



Polycom Trio 8800 Conference Phone

Quick Reference Guide

LED Indicators:

Three lights that show the status of live calls:

- Solid green = talking
- Blink green = ringing
- Solid red = muted
- Blink red = held

Volume:

Adjusts ringer or speaker volume.

Screen:

Dynamic touch screen responds when you tap, swipe, and press to manage phone features. Main screen features the line keys of the bottom bar.

Dial Pad (DTMF)

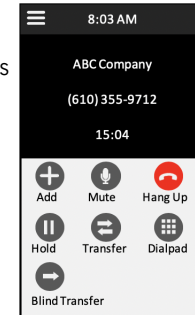
Tap Dialpad to expose the key pad for entering digits during a call



Phone Display

The phone's display is dynamic. Its options will change to show relevant features while on a call.

(Photo represents display on a call)



Basic Call Handling

Placing a Call

Tap the Line or Place a Call button to expose the dial pad. Dial an internal extension or external phone number to make a call. When dialing, be sure to include 1 before an external phone number.

End Call

Tap **Hang Up** to end a call.

Answer a call

Tap **Answer key** to answer a call.

Hold a call

Tap **Hold** to place a call on hold.

Tap **Resume** to resume the held call.

Advanced Call Handling

Announced Transfer

Announced transfers allow you to talk to the third party privately before transferring the call to them.

- Press **Transfer** soft key
- **Input** the destination extension or phone number
- When the third-party answers, you will be speaking with them privately. You may then:
 - Tap **Complete Transfer** to send the first party
 - Tap **Hang Up** to hang up with the third-party and go back to the first party.
 - Tap **Merge Calls** to create a three-way phone call (you plus the third and first parties will all be speaking with each other).

Blind Transfer (Direct)

Blind transfers pass through the caller ID of the originating caller to the third party.

- Tap **Blind Transfer** key to place first call on hold.
- Input the destination extension or phone number.
- Call will disappear from your screen and be sent to the destination.

Transfer a call directly into an extension's voicemail box by dialing *90 plus their extension as the destination number. For example, to send a call to extension 3030's voicemail box, you will perform a blind transfer to *903030.

Conference (Three Way) Call

After the first call is already on the line:

- Tap **Add** key
 - **Input** the third party's extension or phone number.
 - When the third-party answers, you will be speaking with them privately. You may then:
 - Tap **Merge Calls** to create a three-way phone call (you plus the third and first parties will all be speaking with each other).
 - Tap **Hang Up** to hang up with the third-party and go back to the first party.
- Hanging up an active three-way conference call transfers the other two parties to each other.*

Park

Park is a shared hold. Calls may be parked upon and retrieved from any extension.

- To park a call:
 - Tap **Transfer** key.
 - **Input** *98
 - **Follow the prompts** to park the call on the desired extension.
 - Call will disappear from your screen and be sent to the parked extension.

To pickup (retrieve) a parked call:

- Tap the Line or **Place a Call** button to expose the dial pad.
- Dial ***88**
- Follow the prompts to retrieve the call from the desired extension.
- Call will be retrieved back to your extension.