

Using your Poly CCX Phone

1. Placing a call

Lift handset and dial the number or press the speaker key and dial the number

2. Answer a call

Pick up the handset. For hands-free speakerphone, select **Accept or Answer on the screen**

3. Dial a number from your people (contacts)

First, select **People**, then select the individual you wish to call

4. Dial a number from your recent calls


From the home screen, select **calls**, proceed to search and select the contact you wish to call from either your **favorites** or **recent**. The call will begin automatically.

5. Placing a call on hold

To place a call on hold while on an active call, Select **Hold**. To resume a call that has been placed on hold, from the calls screen, select the call and select **Resume**.

6. Transferring a call

1. Consult Transfer: While on an active call, select **Transfer** then **Consult First**. The phone will place the caller on hold. Proceed to dial the recipient's number or name if on campus. You can also select a contact from the Recent Calls or Contacts list. When the recipient

answers, speak with them and then select  in the upper right-hand corner to transfer the call.

2. Blind Transfer: While on an active call, select **Transfer** then **Transfer Now**. Proceed to dial the recipient's number or extension. You can also select a contact from the Recent Calls or Contacts list. The call transfers as soon as the recipient's line connects.

7. Mute a call

To mute an active call, press the **Mute** key. The mute key is located at the very bottom right hand corner of the device

8. Setting up your voicemail **(for staff/faculty that have a 581# paired with their Net ID)**

Click on the profile picture in the upper right hand corner. Next go choose Settings then Calling in the menu “set up voicemail or change voicemail will appear in the menu”

9. Setting up your voicemail **(student workers/GA's/RA's/Interns)**

Call your 581# associated with your phone. When it rings once it will disconnect the call. Then click on the “Calls” option on your phones screen and go to your “Recent”. You will see the call you just made appear as “Voicemail”. Clicking on it and then click on the star to save to your favorites. This will add “voicemail” to your “favorites”. Anytime you wish to get into your voicemail box, go to your favorites and call that line.

10. Listening to voicemail

1. Your phone indicates when you have new voicemail on the home screen.
2. To listen to your voicemail messages, go to **Voicemail**. Then you can click on the message you wish to listen to.

11. 3-way conferencing

While on an active call, select icon that looks like two people in the upper right hand of your screen. Choose **ADD PEOPLE**. The phone places the first call on hold . Proceed to call the second recipient or choose a contact from the Recent Calls or Contact list and press the checkmark on the screen. When the recipient's line rings, they will receive a notice to join a conference call.

12. Call Forwarding (for Staff and Faculty that have a 581# paired with their Net ID)

To enable Call Forwarding, select the profile picture in the upper right-hand corner and then **settings** from the menu. Next toggle Call Forwarding to on. You can then choose who to forward to by pressing Forward to.

