

webFones

Polycom 650 User Guide

This quick guide is for webFones customers using Polycom 650 phones.

Because different models of phones have different interfaces and feature sets, please refer to the documentation specific to the model of phone you are using.

Quick Summary of Dial Commands

Speed soft key+ 00 to 99 – Speed-dials

Pickup soft key+ 0 to 9 – Call Pickup Groups

Xfer2VM soft key+ extension – Transfer/call voicemail, bypassing ring

Intercom soft key+ extension – Open 2-way intercom with extension

** + extension – Remote ringing extension pickup

BlindXfer soft key+ extension – Perform a blind transfer, preserve caller ID

Whisper soft key + extension – Connect to an extension using whisper mode

Extension Status Buttons

The Polycom 650 phone provides 6 programmable line buttons on the left side of the display for providing easy speed dial and extension status monitoring. The top button is used for your extension and the bottom 5 can be used to see the status and easily dial other users.

(Note: The Polycom 650 also supports an expansion module with additional Extension Status buttons.)

To assign other user extensions to Extension Status buttons on your phone (and optional expansion modules):

Login to the webFones web interface.

Select the *Phone* tab under your *Extension Settings*.

Press the *Edit* button beside your phone equipment. A panel will appear.

Press an unassigned Status Button so it reveals a field. Type in the extension number or first few letters of the person's name. Then select the extension or user from the menu that pops up.

When you are done, press the *Done* button on the corner of the panel and then press *Save* in the lower right corner of the window.

Voicemail

To access voicemail, press the *Messages* button located on the right side of the Polycom 650 display.

When asked for your password, enter the Voicemail PIN for your webFones extension. Follow the prompts to listen to and manage your voicemail.

To listen to your voicemail from a different webFones extension or outside phone, dial extension 6000. You will be prompted for your webFones extension number and password (PIN).

Keep in mind that you can also configure your extension to deliver voicemail via email and/or web interface on the webFones website.

3-Way Conferencing

To conference in a third party, place the current caller on hold by pressing the *Conference* button located on the middle left of the Polycom 650.

Dial the extension or number of the person you want to conference in. You can do this by dialing the number and pressing the *Dial* soft-key or by pressing the *Extension Status Button* for the extension you want to conference.

Once the second caller is on the line, press the *Conference* button again to connect for a 3-way conference call.

Conference Bridge

To set up a conference call for more than three people, use the built-in conference bridge feature in webFones (*See webFones PBX phone system documentation*).

Your webFones administrator will provide you with a bridge extension number and a 4-digit password.

Notify participants to join the conference by providing the conference extension number or phone number that has been set up to point to the conference-bridge.

Do Not Disturb

The Do Not Disturb feature keeps your phone from ringing and sends the caller directly to voicemail by default.

To activate this feature, press the *Do not Disturb* button located on the right side of the phone. When activated, a flashing picture of a bell with a line through it will be displayed on the phone.

To turn off Do Not Disturb, press the *Do not Disturb* button again.

Attended Transfer

An Attended Transfer allows you to transfer a call to another extension and gives you the option to introduce the caller. The caller ID on the transferred call is set to the person performing the transfer. If you want the caller ID to show up with the caller's originating number, you should perform a *Blind Transfer*.

To transfer a call to another user using an *Attended Transfer*, press the *Transfer* button located on the left side of the phone.

Enter the number of the webFones extension or outside number where you want the call transferred. You can do this by dialing the number and pressing the *Dial* soft-key or by pressing the *Extension Status Button* for the extension you want the caller to go to.

If you wish to introduce the person you are transferring, stay on the line. If not, hang up and the caller will be connected to the ringing extension or phone. Keep in mind that you need to stay on the line until the phone starts ringing or the caller will be disconnected.

Blind Transfer

A Blind Transfer has the advantage that it preserves the original caller's caller ID. To perform a Blind Transfer, press the *BlindXfer* soft key located below the phone's display after you answer a call.

Enter the number of the webFones extension where you want the call transferred. Press the *Enter* soft key when you are done and the call will be transferred.

Transfer to Voicemail

Press the *Xfer2VM* soft key in the center of the phone, below the display.

Enter the number of the webFones extension where you want the call transferred and press the *Enter* soft key.

Paging

webFones PBX enables one-way paging announcements over Polycom 650 phones.

Your webFones administrator must first enable this feature and set up a Paging Extension number using the webFones online menu.

To use the Paging feature, dial the Paging Extension number provided by your administrator and press the *Dial* soft-key button below the left side of the display.

Wait for the beep and then speak into the phone handset to broadcast your message. Hang up when you are finished.

Intercom

Intercom opens hands-free, 2-way communication with others on your webFones system.

By default, this feature is turned off for all webFones extensions, but can be easily activated using the webFones online menu, under the *General* tab for any extension where the intercom capability is desired.

Once the intercom feature has been activated, press the Intercom soft key below your Polycom display.

Enter the webFones extension that has an intercom enabled and press the Enter soft key to open up hands free two-way communication.

Speed-Dial

You can speed dial frequently called numbers by pressing Speed soft key, entering a 2-digit speed dial number and pressing the Enter soft key. Speed dial numbers are assigned on a per-user basis.

To assign speed-dial numbers for your extension, go to the *General* tab under Extensions Settings using your web browser. Look for the *Speed Dial* settings and then press the *Edit* button.

Follow the on-screen instructions to enter phone numbers and assign speed-dial numbers.

Whisper Mode

The Whisper Mode feature allows a more experienced employee to listen in on a conversation and privately offer pointers to a new employee that the customer cannot hear.

By default, this feature is turned off for all webFones extensions, but can be easily activated using the webFones online menu, under the *General* tab for any extension where the Whisper Mode capability is desired.

To monitor the conversation on an extension where this feature has been turned on and provide coaching, press the Whisper soft key located below the display. If it is hidden from view, you may need to press the More soft key to show the *Whisper* soft key.

Enter the webFones extension that has an Whisper enabled and press the Enter soft key to open up monitoring and whisper audio for coaching.

Call Pickup — Extension

You can use this feature to answer an incoming call on another extension from your own phone.

To pick up a call, dial ** followed by the extension number that is ringing, and then press the *Dial* button below the lower left of the phone display.

For example, if extension 100 is ringing and you want to answer it, you would dial **100 and then press the *Dial* button. The call will then be connected to your phone.

Call Pickup — Group

Call pickup groups are defined by administrators to make it easy to pick up a call made to any extension in a group. This is useful, for example, when a whole department is in a meeting and someone is temporarily covering their calls; or to make it easy for calls to sales and customer service line extensions to be picked up, while enabling calls to other extensions to be forwarded to voicemail.

To pick up calls, press *Pickup* soft key followed by the single-digit group number (0-9) that has been assigned. Then press the Enter soft key below the display. You will be connected to that call. If you get a busy signal it indicates that the call was not defined as part of the call pickup group, even if one of the phones was ringing.