

Place a Call on Hold

Hold

- During a call press **Right Select Key** to place a call on hold. Hold is indicated on the display.

Retrieve

- Press the **Right Select Key** to resume the call.

Transfer a Call

Blind Transfer

1. From the **In Call** screen, select **Menu**.
2. Select **Transfer Directly To**.
3. Enter a number or select a contact and then select **Transfer**.

Consultative Transfer

1. From the **In Call** screen select **Menu** and then select **Consult Then Transfer To**.
2. Enter a number or choose a contact then press **Consult**. After you speak with the person you are transferring the call to, select **Transfer**.

Parking Lot Transfer

1. From the **In Call** screen select **Menu** and then select **Transfer to Parking Lot**. The call will be placed on hold. A notification appears, displaying a number to call to retrieve the call.
2. Contact the team that you want to answer the call and give them the number from the notification.

Place a Conference Call

1. Call your first participant.
2. From the **In Call** screen select **Menu**, then select **Add Others**.
3. Enter a phone number or select a contact and then select **Add**. To add more participants, repeat this procedure.

End a Conference Call

- Hang up the handset.

Call Forwarding

All Calls

Press the **Menu** button to redirect calls to another number.

To Voice Mail

Press **Right Select Key** to send call to Voice Mail.

Call From Contacts List

1. From the **Home** screen, using the up/down arrows, select **Contacts**.
2. On the **Contact Groups** screen select the **Group** your contact is in and then select a **contact name**.
3. Press the **Call** button option.

Call History

View Call History

1. From your phone's **Home** screen, select the **Call Logs** icon by using the up/down arrows to scroll.
2. From the **All Calls** screen select **Menu** to sort the calls.

Calls from Call History

1. From the **Home** screen select the **Call Logs** icon by using the up/down arrows to scroll.
2. Select the **Menu** to change the type of calls listed.
3. Select the type of call you want to view (Missed, Incoming and Outgoing calls).
4. Use the up/down arrows to cycle through the Call Log and press **Right Select Key** to place the call.

Quick Reference Guide

Lync Hard Phone

This quick reference guide is intended for Polycom IP phone users. For more detailed information on your phone and its features, see your user guide.

Using the Quick Reference

- ◇ Complete numbered items in sequence.
- ◇ Where there are bulleted items, choose only one.

Setting up the PIN:

Before you can use your telephone, you must log into it using your PIN.

To create a PIN:

1. Go to dialin.central.uh.edu
2. Sign in with your CougarNet **username** and **password**.
3. Following the criteria on the PIN management screen, enter your PIN in the fields provided.

Note: If you forget your PIN, you can reset it using the same steps listed above.

Telephone Customizing Instructions:

1. On the **Home** screen press the **Menu** button.
2. Select **Settings**.
3. Use up/down arrows to view the list.
4. Press the **Select** button to choose from this list.