



Poly DECT D230 Phone

Quick Reference Guide

Green Platform



available features may vary. Deployed features are 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.



Soft Keys: The function of these keys will show on the dynamic screen above each.

Send button: use to place or answer a call.

Speaker button: turn speaker audio on or off

Redial: immediately dials the last outbound call

Navigational buttons: Use the arrows and OK keys when selecting an option or scrolling through a list. While not on a call, the up and down arrow change ringer volume.

End button: hangs up call or cancels current operation. Press and hold to power handset on/off.

Mute: mute or unmute

Call Handling Basics

Place a call

Input the phone number or extension then press the green **Send** button.

For internal extensions, use the extension. For external calls, dial the 10-digit phone number (no need to dial a 1 for long distance).

Answer a call

When phone is idle:

Press the green **Send** button or **Speaker** button to answer a call.

While already on a phone call:

You will hear a call waiting 'beep' and see the caller ID of the second caller while already on a phone call. To answer the second call, press the green **Send** button. The first call will go on hold automatically.

To switch between the held and active call, press the **Swap** soft key.

End a call

Press the red **End** button.

Mute

Press the **Mute** button to turn mute on or off during a call.

Hold

To place a call on hold:

Press **Options** soft key then use navigational buttons to select **Hold**.

To resume a held call:

Press **Options** soft key then use navigational buttons to select **Resume**.

Advanced Call Handling

Announced Transfer

Announced transfers allow you to talk privately with the person you are transferring to before completing the transfer.

- Press **Options** soft key
- Select **Transfer**
- Input the destination extension or phone number
- **Wait** for the third party to answer while the first party waits on hold.
 - To complete the transfer, press the **Transfer** soft key.
 - To cancel the transfer, press the red **End** key. The first caller will be on hold.

Blind Transfer (Unannounced)

Blind transfers pass through the caller ID of the originating caller to the third party.

- Press **Options** soft key
- Select **Blind Transfer**
- Input the destination extension or phone number
- Press **Transfer** soft key.

Hint: Transfer directly to an extension's voicemail box by dialing 7 plus the extension as the destination number.

Conference (Three Way) Call

Conference a third party into your existing phone call using Conference.

- Press **Options** soft key
- Select **Conference**
- Input the destination extension or phone number
- **Wait** for the third party to answer while the first party waits on hold.
 - To join the conference together:
 - **Options** soft key
 - Select **Conference**.
 - To cancel the operation, press the red **End** key. The first caller will be on hold.

While on a conference call, pressing the red **End** button causes all parties to hang up.

Advanced Features

Voicemail Access

To access the voicemail box of a line on your device:

- Press **Menu** soft key
- Select **Messages**
- Select **Message Center**
- Select the line you want to check
- Follow voice prompts to manage your voicemail.

Call Park

Park is a 'shared' hold. A parked call can be accessed by all desk phones at the site. This feature must be set up by Telesystem in advance.

To park a call:

- Press **Options** soft key
- Select **Call Park**
- **Enter** the park orbit number you want to park upon
- Press **Call Park** soft key to complete the transfer to park

To retrieve a call from park:

- Press **Menu** soft key
- Select **Parked Call**
- **Select** the park orbit number where your call is waiting
- Press **OK** (screen will show the caller ID number that is parked in that orbit)
- Press **OK** again to retrieve the parked call

Call Logs

To access a history of your recent missed, dialed, and received calls of your device:

- Press **Menu** soft key
- Select **Call Logs**

Directory

To access up to 100 other extensions in your business group:

- Press **Menu** soft key
- Select **Directory**
- Select **Enterprise Directory** to view list

Note: you can also add your own contacts in the Directory, but this will add the entry to your own phone only and is not backed up to the server