Poly Trio 8500 8800 Conference
Quick Reference Guide

Telesystem®
Blue Platform

Feature availability is based on the original order and the system administrator's requests for each deployment. Please contact your system administrator or Telesystem directly to discuss any additions to the system.

Dynamic Touchscreen: Display shows any available options while on or off a call. Tap to use features on screen. Swipe to see additional options.

Volume: adjust ringer or speaker volume

LED Indicators: Lit while call is in progress. Tap the indicator to enable/disable mute (red while muted, green while exchanging audio).

Other Features

Recent Calls
To access Recent Calls list:
- Tap the ⏱ **Recent Calls** icon on the home screen
- Scroll, tap, or swipe the log to manage the most recent calls

Voicemail
To access voicemail:
- Tap Settings- Features- Voicemail - Message Center
- Select a line then Connect to the voicemail box.
- Follow the voice prompts to manage your mailbox.

Call Handling

Place a call
To place a call, tap on the **Place a Call** icon. Enter the contact's phone number on the keypad then tab the 📞 **Dial** key.

Answer/End a call
To answer an incoming call, tap the 📞 **Answer** icon.
To end an active call, tap ☎ **Hang Up**.

Hold
To hold and un-hold a call:
- To place a call on hold, tap the ⏸ **Hold** key.
- To resume a held call, tap the ⏸ **Resume** key.

If more than one call is on hold, first select the call you wish to reconnect with then tap Resume.

Conference
To initiate a Conference call while on an active call:
- Tap on the + **Add** icon.
- Enter the second contact's phone number or extension. The contact is added to the conference after they answer the call.

Join an active call and a call on hold by using the 🕴 **Merge Calls**.

If you hang up, you will be removed from the conference and transfer the other two parties to each other.

Consultative Transfer
To speak to the third party privately before transferring a call to them:
- Tap **Consult**
- **Input** the destination extension or phone number
- Remain on the line while the second call connects.
  - To complete the transfer after speaking with the third party, either hang up, tap 🔄 **Complete Transfer**.
  - To cancel the transfer and go back to the first party, tap the **Cancel**

Blind Transfer
To transfer a call directly to the third party:
- Tap 🔄 **Transfer**
- **Input** the destination extension or phone number