



# managedIP Hosted

## Polycom WX Quick Start



### Call Handling

#### To answer a call

- Pick up handset or
- Press **'Answer'** soft key or
- Press the speakerphone hard key

#### To answer when on an active call

- Select the call
- Press **'Answer'** soft key
- First caller will be put on hold

#### To place a call

- Dial number, pick up handset or
- Dial number, press **'Green Phone'** or **'Dial'** soft key or
- Pick up handset, dial number, press **'Green Phone'** or **'Send'** soft key

#### To place a call on Hold and Resume the call

- Press the **'Hold'** soft key
- Press the **'Resume'** soft key

#### To park a call

- Press **'Park'** soft key
- Dial **extension** to park call against
- Press **'Enter'** soft key

#### To retrieve a parked call

- Press **'Retrieve'** soft key
- Dial **extension** call is parked against
- Press **'Enter'** soft key

### Conference

#### To place a conference call

- Press **'Confrnc'** soft key
- Dial 2nd number, press **'Green Phone'** or **'Send'** soft key
- Press **'Confrnc'** (when 3rd party answers)
- All parties are together

### Transfer

#### To place a consultative/warm transfer

- Press **'Transfer'** soft key
- Dial 2nd number, press **'Green Phone'** or **'Send'** soft key
- Announce the caller
- Press **'Transfer'** soft key

#### To place a blind transfer

- Press **'Transfer'** soft key
- Select **'Blind'** in new window
- Dial second number, press **'Green Phone'** or **'Send'** soft key

#### To transfer directly to voicemail

- Press the **'VM Xfer'** soft key
- Dial the Extension
- Press the **'Enter'** soft key

### Voice Message Retrieval

#### To retrieve a voice message

- Press **'Envelope'** soft/hard key, follow menu below

<b>Play Message</b>	<b>1</b>
# Save	6 Jump to End
1 Rewind	7 Delete Individual Message
2 Pause/Resume	9 Additional Options
3 Skip Forward	1 Reply to Message
4 Jump to Beginning	2 Forward Message
5 Play Message Envelope	
<b>Change Busy Greeting</b>	<b>2</b>
<b>Change No Answer Greeting</b>	<b>3</b>
<b>Compose Message</b>	<b>5</b>
<b>Delete All Messages</b>	<b>7</b>
<b>Return to Previous Menu</b>	<b>*</b>
<b>Repeat Menu</b>	<b>#</b>

Note: If the soft key is not shown on your display, press the **'More'** soft key to locate additional options.