



# Poly Trio 8500 8800 Conference Quick Reference Guide

Green Platform



Feature availability is based on the original order and the system administrator's requests for each deployment. Please contact your system administrator or Telesystem directly to discuss any additions to the system.

**Dynamic Touchscreen:** Display shows any available options while on or off a call. Tap to use features on screen. Swipe to see additional options.



**Volume:** adjust ringer or speaker volume

**LED Indicators:** Lit while call is in progress. Tap the indicator to enable/disable mute (red while muted, green while exchanging audio).

## Other Features

### Recent Calls

To access Recent Calls list:

- Tap the **Recent Calls** icon on the home screen
- Scroll, tap, or swipe the log to manage the most recent calls

### Voicemail

To access voicemail:

- Tap Settings- Features- Voicemail - Message Center
- Select a line then Connect to the voicemail box.
- Follow the voice prompts to manage your mailbox.

## Call Handling

### Place a call

To place a call, tap on the **Place a Call** icon. Enter the contact's phone number on the keypad then tap the **Dial** key.

### Answer/End a call

To answer an incoming call, tap the **Answer** icon.

To end an active call, tap the **Hang Up**.

### Hold

To hold and un-hold a call:

- To place a call on hold, tap the **Hold** key.
- To resume a held call, tap the **Resume** key.

If more than one call is on hold, first select the call you wish to reconnect with then tap Resume.

### Conference

To initiate a Conference call while on an active call:

- Tap on the **+ Add** icon.
- Enter the second contact's phone number or extension. The contact is added to the conference after they answer the call.

Join an active call and a call on hold by using the **Merge Calls**.

*If you hang up, you will be removed from the conference and transfer the other two parties to each other.*

### Consultative Transfer

To speak to the third party privately before transferring a call to them:

- Tap **Consult**
- **Input** the destination extension or phone number
- Remain on the line while the second call connects.
  - To complete the transfer after speaking with the third party, either hang up, tap **Complete Transfer**.
  - To cancel the transfer and go back to the first party, tap the **Cancel**

### Blind Transfer

To transfer a call directly to the third party:

- Tap **Transfer**
- **Input** the destination extension or phone number