Network Phone - Polycom 4000 Phone
Quick Reference Card

● CDK
Global.

Dialing Plan

Fill in these important numbers for your dialing plan.

Number				Description	
				My Direct Dial or Extension	
				Operator / Attendant	
				Off-site Voice Mail Number	
Sales	Service	Parts	Office	Department Name	
				Department Group Extension	
Zone=	Zone=	Zone=	Zone=	Zone Overhead Paging (Multi-zone)	
5#	6#	7#	8#	In-phone Zone Paging	

Making Calls

When making calls outside your dealership, dial "9" and then the 10- digit number. You do not need to press "1" for long distance calls.

1. Press the **Phone** button, and then dial the number according to your dial plan. Or dial the number and then press the **Dial** softkey.
2. If authorization codes are configured on your system and you are making a long distance call, you will hear a voice prompt. Enter your account code to place the call.

   Note. If you hear a re-order tone, enter your authorization code. If the call still does not go through, contact your administrator for assistance.

Answering Calls

There are several different ways of answering calls on your phone.

▶ Press the **Phone** button; *or*
▶ Press the **Answer** softkey; *or*

Multiple Inbound Calls

1. Use the arrow keys to select the call to answer.
2. Press the **Answer** softkey. The first call is automatically placed on hold and the second call is answered.

Ending Calls

There are several ways to end a call on your phone.

Perform any one of the following options to end a call:
▶ Press the **EndCall** softkey.
▶ Press the **Phone** button (if on speakerphone).

Placing Calls on Hold

1. While on a call, press the **Hold** button or **Hold** softkey.
2. To resume the call, press the **Hold** button or **Resume** softkey.

Call Park

Your dealership's usually has a dedicated range of extensions (6001 – 6005), used for parking calls.

Park a Call
▶ While on a call, press the **Park** softkey. The system parks the call on the next available park extension and announces to you which extension the call is parked at. Parked calls revert back to you (or to another extension your dealership has configured) if no one picks up the call within 45 seconds.

Retrieve a Parked Call
1. Press the **Retrieve** softkey.
2. Enter the extension where the call is parked and then press the **Enter** softkey.

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Forwarding All Calls

Note: You cannot set up a shared line to forward calls.

Note: When activating Call Forwarding using the Feature Access Code, the phone's graphical display does not indicate that the line is activated to forward all calls.

Turning on Call Forwarding
1. Press the **Forward** softkey.
2. Dial the number to forward the calls to.
3. Press the **Enable** softkey to activate the call forwarding.

Turning off Call Forwarding
1. Press the **Forward** softkey.
2. Press the **Disable** softkey.

Using Do Not Disturb

When Do Not Disturb is turned on, incoming calls will not ring on your phone and go immediately to voice mail.

Turning on Do Not Disturb
1. Press the **Menu** button.
2. Select **Features** and then select **Do Not Disturb**. A flashing icon and text appear on the graphic display.

Turning off Do Not Disturb
1. Press the **Menu** button.
2. Select **Features** and then select **Do Not Disturb**. A flashing icon and text appear on the graphic display.

Call Pickup

With call pickup, you can use your phone to answer a call ringing on another phone, including parked calls that have since reverted.

Group Call Pickup

To answer an incoming call on another phone in your call pickup group:
- ▶ Press ***98**. If multiple calls are ringing in your pickup group, your phone will answer the call that arrived first

Note. You can only answer incoming calls on other phones that have been specifically configured in the same group as your phone.

Directed Call Pickup

To answer any incoming call on your system:
- ▶ Press ***97** and the extension of the phone to answer.

Changing the Default Transfer Type

The default transfer type is pre-set to **Blind** transfer. To change this setting, use the following steps.

Note: The transfer hardkey will work differently depending on which default transfer type is selected.
1. Select *Settings* form the **Home** menu.
2. Select *Basic > Preferences > Default Transfer Type*.
3. Select your preferred *Default Transfer Type* (Consultative/Warm).
4. Back out of the menus by pressing the **Home** button.

Transferring Calls to Voice Mail

1. While on a call, press the **Transfer** softkey.
2. Press *55 and enter the user's extension
3. Press the **Transfer** softkey again to complete the transfer.

*Note. If transferring the call to your own mailbox, press the **Enter** softkey without entering an extension.*

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Transferring Calls

You can transfer incoming calls to other extensions at your dealership.

Note: *Blind transfers display the original party's caller ID, while warm transfers display the caller ID for the person who transfers the call.*

Blind Transfer (when set as default) – Preferred
1. While on a call, press the **Trnsfr** softkey (you may need to press **More** first).
2. Dial the extension you want to transfer the call to or press that person's speed dial button.

Consultative/Warm Transfer (when set as default)
1. While on a call, press the **Trnsfr** softkey.
2. Dial the extension you want to transfer the call to or press that person's speed dial button.
3. Announce the call to the other party, and then press the **Trnsfr** softkey (you may need to press **More** first).

One-time Blind or Consultative/Warm Transfer (when not set as default)
1. To make a one-time transfer without re-setting the default transfer type, follow the steps below.
2. While on a call, press and hold the **Trnsfr** sofkey (you may need to press **More** first).
3. Select the non-defaulted transfer type you wish to use.
   Note: If blind transfer is set to default, use consultative (warm).
4. Dial the extension you want to transfer the call to or press that person's speed dial or side car button.
5. If consultative transfer is chosen, announce the call and press the **Trnsfr** softkey. If blind transfer is chosen, hang up.

Paging

Groups for paging over the phone can consist of up to five different phone extensions.

To use the overhead all-page feature, use extension 4000.

Paging Overhead Speakers (if configured)
Go off-hook, press 4# and then announce your message.

Paging Over the Phone
1. Go off-hook, press 4# and then press the paging group key for the group you want to page:
   ▶ 5# Sales
   ▶ 6# Service
   ▶ 7# Parts
   ▶ 8# Admin / Office
2. Announce your message and then hang up when finished.

Holding 3-way Conference Calls

1. Make a call to the first party.
2. Press the **Cnfrnc** softkey (places the first party on hold).
3. Dial the number for the second party.
4. After the second party picks up the call, announce the conference and press the **Cnfrnc** softkey to join all parties on the call.
Note: Even if you hang up, the other two parties can continue the conference.

Contact Directory

You can save frequently-called numbers to the Contact Directory. Depending on the configuration of the phone, you can associate entries as speed dials on a line button.

Adding Entries
1. Press the **Menu** button.
2. Select **Features** and then **Contact Directory**.
3. Press the **Add** softkey
4. Use the dialpad to enter the first and/or last name of the contact. Press the **Next** softkey after each entry.
5. Enter the 10-digit phone number (no leading 1 or 9 required) for the contact.
6. Configure any other settings as wanted.
7. Press the **Save** softkey to save the new contact.

Searching Entries
1. Press the **Menu** button.
2. Select **Features** and then **Contact Directory**.
3. Press the **More** softkey and then the **Search** softkey.
4. Use the dialpad to enter the first few characters of the person's first or last name.
5. Press the **Search** softkey. All matching entries display.

Using Speed Dials

You can assign speed dials to unused line buttons, which you can then press to call the number associated with the speed dial.

You can also set up eight, one-digit speed dial entries (Speed Dial 8).

Adding Speed Dials

When adding a new entry in your Contact Directory, be sure to specify a valid number in the Speed Dial Index field for it to be associated with an available line button (e.g., if you have two line buttons available, enter either 1 or 2).

Calling Speed Dials

Use one of the following to call a speed dial entry:

▶ Press the line button associated with the speed dial entry to call the contact.
▶ Press the up scroll button to view the speed dial entries, select an entry to dial, and then press the **Dial** softkey to dial the contact.

Call Lists

You can view lists of missed, received and placed calls.

1. Press the **Directories** button.
2. Use the *Up* and *Down* arrow keys to select **Call Lists**, and then press the **Select** softkey.
3. Use the *Up* and *Down* arrow keys to select the appropriate list, and then press the **Select** button.
4. To view the details of the call, select the call and then press the **Select** button.
5. To dial a number on a list, select the number and then press the **Dial** softkey.

Corporate Directory

The Corporate Directory lists your dealership's employees and their extensions.

1. Press the **Services** button.
2. Use the dialpad to enter a first or last name (or partial name). Use the *Up* and *Down* arrow keys to toggle between the fields.
3. Use the *Down* arrow key to select **Submit**, and then press the **Select** button.
4. Use the *Up* and *Down* arrow keys to select an entry, and then press the **Select** button to dial the entry.

Feature Access Codes

You can dial feature access codes to access a variety of features and services for your phone.

To speed up the activation or deactivation of a feature, press # immediately after entering the feature access code.

This table shows the default feature codes set up for your phone system; however, CDK Support or your system administrator may have changed the codes to better meet your dealership's needs.

Code	Feature	Code	Feature
#8	Automatic Callback Deactivate	***99**	Clear Voice Message Waiting Indicator (MWI)
*72 / *73	Call Fwd All – Activate / Deactivate	***78 / *79**	Do Not Disturb Activate / Deactivate
*90 / *91	Call Fwd Busy – Activate / Deactivate	***97**	Directed Call Pickup
*92 / *93	Call Fwd No Answer – Activate /Deactivate	***66**	Last Number Redial
*68 / *88	Call Park / Call Retrieve	***50**	Paging
*98	Call Pickup	***55**	Direct Voice Mail Transfer
*70	Cancel Call Waiting		

Accessing Voice Mail

The first time you access your voice mailbox, the system will prompt you to record a name greeting and change your password.

Voice Mail Extension:_____

Default Passcode:_____

Passcode Requirements:
- ▶ Must contain between 4 and 8 digits
- ▶ Cannot be your extension or phone # (forward or reverse) or contain your extension/phone #
- ▶ Cannot be sequential (e.g., 1234, 4321)
- ▶ Cannot be repeating digits (e.g., 1111)
- ▶ Cannot be user's existing passcode
- ▶ Cannot repeat a sequence of numbers (e.g., 1212)

Setting Up Your Voice Mailbox

When you access your voice mailbox for the first time, be sure to change or set up the following options:
- ▶ Change your passcode (PIN)
- ▶ Record your first and last name
- ▶ Record a no-answer greeting and a busy greeting

Voice Mail Indicators

When you have a new voice mail message, the following indicators are active:
- ▶ Flashing red LED
- ▶ Text message on phone screen
- ▶ Envelope icon next to extension on LCD

Accessing Voice Mail from Your Office Phone

1. Press the **Menu** button.
2. Select **Features**.
3. Select **Messages**.
4. Press the **Connect** softkey.
5. Follow the voice prompts to access your messages.

Accessing Voice Mail from Another Phone or Outside the Office

1. Dial your extension (inside the office) or direct dial number (outside the office).
2. Let the call ring to voice mail, and then press *.
3. Enter your passcode and then # to access your voice mailbox.

Voice Mail Prompts

VOICEMAIL BOX PORTAL

1 = Access your Voicemail box

3 = Access the Greetings menu (Record Name)

5 = Record a new announcement

8 = Change your passcode

9 = Exit the voice portal

= Repeat this menu

VOICEMAIL BOX MENU

= Repeat Menu

1 = Listen

After listening to a message:
- # = Save Message
- 1 = Delete Message
- 2 = Repeat
- 4 = Previous Message
- 5 = Playback Msg. Envelope
- 6 = Next Message
- 8 = Call Back Caller
- 9 = Addt'l Options
- * = Previous Menu

Press 9 to...
- 1 = Reply to message
- 2 = Forward message
- * = Previous menu
- # = Repeat this menu

While listening to a message:
- 1 = Skip Back
- 2 = Pause
- 3 = Skip Forward
- 4 = Jump to Beginning
- 5 = Jump to End

2 = Change Mailbox Busy Greeting
- 1 = Record new busy greeting
- 2 = Play current busy greeting
- 3 = Default system busy greeting
- * = Previous menu
- # = Repeat this menu

3 = Change Mailbox No-Answer Greeting
- 1 = Record new no-answer greeting
- 2 = Play current no-answer greeting
- 3 = Default system no-answer greeting
- * = Previous menu
- # = Repeat this menu

4 = Record Extended Away Greeting
- 3 = Record an extended away greeting

5 = Compose & Send New Message
- # = End recording
- * = Go back to messages
- 1 = Change current message
- 2 = Listen to current message
- 3 = Send to one or more destinations
- 5 = Send to distribution list
- 6 = Mark message Urgent
- 7 = Mark message Confidential

7 = Delete All Messages
- 1 = Confirm to delete all messages
- * = Cancel

8 = Modify the Message Deposit settings for your mailbox
- 1 = Enable message deposit for your mailbox
- 2 = Disable message deposit for your mailbox
- 3 = Listen to your message deposit status

* = Return to the previous menu

1 = Record your name
2 = Play your current name recording
* = Previous menu
# = Repeat this menu

1 = Record an audio announcement
2 = Record an audio and video announcement