

Placing Calls

- Pick up the handset, or press **Headset Key** or **Speaker Key**
 - Enter the number and press **Send**
- Or
- Enter the number
 - Press **Dial**, pick up the handset, or press **Headset Key** or **Speaker Key**

Answering Calls

- To answer with speakerphone, press **Speaker Key**
- To answer with handset, pick up the handset
- To answer with headset, press **Headset Key**
- To answer new call while on an active call, press **Answer**. The current call will be held.

Ending Calls

- To end an active call,
- replace the handset or
 - press **Speaker Key** or
 - press **Headset Key** or
 - press **End Call**

Holding Calls

- Press **Call Hold Button**
- To resume a held call, press **Resume** or **Call Hold Button** again

Listening to Voicemail

- Press **Voicemail Button**
- Select **Message Center**
- Press **Connect** and follow the prompts

Phone View Page 1

Redial

Redial the last number

Pickup

Pickup a call within the same group

Mobile

Call pull from MobileOffice

More

Go to phone view page 2

Extension Display

One-touch Dial Key

Assign or dial a speed dial number

Call Transfer

Voicemail

Call Hold

Voicemail Indicator

One-touch Dial Key

Assign or dial a speed dial number

Home

Call Log

Left: Received Calls
Right: Placed Calls
Down: Missed Calls

Headset Key

Speaker Key

Mute Key

Volume Control



Phone Set Model: Polycom® WX® 300

Transferring Calls

Select Default Transfer Type

- Press **Home** > **Settings** > **Basic** > **Preferences** > **9. Default Transfer Type**
- Select **Consultative** or **Blind**

Consultative Call Transfer – to transfer a call after talking with the transferring party

- During a Call, press **Transfer**
- Enter another number
- Press **Send**
- When the party answers, press **Transfer** again

Blind Call Transfer – to transfer a call WITHOUT talking with the transferring party

- During a Call, press **Transfer** and hold for 2 seconds
- Select **Blind**
- Enter another number
- Press **Send**

Placing Conference Calls

- Dial the first number
- After connected, press **More**
- Select **Confnc**
- Dial another number
- After connected, press **Confnc** again

Forwarding Calls

To enable call forwarding,

- Press **Forward Button**
- Select the forwarding type to enable
- Enter a forwarding number
- Press **Enable**

To disable call forwarding,

- Press **Forward Button**
- Select the forwarding type to disable
- Press **Disable**

One-touch Dial Key

To assign a speed dial number,

- Hold the button for 3 sec
- Enter First Name or Last Name
- Enter a contact number
- Press **Save**

To dial a speed dial number,

- Press the assigned button

Phone View
Page 2

Forward
Enable Call Forwarding

DND
Enable Do No Disturb

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Video User Guide



<https://bit.ly/hkbnes-usermanual-iv>

Detail User Guide



https://hkbnes.net/en/support/IV_UG.pdf