Incoming Call Functions

Answering

To Answer a Call:

- Pick up the Handset (to receive the call through the handset)
- Press the Answer button (this will answer the call through Speakerphone or Headset mode depending on what was most recently used)
- Press the Headset button (ensure you have a headset connected). The headset port is located on the back of the Polycom.
  - If you press the headset button, it is important to remember that unless switch to a different method of placing/receiving calls future calls will be placed/answered through the headset
  - This feature is known as Headset Memory, and can be enabled/disabled from Home > Settings > Preferences > Headset > Headset Memory.

Pre-answer functions

- Answer: Answer the call.
- Reject: Rejects the call and sends it to an unavailable destination. Depending on the organization's configuration, it may be a voicemail, or it may be another extension.
- Forward: Forward the call to another extension or even an external phone number.
- More: Access more options.
  - Ignore: Ignores the call. The caller will continue to ring but the ringer will be silent. You still have the option to answer if the call does not expire per the ring interval.
  - Lines: Place a call to another line as defined in your favorites, alternatively you can switch to a separate line associated with the Polycom and place a call. Keep in mind the incoming caller will continue to call unless answered.
  - More: Returns to previous settings (Answer, Reject, Forward).

Revision #3
Created 2024-03-25 15:16:09 UTC
Updated 2024-09-02 18:56:15 UTC by Andrew Baumes