1. Making a call
Unlike many other systems, this system does not require that you dial out (i.e. #9). Just pick up the phone and dial as you would on your cell phone.

2. Receiving a call
a.   Pick up the handset if you wish to speak through it.
b.   Hit the "speaker phone" key if you wish to speak through the speakerphone.
c.   Hit the "headset" key if you wish to speak through a headset.

3. Forwarding A Call (Always, No Answer)
Hit the forward soft key then select the line you wish to have forward (if you have multiple lines):

Always: Select this when you want all calls to automatically forward to another number

No Answer: If a phone running this feature receives no answer after a select amount of rings a call will forward to another number of your choosing.

4. Setting Up Your Voicemail
a.   Hit the "Messages" button on your Polycom phone.
b.   If requested enter your extension.
c.   Enter a new pass code at the prompt. The initial pass code is always set to 7890. (if ever you lock yourself out of your mailbox, it will be reset to 7890)
d.   Re-enter your pass code at the prompt.
e.   Record your name at the prompt.
f.   Press "#" (this is only required for a name recording. If you wish to record a personalized greeting, press option 1, then option 3 to record a no answer greeting)

5. Accessing the Voicemail Portal

1.Via your Polycom Phone:
a.   Hit the "Messages" button on your Polycom phone
b.   Enter your pass code.
c.   The voice attendant will pick up and you will be prompted to select amongst a list of voice portal related options.

2. Remotely:

Call **your company's voicemail dial in number**(when prompted enter your extension), or by directly dialing the number you would like to hear the voicemail for. When the greeting message picks up, hit the "*" key on your number pad. You will then be prompted to provide your 4 digit pass code and will be given access to your voicemail portal.

Interactive Guides can be found on the Polycom website:
http://www.polycom.com/products/voice/desktop_solutions/soundpoint/interactive_guides.html