COMTECH

*Polycom Phones Only*

Making a call: Lift handset or press Speakerphone button. Dial 10-digit number.
*No need to dial 9 or 1 or pick a line *

Ending a call: Hang up handset or press EndCall button

Redial: Press the right arrow key button to bring up a list of called numbers. Press the up or down arrows to select.

Instant Redial: Press right arrow key button twice to instantly redial the last number dialed.

Hold*:** Hold is personal and does not allow the line to be picked up by anyone else. Simply press Hold to put the call on hold and press the same Hold button to pick it back up again.

Park: Park is public and does allow others to pick up the line. Simply press Park to park the caller. Press the same Park button to pick the call back up again.

Intercom: Dial *50 and the extension you wish to intercom with.

Transfer: Press Transfer and the extension of where you want to transfer the call to. Press Transfer again to complete the process. Example: Transfer + 100 + Transfer

Transfer Directly to VoiceMail: Press Transfer and dial 7 + the extension of where you want to transfer the call. The 7 before the extension is what triggers a voicemail only action. Press Transfer again to complete the transfer. Example: Transfer + 7 "100" + Transfer

Conference*:** During an active call press more and then press Confrnc. The call is placed on hold. Enter the number or extension of the second party and press Send. When they answer press Confrnc again to join the callers together.

Checking Voicemail Remotely: Dial into the main number and while in the auto attendant press *. Enter your extension number and password.

DND Button: Stands for Do Not Disturb. Hitting this button will silence your ringer and send all calls directly to voice mail. It has a red circle in the top right when turned on.

Volume: Use the volume buttons while performing the action you want to increase/decrease volume

To Request Support: Send an email to support@comtechnc.com or call 336-570-9409

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COMTECH

Setting Up My New Phone

Steps subject to change please listen to prompts

1. **Press the message button on the phone and type in your temporary password (1212) and press the # key.**
2. **Record your name and press the # key.**
3. **Record your message and press the # key.**
4. **Change your voicemail password (look below for steps)**

Changing voicemail password:

1. Press message button
2. Type in your existing password and press the # key
3. Choose option 5
4. Follow prompts to change password

Changing voicemail name:

1. Press message button
2. Type in your existing password and press the # key
3. Choose option 5
4. Follow prompts to record your new name

Changing your greeting:

1. Press message button
2. Type in your existing password and press the # key
3. Choose option 6
4. Follow prompts to record your new greeting

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