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Polycom®

Polycom® RealPresence Trio™ 8800 Quick User Guide

This guide covers the basic features and operation of the Polycom RealPresence Trio 8800 conference telephone. For more detailed information including a video tutorial, please visit the Star2Star Knowledge Base at **knowledge.star2star.com**

For a brief video overview of the Star2Star System, visit **http://tinyurl.com/s2sintro**

1. **Touchscreen** Select items and navigate menus on the touch-sensitive screen.

2. **NFC** (Near Field Communication) Enables easy connection to Bluetooth-capable mobile phone or tablet.

3. **USB Port** Enables connection to USB flash drive or connection to a computer via USB cable.

4. **Device Port** Connects to a mobile or tablet device using a USB device cord.

5. **Speaker and Microphones** Provides audio for the ringer and speakerphone and sends your audio to the far-end.

6. **Mute Key** Mute the microphones during calls and conferences. The key glows red when activated.

7. **Volume Keys** Adjusts the volume of the audio from the speakerphone and ringer.

To Place A Call:

Do one of the following:

- From the Home screen, tap **Place a Call**, enter the phone number and tap

- From the Home screen, tap a **Favorite**.

- From the Home screen, tap **Contacts**, select a directory, select a contact and tap **Dial**.

- From the Home screen, tap **Recent Calls** and select a contact. The contact is dialed automatically.

Answering or Declining Incoming Calls

When a call comes in, you will hear a ring tone (unless the ring volume is set to zero), and the phone will display answer and decline icons:
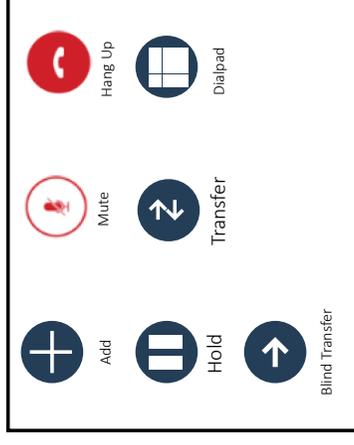
To answer the call, touch the green answer icon. To decline the call, touch the red decline icon.

Declined calls will be sent to the extension's Find-Me / Follow-Me path or to voicemail, depending on the extension's settings.

The In-Call Display

When the phone is engaged in a call, you will see the in-call menu screen:

Add · Hold · Mute · Transfer · Blind Transfer · Hang Up · Dialpad

You can perform several actions from this screen by touching the icons:

1. Create a multi-party conference call
2. Mute the microphone
3. Hang up the call
4. Place the call on hold
5. Perform an attended transfer to another telephone
6. Use the dialpad to enter DTMF tones
7. Perform a blind transfer to another telephone

Ending a Call:

To end an active call, press the red hang up icon.

To end a call that has been placed on hold, tap the resume icon, and then tap the hang up icon.

Muting the Microphone

To mute the phone's microphones during a call, press the MUTE icon on the screen, or touch one of the three mute buttons on the phone. The mute buttons will change from green to red to indicate that the microphones are off.

To resume normal conversation, press the mute buttons or the MUTE icon a second time, and the buttons will turn green.

Placing a call on Hold

While you are engaged in a conversation, you can press the HOLD icon to place the current call on hold. The icon changes from black to red, and the mute buttons flash red to indicate that a call is on hold.
To resume the call, press the red RESUME icon.

Transferring a Call

When you are engaged in a conversation with another person, you can transfer that call to another phone. There are two methods of call transfer, called attended transfer and blind transfer.

An attended transfer allows you to converse with the person at the destination before you actually transfer the call. This feature places the first call on hold and places a second call to the destination phone, so that you can advise them of the incoming call.

A blind transfer immediately transfers the call to the destination.

Either type of transfer can be made to an internal extension or to an external phone, including mobile phones.

To perform an attended transfer, press the transfer icon, enter the number of the destination phone, and press the green dial icon. Advise the answering party that you are about to transfer a call to them, and press the complete transfer icon. The call will be transferred, and your phone will be disconnected from the call.

To perform a blind transfer, press the blind transfer icon and dial the desired number. The call will be transferred as soon as you press the green dial icon.

Setting User Preferences

You can use the settings screen to change several options on your phone, including the backlight brightness and duration, and the ring tone.

Select the settings icon, and then press basic. Choose the setting you with to change, and follow the instructions on the screen.

Do Not Disturb (DND) Mode

When the phone is in Do Not Disturb mode, incoming calls are immediately sent to voicemail or to find me follow me if it is configured on your system. To select this option, select settings, then features, and Do Not Disturb. Touch the "enable" button at the bottom of the screen.

When DND mode is selected, you will see a small icon at the top right corner of the screen display.

To turn DND off, follow the steps above, and select "disable".

Call Recording

The Trio 8800 can record calls on an attached USB flash drive. Recordings are stored as .wav files on the USB flash drive, and you can record up to four hours in one file. You can replay recordings on the phone, or on any device that can play WAV files.

Note: Local laws may require you to notify the other parties on the call that you are recording the call.

To record a call, follow these steps:

1. Place or answer the call

2. Press the menu icon at the top left of the screen, and select Start Recording. The status line at the top of the screen will say (something) to remind you that the call is being recorded.

3. To pause the recording, press the menu icon, and select "pause recording" from the pull-down menu. To resume a paused recording, press the menu icon and select "resume recording" from the menu.

4. To stop recording, press the menu icon, and select "stop recording" from the pull-down menu, or disconnect the call. If the other party disconnects first, the recording will stop automatically.

Do not remove the USB flash drive while recording. The file being recorded will be incomplete and cannot be played back later. If you remove the USB flash drive while recording, you can also corrupt or damage the flash drive.

To play back a recorded call:

1. Press the Settings icon, then select features, and Removable Storage Media.

2. Select "Browse Recordings"

3. Locate the call you wish to play back

4. Touch the file name, and select "Open"

5. Select Play.

Note that you cannot play back recordings during an active phone call.

Conference Calling

You can use your phone to conduct conference calls with up to five parties. To set up a conference call, follow these steps:

1. Call the first party you wish to join the call. When the other party answers, let them know that you are setting up a conference call, and that you will put the call on hold.

2. Press the add icon on your phone. The first call will be placed on hold. Dial the number for the second party to join your call. When the called party answers, announce that you are setting up a conference call, and then press the merge calls icon to begin the conference call.

3. When you are engaged in a conference call, you can press the add participant icon to add more parties – up to four plus yourself - to the call.

To leave the call, press the Hang Up icon. If you leave the call, the other parties will remain connected to one another. To disconnect all parties from the call, press the `···` icon next to each participant, and then select Hang Up from the pop-up menu. .

Connecting a Bluetooth Device

You can pair and connect your Bluetooth-capable phone or tablet with the conference phone. To enable Bluetooth, press the Bluetooth icon on the main screen, then turn Bluetooth on.

To connect a Bluetooth device:
On your device, turn on Bluetooth and select the RealPresence Trio 8800 in the list of available devices.

To connect a Bluetooth device using NFC:
1. Enable NFC on your device.
2. Tap and hold your device for two seconds above the NFC symbol on the system.
3. Confirm that your device is paired and connected to the Real-Presence Trio 8800.

Placing Calls over Bluetooth

If your mobile phone is connected to the RealPresence Trio 8800 using Bluetooth or NFC, you can place a call on your mobile phone and use the system as the speakerphone for the call.

To place a call over Bluetooth:

1. On your mobile phone, place a call to a contact.
2. On the call screen, select the RealPresence Trio 8800 as your audio source.