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**

You use the display screen on the phone to handle calls, adjust volume, redial numbers, navigate screens, enter data and select options.
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 **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.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Line or Call state</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>📞</td>
<td>Active Call</td>
<td>A call is in progress</td>
</tr>
<tr>
<td>📞</td>
<td>Placing a Call</td>
<td>The phone is calling a number</td>
</tr>
<tr>
<td>📞</td>
<td>Do Not Disturb</td>
<td>The <strong>Do Not Disturb</strong> feature is enabled. Your phone will not ring</td>
</tr>
<tr>
<td>📨</td>
<td>Forwarding</td>
<td>The <strong>Always forwarding</strong> feature has been enabled on your phone</td>
</tr>
</tbody>
</table>
TelePresence Trio 8800 Feature Guide

<table>
<thead>
<tr>
<th>Hold</th>
<th>A call or conference is on hold</th>
</tr>
</thead>
<tbody>
<tr>
<td>Messages</td>
<td>You have one or more new messages</td>
</tr>
<tr>
<td>Registered Line</td>
<td>The phone can place and receive calls</td>
</tr>
<tr>
<td>Missed Call</td>
<td>Missed audio call</td>
</tr>
<tr>
<td>Unregistered Line</td>
<td>The phone is unable to place and receive calls</td>
</tr>
</tbody>
</table>

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 **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

**Redialling**

- Tap **Contacts** from the Home Screen
- Tap a **contact**

Or

- From the Details screen, tap next to the number you want to call
- 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
Polycom Trio 8800 Feature Guide

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

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

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

To decline a call
- Tap Decline

9. Placing a call on Hold
In an active call
- Tap Hold
To resume a held call
- Tap Resume

10. Transferring 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.
Polycom Trio 8800 Feature Guide

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.

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
Polycom Trio 8800 Feature Guide

- 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**
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.

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.