

POLYCOM Real Presence Trio 8500 - 8800

Place Call

- From the Home screen, tap **Place a Call**, enter the phone number and tap Phone icon (Call).
- From the Home screen, tap a **Favorite**.
- From the Home screen, tap **Contacts**, select a directory, select a contact and tap **Dial**.
- From the Home screen, tap **Recent Calls** and select a contact. The contact is dialed automatically.

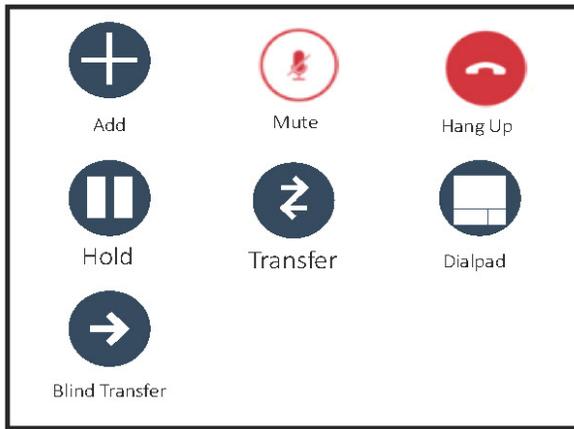
Answering Calls

When a call comes in, you will hear a ring tone (unless the ring volume is set to zero), and the phone will display answer and decline icons.

To answer the call, touch the **green answer icon**. To decline the call, touch the **red decline icon**.

The In-Call Display

When the phone is engaged in a call, you will see the in-call menu screen:



You can perform several actions from this screen by touching the icons:

1. Create a multi-party conference call
2. Mute the microphone
3. Hang up the call
4. Place the call on hold
5. Perform an attended transfer to another telephone
6. Use the dialpad to enter DTMF tones
7. Perform a blind transfer to another telephone



FEATURE BUTTONS

1. Touchscreen: Select items and navigate menus on the touch-sensitive screen

2. NFC: Enables easy connection to Bluetooth-capable mobile phone or tablet.

3. USB Port : Connection to USB flash drive or to a computer via USB cable.

4. Device Port : Connects to a mobile or tablet device using a USB device cordkey to turn the microphone on or off

5. Speaker And Microphones: Provides audio for the ringer and speakerphone and sends your audio to the far-end.

6. Volume Keys: Adjusts the volume of the audio from the speakerphone and ringer.

7. Mute Key: Mute the microphones during calls and conferences. The key glows red when activated.

Ending a Call

To end an active call, press the red **Hang Up icon**

To end a call that has been placed on hold, tap **The Resume icon**, and then tap the **Hang Up icon**.

Muting The Microphone

To mute the microphones during a call, press the **Mute icon** on the screen, or touch one of the three mute buttons on the phone. The mute buttons will change from **Green** to **Red** to indicate microphones are off.

To resume normal conversation, press the mute buttons or the **Mute icon** a second time, and the buttons will turn green.

Holding Calls

You can press the **Hold icon** to place the current call on hold. The icon changes from **black** to **red**, and the mute buttons flash red to indicate that a call is on hold.

To resume the call, press the red **Resume icon**.

Transferring Calls

There are two methods of call transfer, called **attended transfer** and **blind transfer**.

- 1. Attended transfer:** press the **transfer icon**, enter the number of the destination phone, and press the **green dial icon**. Advise the answering party that you are transferring a call to them, and press the **complete transfer icon**.
- 2. Blind Transfer:** Press the **blind transfer icon** and dial the destination number. The call will be transferred as soon as you press the **green dial icon**.

Do Not Disturb (DND) Mode

When the phone is in **Do Not Disturb mode**, incoming calls are sent to voicemail or to find me follow me if it is configured on your system. To select this option, select **settings**, then **features**, and **Do Not Disturb**. Touch the **“Enable”** button.

To turn DND off, follow the steps above, and select **“Disable”**

Call Recording

Follow the Steps:

1. Insert Flash Drive on conference phone
2. Place or answer the call.
3. Press the **Menu icon** at the top left of the screen, and select **Start Recording**. The status line at the top of the screen will remind you that the call is being recorded.
4. To pause the recording, press the menu icon, and select **“Pause Recording”**. To resume press the **menu icon** and select **“Resume Recording”**.
5. To stop recording, press the **menu icon**, and select **“Stop Recording”**.

Play Call Recording

Follow the Steps:

1. Press the **Settings icon**, then select **Features**, and Removable Storage Media.
2. Select **“Browse Recordings”**
3. Locate the call you wish to play back
4. Touch the file name, and select **“Open”**
5. Select **Play**.

