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## Phone User Guide – Poly RP Trio 8800




## Placing a Call




Using the handset: Touch Place a Call, dial number and touch 

Or touch Recent Calls and select a contact to dial automatically.

## Answering a Call


Touch  when phone is ringing to answer a call.

## End a Call

To end the call, touch  To end a call on Hold, touch  to resume, then touch 

## Hold and Resume Calls

To place a call on hold, touch  Caller will hear on hold music/recording


Touch  to return to the caller.


*TIP: A call on hold can only be retrieved from the phone where the call was placed on hold. Use transfer or the Park feature to place calls on hold that need to be retrieved from other phones on the system.*

## Volume Adjustment

Use the volume keys **+** or **-** to adjust the volume on the speaker when you are on a call or when your phone is idle.

## Muting yourself to callers



Touch the Mute button  to mute yourself to callers. Callers will not hear on hold music, they will hear dead


air. The Mute icon on the corners of the phone will turn Red  indicating that you are muted to your outside caller(s).



## Calling an extension on the system

Dial the extension number to call another extension. To call over speakerphone, dial \*0 then the extension number.



## Call Transfer

**Blind Transfer:** When on an active call, touch the  **Blind Transfer** soft key. The caller will be placed on hold. Enter the number you want to transfer to, then touch the  soft key to send. OR touch Cancel then Resume to return to the caller.


**Attended Transfer:** When on an active call, touch the  **Transfer** soft key. The caller will be placed on hold. Enter the number you want to transfer to, then touch the **Send** soft key. Wait for the person to answer and announce

the call. To transfer the call, touch the  **Transfer** soft key. If the person does not want to take the call, touch the  soft key to return to the caller.

## Conference (3-way) calls

When on an active call, touch the  **Add** soft key then dial 2<sup>nd</sup> party and touch .



Wait for the 2<sup>nd</sup> party to answer, then touch  **Merge Calls** to join the two calls together.



Touch  **Mute** to Mute All outside callers so they cannot be heard. Press **Unmute All** to unmute all outside callers.

*TIP: If you would like a direct number set up for Conference Calls, submit a service request to [support@pdvn.net](mailto:support@pdvn.net) to have that feature programmed.*

## Call Park

Call Park is an enhanced hold feature that will allow you to place a call on hold that can be retrieved from any

phone on the system. To place a call into a park orbit: Ask the caller to hold. Touch  **Transfer** then dial \*31 for Park 1, \*32 for Park 2, or \*33 for Park 3. Touch . Touch **Complete Transfer**.

To retrieve a parked call, touch  dial the park code again (\*31, \*32 or \*33), then touch .

If the parked call is not retrieved, it will ring back to the phone that originally placed it on Park.

## Connecting and Using a Bluetooth Device

If Bluetooth is enabled, you can pair and connect your Bluetooth-capable phone or tablet with the conference phone. To connect a Bluetooth Device: On your device, navigate to Bluetooth. Select the Poly Trio from the list of available devices. If your mobile device is connected to the Poly Trio, you can place a call on your mobile phone and use the system as a speakerphone for your calls.

To place a call over Bluetooth: On your mobile phone, place a call. On the call screen, select the Poly Trio 8800 as your audio source.

## 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 4 hours on one file. You can replay recordings on any device that can accept USB and 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 – insert USB flash drive into phone. When on a call, touch the Menu icon, then touch Start Recording. The status line will show that the call is being recorded. You can use your finger to pull down from the top of the screen to see options of Pause/Resume Recording. To stop recording, touch the Menu icon, then touch Stop Recording – or touch End Call. If the other party disconnects first, the recording will stop automatically.

Do not remove the flash drive while recording.

To play back a recorded call from the Trio 8800, touch the Settings icon. Touch Features, then touch Removable Storage Media. Touch Browse Recordings. Locate the call you want to play back, then touch the file name, touch Open, then touch Play.

Note: You cannot play back recordings when on an active call.