

Quick Start Guide

Intermedia Unite
Polycom Trio 8500



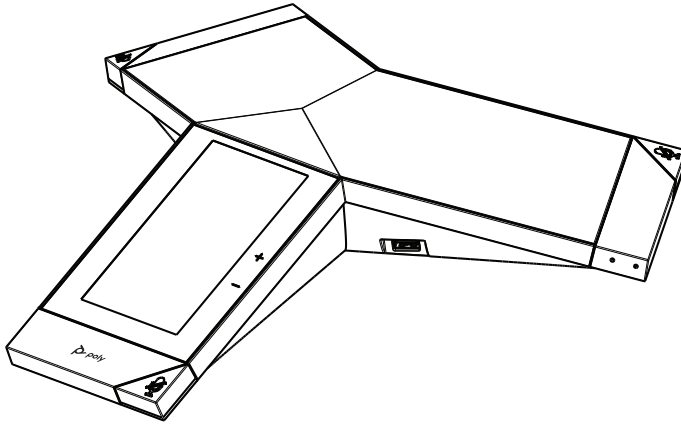
Welcome to Intermedia Unite

What's in the box?

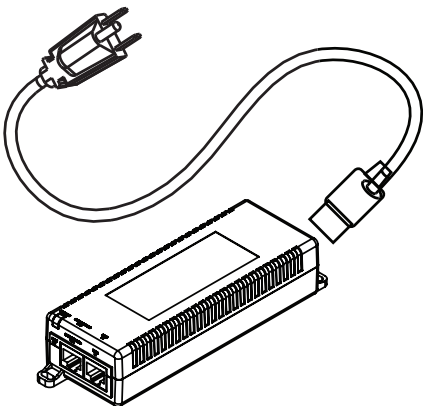
Polycom Trio 8500

- A. Phone
- B. Power Supply and Cable
- C. Ethernet Cable

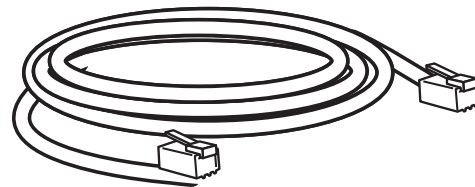
A.



B.



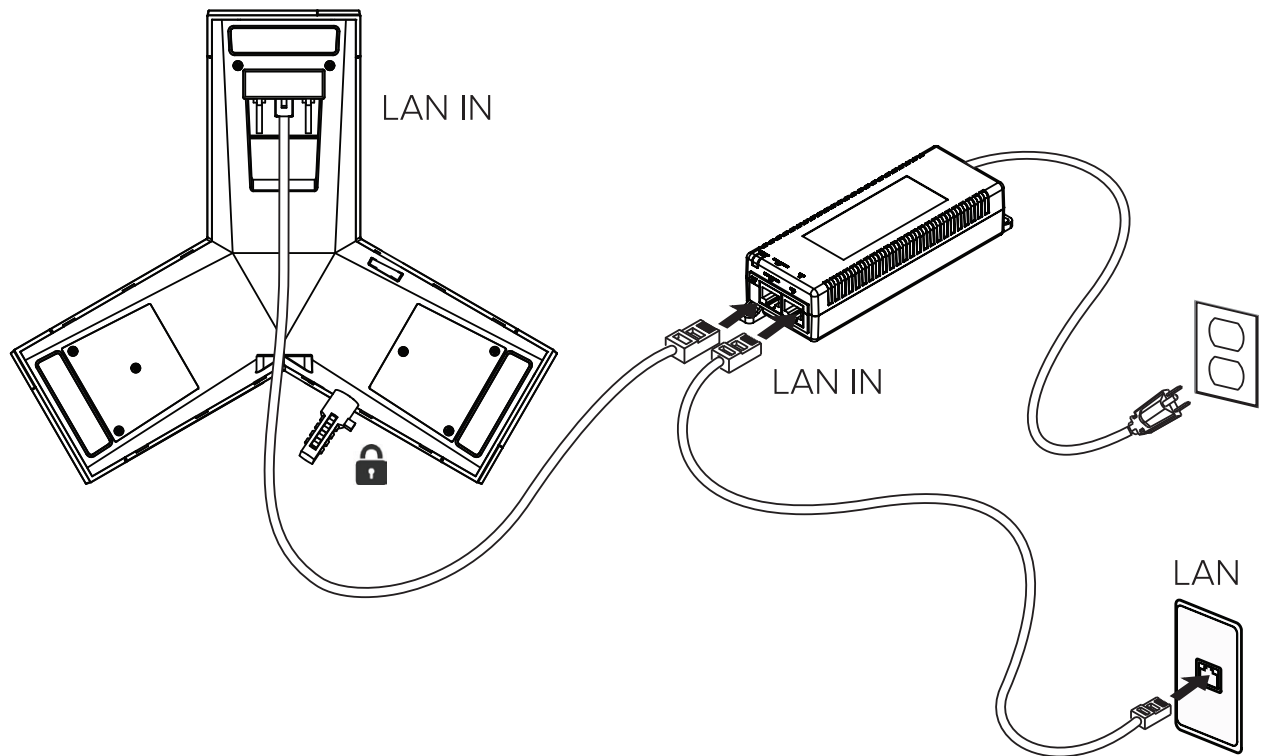
C.



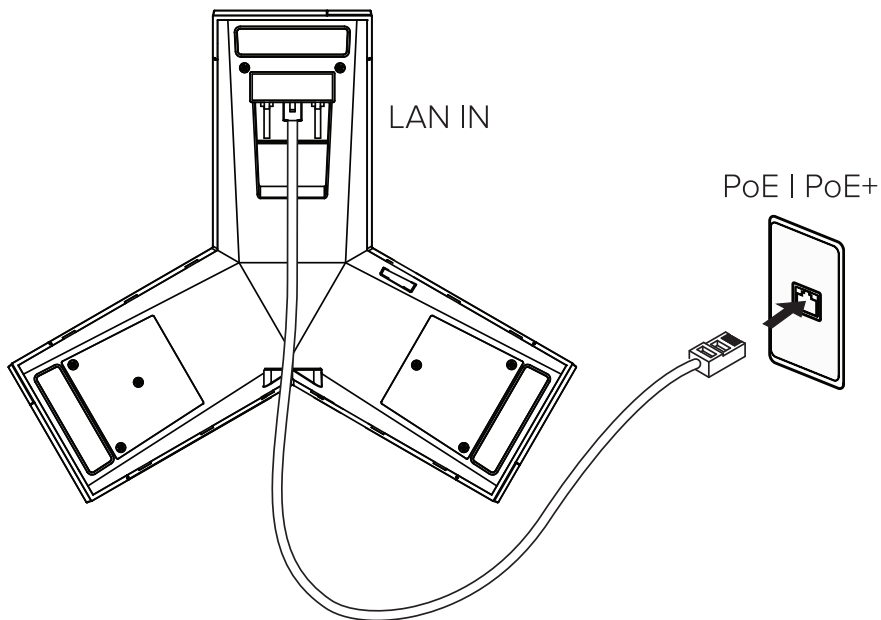
Guided Setup

Connect Cables

Please follow the diagram to install your phone. Once plugged in, the phone will automatically download its configuration and start to work.

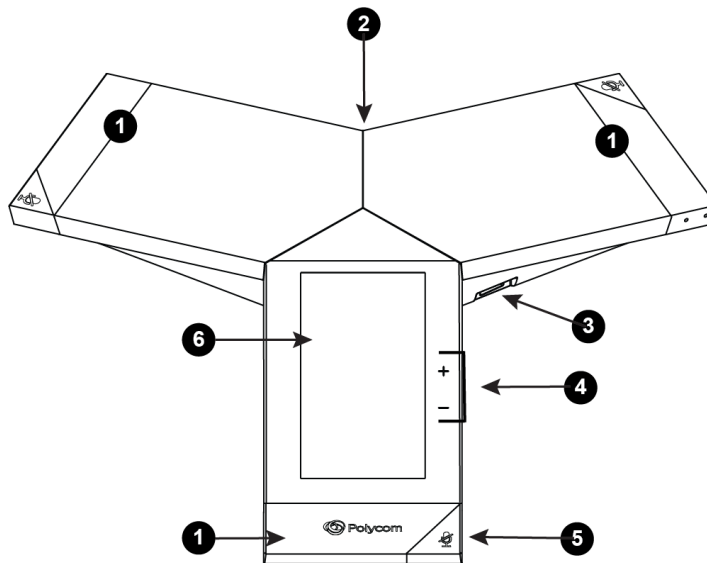


Alternatively, if you have a POE (Power Over Ethernet) router, you can plug in and power the Trio directly from a PoE port.



Features












Polycom Trio 8500




Reference Number	Feature	Feature Description
1	Speaker and Microphones	Sends your audio to call participants and provides audio output for the ringer and speakerphone.
2	USB Host Port	Enables you to connect a USB flash drive to the system to record calls.
3	USB Device Port	Enables you to connect computer using a USB cable to use the system as a speakerphone for calls or to show content.
4	Volume keys	Adjust the volume of the audio from the speakerphone and ringer.
5	Mute key	Mutes the microphones during calls and conferences. The key glows red when activated.
6	Touchscreen	Enables you to select items and navigate menus on the touchsensitive screen.

ICONS AND STATUS INDICATORS

The following table displays the icons and status indicators that display on Polycom Trio systems:

Icon	Description	Icon	Description
	Registered Line		Do Not Disturbed enabled
	Unregistered Line		Call Forwarding enabled
	Active Call		Paired Device
	USB device attached		Bluetooth
	Missed Call		Received Call
	Placed Call		

ACCESSING THE HOME SCREEN

The home screen on the Poly Trio 8500 displays quick access icons for commonly used features. You can quickly navigate back to the home screen from any menu by pressing the home  -button.

ACCESSING THE PLACE A CALL SCREEN

The Place a Call screen may be accessed from the Home Screen by pressing the “Place a Call” button and provides a convenient dial pad for placing outbound phone calls.

Voicemail Box Setup

RECORDING YOUR PERSONAL VOICEMAIL GREETING

1. Navigate to **Settings > Features > Voicemail > Message Center**.
2. Select **Connect** to dial out to the voicemail system.
3. Enter the PIN provided to you by your Administrator, followed by the # key.
4. Select option 3 for personal options.
5. Selection option 1 to record the Unavailable greeting.
6. Follow the voice prompts to record and check your greeting.



CHANGING THE PIN FROM THE PHONE

1. Navigate to Settings > Features > Voicemail > Message Center.
2. Select **Connect** to dial out to the voicemail system.
3. Enter the PIN provided to you by your Administrator.
4. Select option 3 for User Options.
5. Select option 2 to change the PIN.
6. Enter the new PIN when prompted.

Commonly Used Features

PLACING OUTGOING CALLS

When the phone is not in use:

1. Select Place a Call.
2. Enter your contact's number, or select the onscreen keyboard.  and enter a number.
3. Select Dial. 

ANSWERING AN INCOMING CALL

While a call is ringing:

- Select Answer. 

REJECTING AN INCOMING CALL

While a call is ringing:

- In the Incoming Call screen, select  Decline.


ENDING A CALL

While on a call:

- Select "Hang Up". 

HOLD

Placing a Call On Hold:

- Select "Hold". 


Retrieving Calls On Hold:

- Select "Resume". 


INITIATING A CONFERENCE CALL

You can initiate a conference by adding a caller during an active call and joining the contacts into a conference call.

You may add up to four participants to a conference call.


1. During the conference call, select "Add".
2. Enter another contact's number or select a contact from Contacts or Recent Calls.
3. Once the caller is connected, select "Merge"  to add them to the conference.

Conversely, when on a call, and receiving a call from another party, you may automatically add the new call to your conference:

1. When another call is ringing on the phone, select "Add" . The held call is merged with the active call and a conference call is initiated.

TO END A CONFERENCE CALL

Once a conference call is ended, the other participants in the conference call will remain together in the phone call.

- During a conference call, select "Hang Up" .

TO PLACE A CONFERENCE CALL ON HOLD

By placing the call on hold, all participants are placed on hold.

- During the conference call, press "Hold" .

To resume a conference call from hold:

- During the conference call, press "Resume" .

TO MUTE A CONFERENCE CALL

You can mute yourself during a conference call. The participants can hear each other, but no one can hear you.


- During the conference call, select "Mute" .

To unmute the conference call:

- Select "Mute" again .



TRANSFERRING CALLS

Blind Transfers:

1. While on a call, select Transfer 
2. Dial a number or select a contact from Recent Calls or Contacts.
3. While the call is ringing, select Complete Transfer.

The caller will be transferred to the dialed extension and your line will disconnect.

Attended (Consultative or Warm) Transfers:

1. While on a call, select Transfer 
2. Dial a number or select a contact from Recent Calls or Contacts
3. Select Complete Transfer  after speaking with the contact.

VOLUME ADJUSTMENT

In-Call Volume:


- While on a call, press the volume down button, located to the left of the Home button.

Ringer Volume:

- While on a call, press the volume up button, located to the right of the Home button.

MUTE

To mute the microphone on an active call:

- Select "Mute" 

To unmute the microphone on an active call:

- Select "Mute" again. 

FORWARDING CALLS

1. Navigate to **Settings > Features > Forward**.
2. On the **Forwarding Type Select** screen, select a forwarding type.
 - Always—Forwards all incoming calls.
 - No Answer—Forwards all unanswered incoming calls.
 - Busy—Forwards incoming calls when you're in a call.
3. Enter the number you wish to forward calls to.
4. If you selected the "No Answer" option, enter the number of rings before the call is forwarded.
5. Select "Enable"

Disabling "Always Forward":

1. Select "Forward" or navigate to **Settings > Features > Forward**.
2. On the **Forwarding Type Select** screen, select "Disable".

VOICEMAIL

1. Navigate to **Settings > Features > Voicemail > Message Center**.
2. Select Connect to dial out to the voicemail system.

We are here to help.



<https://kb.intermedia.net/Article/47811>



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UN-POLYTRIO8500-QS-001

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