Dialing Plan

Fill in these important numbers for your dialing plan.

<table>
<thead>
<tr>
<th>Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>#4=4000</td>
<td>Department Group Extension</td>
</tr>
<tr>
<td>Zone=</td>
<td>Office</td>
</tr>
<tr>
<td>Zone=</td>
<td>Department Name</td>
</tr>
<tr>
<td>Zone=</td>
<td>Zone Overhead Paging (Multi-zone)</td>
</tr>
<tr>
<td>5#-</td>
<td>Over-phone Zone Paging</td>
</tr>
<tr>
<td>6#-</td>
<td></td>
</tr>
<tr>
<td>7#-</td>
<td></td>
</tr>
<tr>
<td>8#-</td>
<td></td>
</tr>
</tbody>
</table>

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. Pick up the handset, press the Speakerphone button, press the line button, or press the Headset button, or press the Home button and then select New Call.
2. Dial the number according to your dial plan. Press the Dial softkey when dialing without picking up the handset or pressing the speakerphone or headset button.
3. If authorization codes are configured on your system and you are making a long distance call, you will hear a voice prompt. Enter your authorization 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.

Perform one of the following options to answer a call:
- Pick up the handset; or
- Press the Speakerphone button; or
- Press the Headset button (if headset is connected and being used); or
- Press the Answer softkey.

Multiple Inbound Calls
- Press the Answer softkey. The first call is automatically placed on hold and the second call is answered. To switch between calls, use the navigation keys to select the other call then press the Resume softkey.

Ending Calls

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

Perform one of the following options to end a call:
- Replace the handset in its cradle.
- Press the EndCall softkey.
- Press the Speakerphone button (if on speakerphone).
- Press the Headset button (if using the headset).

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 used for parking calls.**

#### Parking a Call

- While on a call, press the **Park** softkey. The system parks the call on the next available park extension and announces which extension the call is parked at, and displays the park extension on the screen.
- Parked calls revert back to you (or to another extension your dealership has configured) if no one picks up the call within 90 seconds.

#### Retrieving a Parked Call

1. From any phone in the dealership, enter the extension provided and press **Dial**.

### Forwarding All Calls

**You cannot set up a shared line to forward calls.**

When a line is forwarded, the forwarding icon displays next to the line, and the number where calls are forwarded to scrolls in the status bar.

#### Turning on Call Forwarding

1. Press the **More** softkey and then the **Forward** softkey.
2. If your phone has multiple lines, use the Navigation keys to highlight the line to forward, then press the **Select** softkey or the Select button.
3. Select the option to configure.
   - **Always**: Forwards all calls to specified number
   - **No Answer**: Forwards calls only when you don’t answer the line within the specified number of rings
   - **Busy**: Forwards calls only when the line is busy
4. Enter the number to forward the calls to. If you selected the **No Answer** option, change the number of rings until the line forwards to the specified number.
   - **Note**: If forwarding to an outside number, there is no need to enter a leading “9.”
5. Press the **Enable** softkey to activate the call forwarding.

#### Turning off Call Forwarding

1. Press the **More** softkey and then the **Forward** softkey.
2. If your phone has multiple lines, select the line to disable forwarding.
3. Select the appropriate option to disable, and then press the **Select** softkey.
4. 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 **Home** button.
2. Use the navigation keys to select **Do Not Disturb**.
3. If your phone has multiple lines, select the line to enable **DND**.
4. Press the **Enable** softkey. The DND indicator displays next to the line.

#### Turning off Do Not Disturb

1. Press the **Home** button.
2. Use the navigation keys to select **Do Not Disturb**.
3. If your phone has multiple lines, select the line to enable DND on.
4. Press the **Disable** softkey.

### 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

With Group Call Pickup, you can answer incoming calls on other phones that have been specifically configured in the same group as your phone. To answer an incoming call on another phone in your call pickup group:

- Press the **More** and **GpPickup** softkeys. If multiple calls are ringing in your pickup group, your phone will answer the call that arrived first.

### Transferring Calls to Voice Mail

1. While on a call, press the **More** and **Transfer** softkey.
2. Enter the users extension and press the **Enter** softkey.

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

<table>
<thead>
<tr>
<th>Blind Transfer (default) – Preferred</th>
<th>One-time Blind or Consultative/Warm Transfer (when not set as default)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. While on a call, press the Trnsfr softkey (you may need to press More first) or press the Transfer button.</td>
<td>1. To make a one-time transfer without re-setting the default transfer type, follow the steps below.</td>
</tr>
<tr>
<td>2. Dial the extension you want to transfer the call to or press that person’s speed dial button.</td>
<td>2. While on a call, press and hold the Trnsfr softkey or the Transfer button.</td>
</tr>
<tr>
<td>3. Press the Send softkey.</td>
<td>3. Select the non-defaulted transfer type you wish to use.</td>
</tr>
<tr>
<td><strong>Note:</strong> If blind transfer is set to default, use consultative (warm).</td>
<td><strong>Note:</strong> If blind transfer is set to default, use consultative (warm).</td>
</tr>
</tbody>
</table>

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

To use the overhead all-page feature, use the extension or shortcut created for your location.

<table>
<thead>
<tr>
<th>Paging Overhead Speakers (if configured)</th>
<th>Paging Over the Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Press the Overhead softkey, enter your Overhead extension, and then press the Enter softkey. For multi-zone paging systems, press the number corresponding to the zone to page.</td>
<td>1. Press the Paging softkey, enter the group extension to page, and then press the Page softkey.</td>
</tr>
<tr>
<td>2. Announce your message, and then press End Call when finished.</td>
<td>2. Announce your message, and press the End Page softkey.</td>
</tr>
</tbody>
</table>

Making 3-way Conference Calls
You can make conference calls with two additional callers

1. Make a call to the first party.  
2. Press the Confrc softkey (places the first party on hold).  
3. Dial the number for the second party.  
4. Press the Send softkey.  
5. After the second party picks up the call, announce the conference and press the Confrc 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 Home button.
2. Use the Navigation keys to select Directories.
3. Use the Navigation keys to select Contact Directory, then press the Select softkey.
4. Press the Add softkey.
5. Use the Navigation keys and the dialpad to move between fields and enter the contact information.
6. Enter the 10-digit phone number (no leading 1 or 9 required) for the contact.
7. Press the Save softkey to save the new contact.

Searching Entries in Your Contact Directory
To search for an existing contact while viewing your contact directory, press the Search softkey, enter your search criteria, and then press the Search softkey.

Deleting Entries in Your Contact Directory
1. Press the Home button.
2. Use the Navigation keys to select Directories.
3. Use the Navigation keys to select Contact Directory, then press the Select softkey.
4. Use the Navigation keys to select the entry to delete and then press the Info softkey or the select button in the navigation keys.
5. Press the Delete softkey.
6. Press the Yes softkey to confirm the deletion.

Favorites
Set up frequently called numbers.

Adding Favorites
1. Press the Home button.
2. Use the Navigation keys to select Directories.
3. Use the Navigation keys to select Contact Directory, then press the Select softkey.
4. Select an entry, and enter a number between 1 and 99 in the Favorite Index field to make a contact a favorite.

Calling Favorites
1. Press the Home button.
2. Use the Navigation keys to select Directories.
3. Use the Navigation keys to select Favorites.
4. Select a favorite to dial.

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

1. Press the Home button.
2. Use the Navigation keys to select Directories.
3. Use the Navigation keys to select Recent Calls.
4. While viewing the call list you can:
   ▶ Call a number by selecting its entry and pressing the Dial softkey.
   ▶ Filter the list by pressing the Type softkey, selecting the call type (Missed, Received, Placed) and pressing the Select softkey.
   ▶ View Details about the call by pressing the Info softkey.
   ▶ Clear the calls in the list by pressing the More and Clear softkeys.
   ▶ Sort the list of calls in a variety of orders by pressing the More and Sort softkeys.

<table>
<thead>
<tr>
<th>Call Type</th>
<th>Indicator</th>
</tr>
</thead>
<tbody>
<tr>
<td>Placed</td>
<td></td>
</tr>
<tr>
<td>Received</td>
<td></td>
</tr>
<tr>
<td>Missed</td>
<td></td>
</tr>
</tbody>
</table>
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 Messages button.
2. 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.
Network Phone - Polycom VVX311 Phone

Voice Mail Prompts

1 = Access your Voicemail box
2 = Change Mailbox Busy Greeting
3 = Change Mailbox No-Answer Greeting
4 = Record Extended Away Greeting
5 = Compose & Send New Message
6 = Playback Msg. Envelope
7 = Delete All Messages
8 = Modify the Message Deposit settings for your mailbox
9 = Exit the voice portal
10 = Repeat this menu

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

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

After listening to a message
# = Repeat Menu
1 = Save Message
2 = Delete Message
3 = Repeat
4 = Previous Message
5 = Previous menu
6 = Next Message
7 = Call Back Caller
8 = Add'1 Options
* = Previous Menu

1 = Record new busy greeting
2 = Play current busy greeting
3 = Default system busy greeting
* = Previous menu
# = Repeat this menu

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

1 = Record an extended away greeting

3 = 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

1 = Confirm to delete all messages
* = Cancel

1 = Enable message deposit for your mailbox
2 = Disable message deposit for your mailbox
3 = Listen to your message deposit status

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

1 = Repeat Menu
2 = Previous menu
3 = Repeat this menu