

WORLDSMART Features on Your Polycom Phone

Voice Mail

To access voicemail from your Polycom Phone using the special access code:

- Dial 9999
- Enter your Extension followed by #
- Enter your PIN followed by #
- Follow the prompts to listen to old or new voicemails.

Transferring Calls using

During a call, press # followed by the number or extension to which the call is to be transferred.

Blind Transfer

- During a call, press the Transfer key or the Transfer soft key.
- Press the Blind soft key.
- Enter the number to which you want to transfer the call. Use the Dial soft key to complete the call.

Supervised Transfer

- During a call, press the Transfer key or Transfer soft key. This places the call on hold.
- Dial the number to which you want to transfer the call. Use the Dial soft key to complete the call.
- Press the Transfer soft key after consulting with the remote party. You will be disconnected.
- Cancel a transfer at any time by pressing the Cancel soft key. Press Resume to return to the active call.

Transferring to User's Voicemail

WORLDSMART allows you to transfer an ongoing call directly to the voicemail of one of your colleagues. To do this on your Polycom Phone:

- Press #* followed by user's extension.
- This sends your caller to the voicemail box of your colleague, and the call disconnects on your phone.
- During an ACD call, press # 2 # followed by the number or extension to forward a call directly to a user's Voicemail.

Support Information

Enjoy using your Phone! For any queries, contact WORLDSMART support at: support@panterrannetworks.com or call us at: 800 805 0558 (option 2). Or simply dial 611 from your Phone.

WORLDSMART™



Quick Start Guide for Polycom 3/4/5/6xx

In This guide

- ▶ Configuring your Polycom Phone
- ▶ Using your Polycom Phone
- ▶ WORLDSMART features on your Polycom Phone



Congratulations on your purchase of Polycom phone. Use this Quick-Start to set up your phone and to learn how to use it.

WORLDSMART Features on Your Polycom Phone

Transferring ACD Calls using

- During an ACD call, press # 1 # followed by the number or extension to which the call is to be transferred.

Note: This type of transfer work for calls that come through the Auto attendant of your PBX, through a DID or through Extensions.

Parking Calls

- Dial #9996.
- The IVR announces the Virtual extension where the call is parked. On your phone, the call will immediately disconnect.
- The caller will hear music on hold.
- The call will remain parked for 300 seconds.
- Any WORLDSMART user in your account can pick up this call by dialing the announced virtual extension.
- You can inform one of your colleagues to pick up the parked call. Or you can pick up the call.

3-Way Conferencing

To establish a three-way conference:

- Dial the number of the first party.
- After call connects, make sure you do not disconnect it. You may need to tell the other person to wait while you are setting up the conference.
- Press the Conference button or the Conference soft key and enter the number of the next party.
- Press Send.
- Press Conference again.
- All parties are connected to the conference call.

ACD Login

- Dial 9997
- When prompted, enter your user code and password. User code is the same as your WORLDSMART PBX extension.
- Enter your password followed by the # key. Password is by default the same as your Voicemail PIN. Press 1 to login or 2 to logout.
- When valid code and password are used, you get the "Agent logged in" message.

DND (Do Not Disturb)

To set DND (Do Not Disturb) on your Polycom phone:

- Press Do Not Disturb to prevent the phone from receiving incoming calls. A flashing icon and text on the display indicate that Do Not Disturb is on.
- Calls received while Do Not Disturb is enabled are logged in the Missed Call list.
- To turn off Do Not Disturb, press Do Not Disturb again.

Diverting Calls

To divert all calls coming to your Polycom to another destination:

- Press the Forward soft key from the idle display.
- If multiple lines are in use, select which line to forward.
- Enter the number or URL to which you wish to divert all future incoming calls.
- Press the Enable soft key to confirm Call Forwarding.
- Idle display returns with a moving arrow on the line label to confirm Call Forwarding enabled.

To turn call divert off:

- Press the Forward soft key from the phone's idle display. (Optional) If multiple lines are in use, select the line on which call divert is to be disabled.
- Press the Disable soft key.
- Idle display returns and the line indicator now displays the regular icon.

Accessing voicemail

Using the Messages button on the Polycom Phone:

Received messages are indicated by a flashing MWI and a visual notification on the phone screen. Individual line indicators reflect voice messages left on that line.

To listen to voicemail

- Press Messages
- Select Message centre
- If multiple lines are in use, select the line from which to retrieve messages.
- Press Connect.
- Follow voice prompts to listen to messages.

