, or press 📲 or If you’re already in handset, speakerphone, or headset mode, open the Dialer, enter the number, and tap ☎️.

Transferring Calls
From Active Call or Calls view, tap Transfer. The active call is held. From the Dialer, place a call to the party you want to transfer the call to. Caller is sent to the transfer extension.
Supervised transfer From Active Call or Calls view, tap and hold the Transfer. The active call is held. Tap Consultative on the display, and from the dialer place a call to the party you want to transfer, wait for the person to answer, and then tap Transfer.

Placing Calls on Hold
From Lines, Calls, or Active Call View, tap Hold. If you are in Calls View, remember to highlight the call first. To retrieve held call tap Resume.

Forwarding Calls
To enable call forwarding, tap Forward from List View. Tap the forwarding type to enable, (always, no answer or busy calls), type a forwarding number, and tap Enable. To disable call forwarding, tap Forward from List View. Tap the forwarding type to disable, and tap Disable.
To enable per-call forwarding: As your phone rings, tap Forward, enter the forwarding number, and tap Forward.

Placing Conference Calls
Call the first party. From Lines, Calls, or Active Call View, tap Confrnc. Dial and connect with the other party, and tap Confrnc.

From Lines or Calls View, you can:
- Tap Hold to hold the conference.
- Tap End Call to end the conference.
- Tap Split to end the conference and hold all participants.

Do Not Disturb
When you enable Do Not Disturb (DND), you prevent your phone from ringing and send all incoming calls directly to voicemail (if you are subscribed to voice mail). If you do not subscribe to voice mail, the caller will get a message stating you are unavailable. All calls you receive while DND is enabled will be logged to your Recent Calls list. To enable or disable Do Not Disturb:
From the Line view or Home View tap the DND.

Voice Mail (subscribed users only)
Tap ⌘ from Lines, Calls, or Active Call View. If multiple lines are configured on your phone, the Line Select screen displays. Tap the line that you wish to access. Enter your password followed by #

To log on from outside the University
Dial 416-736-5111. Enter your 5 digit mailbox/extension number followed by #, enter your password followed by #
To record your name from the main menu press 4 3 3
To record a personal greeting From the main menu press 4 3 1
To change your password from the main menu press 4 2 1, enter new password and press #, enter password again to confirm and press #
To set up an operator revert from the main menu press 4 2 8, follow the prompts to add an operator extension; remember to change your greeting to advise callers of your operator.
Press the wrong key? Cancel or back up by pressing + Need Help? Press 0.
Visit: http://voicemail.yorku.ca/ to login to My Voicemail On-line

Cleaning Your Phone: It is very important that you do not use disinfectant wipes or other cleaning agents on the Polycom phone. Extensive damage could occur. Replacement costs will be in effect should this happen. To SAFELY CLEAN your phone use a microfiber wipe on the display and key pad. To clean the handset and handset cradle use a soft cloth and alcohol solution. See the online user guide for more tips on cleaning your phone. Or call the Telecommunications help line.