Polycom Trio 8800 Feature Guide

Polycom Trio

1. User Screens

The following screens display on the RealPresence Trio 8800:

Home Screen – displays your messages, settings and information

Place a Call Screen – enables quick access to the dial pad, contacts and Recent Calls.

Calls Screen – displays all active and held calls on your line

2. Navigating between the Screens

To move between the **Home** Screen and the Call Screen:

From the **Home** screen

- Tap ≡
- Tap **Recent Calls**, **Active Calls** or **Contacts**

Display the Home Screen

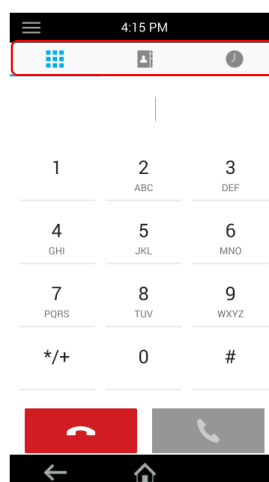You can display the Home screen from any screen or menu.

To view the Home screen:

- Tap ≡
- Tap **Home** 🏠 .

Place a Call Screen

The Place a Call screen is displayed when you tap the **Place a Call** icon 📞 on the **Home** Screen. From the Place a Call screen, you can access the **dial pad**, **Contacts** and **Recent Calls**.

Calls Screen

The Calls screen is displayed when you place a call and you have an active call in progress. When you have an active call in progress, the name and number of the contact you are talking with and the duration of the call is displayed in the Calls screen.
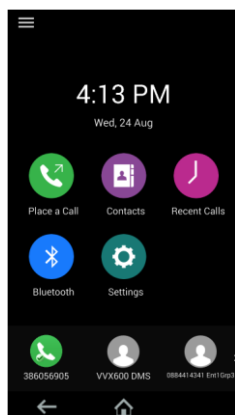
Active call on the Calls screen
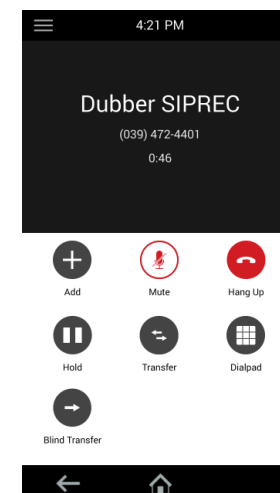
3. Navigating the Display Screen

You use the display screen on the phone to handle calls, adjust volume, redial numbers, navigate screens, enter data and select options.
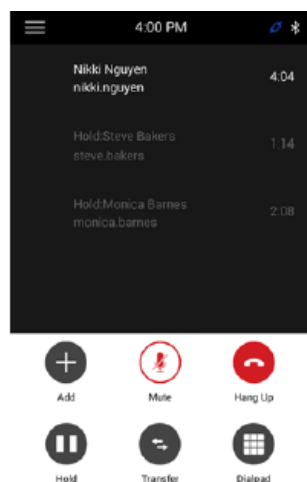
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A *Page Indicator* shows at the bottom of the screen and indicates the page you are currently viewing (if there are multiple screens). You can press and hold the Page Indicator to control how many icons display on the **Home** screen.

Two calls on the Calls screen

The Touch Pad appears when you have an active call. Use to select specific functions.

Navigation

Swipe the screen to navigate or scroll up, down, left or right, through on-screen menu items.

In the active Call Screen use the **Back** button or the **Home** button to return to the Home screen.

Mute

The mute buttons are used to Mute and Un-mute the microphone during a call.
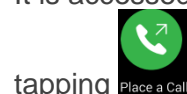
Mute button   Unmute Button

Volume

When the phone is idle adjust the ringer volume by pressing +/- on the volume button.

During a call, press the +/- to adjust the speaker volume.

Dial pad

The dial pad is used to enter numbers, letters, special characters and blank spaces

It is accessed from the Home screen by

tapping

4.   Phone status indicators

Phone status is indicated by three bi-colour LED's located above the microphones, and by a call icon located on the screen.

LED Status indicators

Solid red - A muted call

Flashing red – A held call

Solid Green – A dial tone is available, dialling is in progress, or a call is in progress

Flashing Green – An incoming call

Line and call indicators

Icon	Line or Call state	Description
	Active Call	A call is in progress
	Placing a Call	The phone is calling a number
	Do Not Disturb	The **Do Not Disturb** feature is enabled. Your phone will not ring
	Forwarding	The **Always** forwarding feature has been enabled on your phone

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	Hold	A call or conference is on hold
	Messages	You have one or more new messages
	Registered Line	The phone can place and receive calls
	Missed Call	Missed audio call
	Unregistered Line	The phone is unable to place and receive calls

5. Calling and Answering

RealPresence Trio 8800 can manage a maximum of 24 active, incoming, and held audio calls at a time. However, you can have only one active call in progress with numerous other incoming calls or calls on hold.

During a call the phone displays the name and number of the party you are talking with and the duration of the call.

6. Placing a Call

You can place a call by doing one of the following:

From the **Home** Screen

- Tap **Place a Call** , then enter the phone number

- Tap to place the call

To place a call from a call list

From the **Home** Screen

- Tap

- Tap **Recent Calls** or **Place a Call**

Recent Calls will list:

- Missed Calls

- Received Calls

- Placed Calls
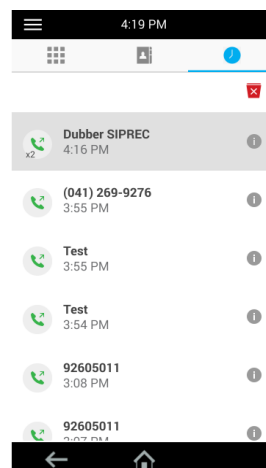
Calling from a Directory

You can place a call from the Contact Directory or the Corporate Directory

- Tap **Contacts** from the Home Screen

- Tap a **contact**

- From the Details screen, tap next to the number you want to call

Or

- In the Search field, enter your contact's first or last name

- Tap the **contact**

- In the Details screen, tap next to the number you want to call
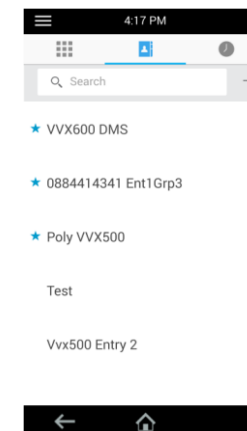
Redialling

- Tap **Recent Calls** on the **Home** screen

- Tap the **Number** you wish to call

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7. Answering a Call

You can answer your calls when your phone is idle, when you have held calls or if you are currently in a call.

Note: If you answer a call while you are already on another call, the active call will be put on hold.

To answer a call

- Tap **Answer** 📞

To decline a call

- Tap **Decline** 📞

To answer a call when you are on an active call

If you are in a call when an incoming call arrives, a call waiting tone beeps and the Incoming Call window is displayed

- Tap **Answer** 📞

8. Ending a Call

In an active Call

- Tap **End Call** 📞

Held Call
To end a held call:
- Tap the held call
- Tap **Resume**
- Tap **End Call**
While your phone is ringing

- Tap **Decline** 📞 (The call ends before it can connect)

9. Placing a call on Hold

In an active call

- Tap **Hold** ⏸

To resume a held call

- Tap **Resume** ⏸

10. Transfering Calls

You have the option of announcing a transferred call or transferring unannounced.

Announced Transfer
While on a call

- Tap **Transfer** ⇄

  (The active call is placed on Hold)

  Enter a number or choose a contact

After speaking to the second party, Tap

Complete Transfer ⇄

Unannounced Transfer
While on a call

- Tap **Transfer** ⇄
  Enter number of second party or select contact

- Tap **Complete Transfer** ⇄

Note: Transfer may be cancelled at any time during the establishment by tapping **Cancel**. The original call is resumed

11. Conference Calls

You can initiate a conference call with four contacts and hold, resume, or split a conference call. The RealPresence Trio 8800 can manage a maximum of 12 active or held conference calls at a time. However, you can have only one active conference call in progress with numerous other conference calls on hold.

Initiate Conference Calls

You can initiate a conference by adding a contact during an active call and merging the contacts into a conference call.

To initiate a conference call:
- Call a **contact.**
- Once the contact answers, tap **Add** ➕.
- The call is automatically placed on Hold.
- Enter another contact's number or select a contact from Contacts or Recent Calls.
- Tap **Merge Calls**
  The contact is added to the conference.

Add Additional Participants to a Conference Call

You can add up to four contacts to a conference call.

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To add additional participants to a conference call:

During an active conference call

- Tap *Add Participant*
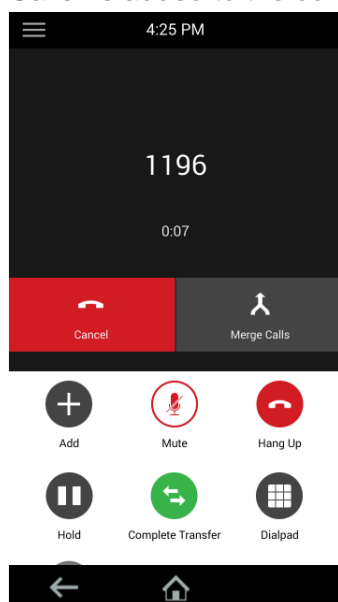- Enter the contact's number or select a contact from *Contacts* or *Recent Calls*.
- When the caller answers
- Tap *Merge Calls*

    Caller is added to the conference call.

Mute All

To mute all conference participants:

- Tap *Mute All*

Ending a Conference Call

By default, when you end a conference call, your connection to the call ends, and the other participants in the conference remain in the call.

To end a conference call:

During a conference call:

- Tap **Hang Up** .

Hold Conference Calls

When you place a conference call on hold, you place all conference participants on hold.

To place a conference call on hold:

- Tap the Conference call
- Tap *Hold*
- Tap *Back*

    If you're in the Calls screen, highlight the conference first.

Resume Conference Calls

Resuming a held conference call enables all participants to hear the audio of everyone on the call.

To resume a held conference call:

- Tap *Resume*

Manage Conference Call Participants

If your system administrator enables the conference management feature, you can mute and remove participants from the conference.

To manage a participant in a conference call:

During an active conference:

- Tap the participant
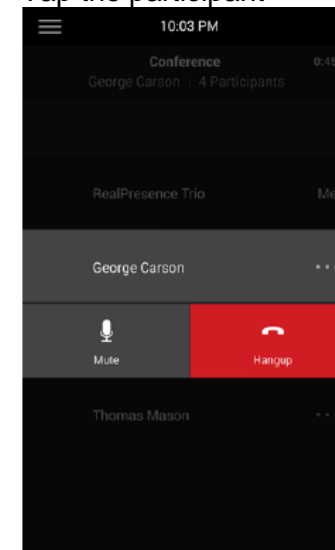
Do one of the following:

- Tap *Far* **Mute** to mute the participant. The muted participant can hear everyone, but no one can hear the muted participant.
- Tap the participant again
- Tap *Hang Up* to remove the participant from the conference

12. Joining a Meeting

From the **Home** screen

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- Tap **Place a Call**

- Enter your VMR number

- You have now joined the meeting.

If you are the host:

- Tap **Dial Pad** and enter the **# key** to host the meeting.

- Add your **PIN number**.

- Wait for other participants to join the meeting.

- Tap **End Call** at any stage to disconnect from the meeting.

13. Call Forwarding

You can set up your phone to forward calls to another party. You can choose to forward all incoming calls, or just those when you are on another call or when you don't answer. Your phone will answer calls even if you enable the **Do Not Disturb** feature.

To forward all incoming calls to a contact

- Tap **Settings**
- Tap **Features**
- Tap **Forward**.

From the Forwarding Type Select screen, select a forwarding type:
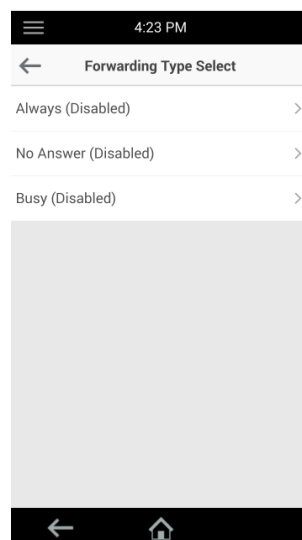
Always Forwards all incoming calls.

No Answer Forwards all unanswered incoming calls.

Busy Forwards incoming calls when you're in a call.

Enter a number to forward calls to, tap **Done** and tap **Enable**.

If you selected the **No Answer** option, you can enter the number of rings before the system forwards the call. The default is set to **nine**.

After you have enabled the call forwarding feature, The forwarding number or name of the contact you chose displays in the status bar, and when you select **Always** as your forwarding option, the forwarding icon is displayed on the line.

Disable Forwarding

- Tap **Settings**

- Tap **Features**

- Tap **Forward**

- Tap **Always**, **No Answer** or **Busy**

- Remove the number

- Tap **Done**

- Tap **Disable**

14. Do Not Disturb activation

When you enable **Do Not Disturb** (DND), you prevent your phone from ringing. All incoming calls are sent directly to voicemail. *(if voicemail has been set up).* All calls received while DND is enabled, will be displayed in your **Missed Calls** list. When you enable DND, the following occurs:

The DND icon is displayed in the top right corner of the screen.

To enable and Disable Do Not Disturb

- Tap **Settings**

- Tap **Features**

- Tap **Do Not Disturb**

- Tap **Enable**

Disable Do Not Disturb

- Tap **Settings**

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- Tap *Features*

- Tap *Do Not Disturb*

- Tap *Disable*

15. Call History

Your phone maintains lists of Missed, Received and Placed calls. Each list can hold up to 100 entries. If you miss a call, your screen will display the number of missed calls next to **Recent calls** on the Home screen. After you have viewed information about a missed call, the message on the screen is removed.

From Call lists, you can view call details including time, date and caller, **Edit** list details, **Call back** an entry, **Save** entry to a directory or **Clear** an entry from the list.
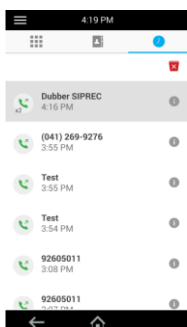
View Call Lists

From the **Home** screen

- Tap **Recent Calls**

Your Call List is displayed. Scroll up and down the list by swiping the screen

- Tap the **caller** to call

16. Backlight display

You can change the backlight intensity on your phone. There are three different settings available to you:

Backlight On – The brightness of the screen when there is phone activity

Backlight Idle – The brightness of the screen when there is no activity

Maximum Intensity – The brightness scale that applies to both Backlight On and Backlight Idle intensities

Set Backlight **On Intensity**:

- Tap *Settings*

- Tap *Basic*

- Tap *Backlight Intensity*.

- Tap *Backlight On Intensity*.

- Tap the intensity you want. The default is High.

Set Backlight Idle:

From the **Backlight Intensity** screen

- Tap **Backlight Idle Intensity**.

- Tap the intensity you want, and tap **Back**. The default is Low.

Set Maximum Intensity:

- Tap **Maximum Intensity**.

- Tap **Up** or **Down**, or drag your finger along the slider, to increase or decrease the maximum intensity the screen displays.

- Tap the **Home** icon to return to the Home screen at any time.

17. Access Voicemail Messages

You are notified of new voicemail messages in two ways:

The number of voicemails display on the Voicemail option in the menu or an audible alert is played.

From the Home screen:

- Tap **Settings**

- Tap *Features*

- Tap *Voicemail*

- Tap *Message Centre*

From the Messages screen

- Tap *Connect* and follow the prompts to access your messages

Set or Change your Voicemail Greeting

Contact your system administrator or service provider for information on setting your voicemail greeting.