TruConnect
Quick Start Guide

TRUVISTA®

Keys	Key Description
Directories	**Directories key –** Access to local directories and call lists
Services	**Services key –** Access to special services. Contact your administrator.
Conference	**Conference key –** Establishes a 3-way conference call.
Transfer	**Transfer key –** Transfer of current call to third party.
Redial	**Redial key –** Redial the most recently dialed number.
Messages	**Voicemail key –** Retrieves messages from the voice mailbox.
Menu	**Menu key –** Access local (your phone) and global (your organization) features.
Do Not Disturb	**Do Not Disturb key –** Switches Do Not Disturb mode on and off.
Hold	**Hold key –** Places a call on "Hold" or resumes it.
(speakerphone)	**Speakerphone key –** Allows for hands-free communication during calls.
(mute)	**Microphone Mute key –** Mutes audio transmission locally during calls.
(headset)	**Headset key –** Allows you to place and receive calls through an optionally connected headset.

Display Control Keys – Use ▷ ◁ △ and ▽ (arrow keys) to scroll through the displayed information.

Use ✓ to select a field of displayed data.

Use ✗ to delete displayed data.

Volume Keys – Use these to adjust the volume of the handset, headset, speaker, and ringer.

Basic Phone Features

Make a Call
1. Lift the Handset and dial the phone number.
2. Depending on your phone and configuration, you may need to hit the **Dial** soft key.

Answering a Call
To answer a call using the speakerphone, press the **Speaker** key or **Answer** key.

Redial
Press the **Redial** key to call a recently dialed number

Ending Calls
To end a call replace the handset, or press the **End Call** key.

Programmable Function Keys

Up to 6 programmable keys on the PolyCom phones. Use these keys to activate up to six lines or speed dials that can be assigned to your phone.

Soft Keys

The screen will display labels for these keys, to identify their context-sensitive functions.

For Your Reference

Your phone number	
Your extension	
Code to dial an external number	
Access your phone settings online	
Conferencing phone number	
Conferencing moderator code	
Conferencing participant code	
Conferencing moderator web access	
Remote access to call forwarding number	
Remote access to call forwarding PIN	
Your administrator	
You administrator's phone number	

Advanced Call Handling

Call Hold
1. To put a call on hold, press the **Hold** key
2. To retrieve the call, press the **Resume** key or press the **Hold** key again

Call Transfer
1. Press the **Transfer** key – this places the current call on hold.
2. Dial the number of the person you want to transfer the call to.
3. To transfer the call before the other person answers, press the **Transfer** key again.
4. Or wait until the person has answered before completing the transfer by pressing the **Transfer** key again.

Call Waiting
If a second call comes in when you are already on the phone, you will hear a tone and the phone screen will display the details of the second caller.

To answer the second call, select **OK** press the line key which is flashing.

3 Way Conferencing
1. When in a regular call, press the **Conference** key.
2. Dial the person you want to join you call.
3. Once this person has answered press the **Conference** key again to set up the three way call.

Parking a Call
Parking a call places the call on hold in a "park orbit" so that the call can be retrieved from another phone.
1. Initiate call transfer by pressing the **Transfer** key.
2. Dial the Call Park access code ***13**.
3. Listen to the park orbit number where the call will be parked.
4. Complete the call transfer by pressing **Transfer** again. To retrieve a parked call, dial ***95** followed by the park orbit number.

Do Not Disturb
Do Not Disturb enables you to send call straight to voicemail.
1. If you have a key marked **Do Not Disturb**, press this to turn Do Not Disturb On and off.
2. If you don't have a Do Not Disturb key then dial ***78** to turn Do Not Disturb on and ***79** to turn it off.

Voicemail
When you have one or more unheard voice messages waiting, your phone will display a flashing light in the upper right corner.

- To access voicemail: Press ***98** or press the Messages or Voicemail key if you have one.
- To listen to your voice messages: Press 1
- To listen to your other messages: Press 11
- To save a message: Press 2
- To delete a message: Press 3
- To change your mailbox settings: Press 4
- To go back to previous menu: Press *
- To finish: Press #

You may also access your voicemail visually using **CommPortal**

Call Forwarding
Your phone system supports different types of Call Forwarding: Immediate, Busy, and No Answer.

To enable and disable call forwarding, go to the Call Manager tab in **CommPortal**.

To enable call forwarding using the phone, dial the access code for the type of call forwarding you want to enable followed by the number you wish to forward calls to.

To disable call fowarding, dial the deactivation code for that type of call forwarding.

CommPortal

CommPortal gives you a powerful and easy to use Web interface to your phone settings.

Logging In:
1. Go to:
   https://commportal.truvista.net
2. Enter your phone number
3. Enter your password

Dashboard Page
The dashboard displays new voice messages, recent received and missed calls, contacts, and settings you have applied to your phone.
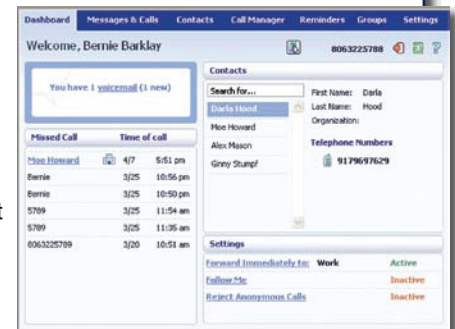
Messages & Calls
- The **Messages** tab displays new and saved voice messages. Play, delete, or market as heard/unheard.
- **Missed Calls, Dialed Calls,** and **Received Calls** show you all your recent called activity.

Call Manager
- The Summary tab of **Call Manager** provides a description of what will happen to your incoming calls.
- The other tabs allow you to change the settings of your call coverage, including Call Forwarding, Do Not Disturb, and FindMe/FollowMe.

Change Password
1. Go to **Settings** page
2. Enter your new password in **Password** box
3. Re-enter your new password in the **Confirm Password** box
4. Click **Change Password**

Configure Your Phone Keys
1. Select the **Settings** page in CommPortal.
2. Select the **Phones** tab.
3. Click on the **Configure Your Phone** link.

Common Access Codes

Park Call	*13
Retrieve Parked Call	*95
Do Not Disturb Activation	*78
Do Not Disturb Deactivation	*79
Automatic Recall	*69
Group Call Pickup	*11
Voicemail	*98