



MAXcoreplatform

Polycom Quick Start Guide

To Answer a Call, pick up the handset, OR hit the **Answer** softkey, OR press the speaker  button.

To Hang Up, hangup the handset, OR hit the **End Call** softkey, OR, if on speaker, press the speaker button.

To Answer a Second Call, press the **Hold** softkey or  key, then the **Answer** softkey.

- To toggle between callers, use the scroll  key, then press the **Resume** softkey.



To Transfer a call, keep the caller on the line (**do not place him/her on hold!**). You have two options:

1.) Blind Transfer: you are not going to announce the call.

- press the **Transfer** softkey.
- press the **Blind** softkey.
- dial the number you wish to transfer the caller to then **Send**.

2.) Warm Transfer: you are going to announce the call, then complete the transfer.

- press the **Transfer** softkey.
- dial the number you wish to transfer the call to.
- when the caller picks up, announce the call. Press the **Transfer** softkey
- press the **Send** softkey to release and complete the transfer.

To Transfer a Call Directly to VM, keep the caller on the line (do not place him/her on hold!).

- (1) press the **Transfer** , **Blind** softkeys.
- (2) press the * key followed by their 4 digit extension.
- (3) Press **Send**



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To Place a Call, pickup the handset, OR hit the **New Call** softkey, OR press the speaker  button, then dial.

- Internally: simply dial the 4-digit extension, then press the **Send** softkey.
- Externally: dial the area code + number, then press **Send**. **(You do not need to dial a "9" or a "1"!)**
- International: dial 011 + country code + number, then press the **Send** softkey.

To Conference a Call,

- (1) call the first person
- (2) press the **Conference** softkey
- (3) dial the third party
- (4) when the third party answers, announce the call to the third party, then press the **Conference** softkey.

To Transfer an existing voicemail from your mailbox to a coworkers mailbox:

- Press 8 to forward existing voicemail
- Press 1 to enter the parties extension or press 2 to use the directory
- If you choose the extension number option, you must use the prefix of **250** plus the 4 digit extension. If you use the directory you must know the spelling of the last name.

