



## VoIP “How do I...” – FAQs for Desk Phones

## Table of Contents

How do I add a contact to my local directory using my Polycom phone (Desk Phone)? .....	3
How do I setup Voice Mail for the first Time? .....	3
How do I change my voicemail password using my Polycom phone?.....	3
How do I delete messages from my voicemail box?.....	4
How do I enable or disable Call Forwarding from my Polycom phone?.....	4
• To enable Call Forwarding .....	4
• To Disable call forwarding.....	4
How do I initiate a 3-way conference call with my Polycom VVX411 phone? .....	4
How do I make long distance calls? .....	5

### How do I add a contact to my local directory using my Polycom phone (Desk Phone)?

- On the Home screen of your Polycom phone, navigate to Directories
- Select Contact Directory
- Select Add or Plus sign
- Enter the information needed and press Save

### How do I setup Voice Mail for the first Time?

- Press Message Key on the phone or Dial \*86
- You will be prompted to enter the initial temporary password "654123#"
- Follow the instructions to create your own Voice Mail password
- Password should be 6 digits

### How do I change my voicemail password using my Polycom phone?

- Log in to the voicemail by dialing \*86 or press the Message key
- Enter your password
- Press \*
- Press 8 to change the password
- Enter and confirm the new password
- There are minimum standards to ensure that your voicemail remains secure:
  - Minimum of 6 characters
  - Must contain at least 1 number
  - Must contain at least 1 uppercase alpha character
  - Must contain at least 1 lowercase alpha character
  - Cannot be the previous set password

### How do I delete messages from my voicemail box?

- Log in to the voicemail by dialing \*86.
- Enter your password
- Press 7 to delete all messages

### How do I enable or disable Call Forwarding from my Polycom phone?

- To enable Call Forwarding:
  - On the Home screen of your Polycom phone, select the “Forward” icon or press the More key, then press the Forward button.
  - Select the Forwarding Type (Always, No answer or Busy)
  - Enter the number to which you would like calls forwarded in the Contact box and press the ‘Enable’ key
- To Disable call forwarding:
  - On the Home screen of your Polycom phone, select the “Forward” icon or press the More key, then press the Forward button.
  - Select the Forwarding Type (Always, No answer or Busy)
  - Press the Disable key.

### How do I initiate a 3-way conference call with my Polycom VVX411 phone?

- To initiate a 3-way conference call with your Polycom VVX411 phone, do the following:

- While on an active call, press the More soft key on your Polycom VVX411, then press the Conference soft key. The first call is placed on hold
- Dial the 2nd number.
- When the 2nd party answers, press the More soft key, then press the Conference soft key to connect the calls.

#### How do I make long distance calls?

- When making International Calls or External Calls DO NOT enter “9” as used in Bell system.
- Enter the actual telephone number without 9:
  - North American Long Distance Calls – Enter 11 digit number (Example: 1-780-234-2344)
  - For International Calls – Enter 011-Country Code – phone number (Example: 011-44-208-12345)