

# On Call Functions

## Active Call Functions

- Hold: Places active caller on hold until the Resume button is pressed.
- End Call: Terminates the active call.
- Transfer: Option for transferring to another extension or phone number (explained in depth below).
- More: Accesses additional active call functions.
- Confrnc: Enter conference mode (explained in depth below).
- Lines: Place a call to another line as defined in your favorites, alternatively you are able to switch to a separate line associated with the Polycom and place a call. You can also use the function to initiate a conference call with the active caller (see below).
- SysDial: Allows you to enter a number to quickly dial a contact that has been assigned a short code. For more see [Phone SysDial Directory](#).
- Press More again to return the previous set of functions (Hold, End Call, Transfer)

## Transferring to Another Extension/Phone Number

1. Place the active caller on Hold or press the Transfer button.
2. Enter a number you wish to transfer to, or use the Directory, or favorited contacts from the Lines screen.
3. Wait for the other party to pick up to announce the caller, other press Transfer to cold transfer.
4. If the other party you are transferring to picks up and is unable to accept the call or you get a voicemail, press Cancel.

# Transferring to an Extension's Voicemail

1. Place the active caller on Hold or press the Transfer button.
2. Dial \*\* then press Send button, immediately followed by Trnsfr

The transferring function is a custom Intellasoft function and is not one built into the Polycom itself, so using the directory or lines function will not work. You must know the extension number of the party you wish to transfer to

coming soon

## Conference Call - Method 1

This method assumes you already have an active caller on the line.

1. Press More followed by Confrnc button.
2. Dial the number/extension you wish to start a conference with. You can also use favorited contacts from the Line's screen or the Directory.
3. Once you are connected, press More then Confrnc again. You should now see that you are connected to two parties in conference mode.

## Conference Call - Method 2

This method assumes you do not have any active callers on the line.

1. Place a call on Line 1. You can wait for the other party to pick up, or can you go ahead and place another call on Line 2
2. Once you have both parties connected press More then Join. You should now see that you are connected to two parties in conference mode.

# Conference Call Management

- Press Manage to bring up the Conference Call Management Options.
- Use the directional pad to navigate between the members of the conference.
- Far Mute: Mutes the member so that the other members including yourself will not hear them during the conversation. Press the Unmute button so they may speak again. Note that the member will still be able to hear other members of the conversation.
- Hold: Puts the selected member on Hold, press resume to bring the member back from hold.
- Remove: Removes the member from the conference call.

If you have 3 members including yourself during a conference call and you remove a member, this will end the conference call but you will still be on the line with the member that was not removed.

- More: Accesses additional conference call functions.
- Info: Get info about selected members.
- Back: Exit Conference Call Management options.

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