

End User Guide for Poly Trio 8300



 **poly**

END USER GUIDE

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End User Guide for Poly 8300

Introduction

This guide will help you get up and running with your new desk phone as soon as possible. It tells you how to use your phone and the more commonly used features.

Accessing the CommPortal

To configure lines, log in at <https://commportal.airespring.com/>
Once you login to the End User Guide, select *Devices* and add the *Poly 8300*

Home Messages and Calls Contacts

Start

Phone Status

Available for Calls

Apply Cancel

Incoming calls will: **Ring your Account Phone**

A Account Phone

If there is no answer

☐ Forward to another phone after 36 seconds
☒ Send to voicemail after 24 seconds

If your phone is busy

☐ Forward to another phone
☒ Send to voicemail

Advanced Settings

☐ Forward Selected
☐ Reject Selected
☐ Anonymous Callers

Your Services

Call Settings

Message Settings

Notifications

Reminders

Group Mailboxes

Personal Details

Roxana Cortez

New Prod MGMT

Admin for New Prod MGMT

[Devices](#)

[Allocated Licenses](#)

[Set Emergency Location](#)

Security

[Change Password](#)

[Change Call Services PIN](#)

[Change Voicemail PIN](#)

Support

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Once you access the phone page, the following screen will display:



User

Over this section you will be able to configure

Preferences

- ▶ **Backlight Brightness** - The brightness of the backlight when the phone is active (in use).
- ▶ **Backlight Brightness (idle)** - The brightness of the backlight when the phone is idle.
- ▶ **Idle Display** - The brightness of the backlight when the phone is idle.
- ▶ **Home Screen DND Key** - Should the phone have a DND (Do Not Disturb) key on the home screen?
- ▶ **Home Screen Intercom Key** - Should the phone have an intercom key on the home screen?
- ▶ **Home Screen Call Forwarding Key** - Should the phone have a Call Forwarding key on the home screen?
- ▶ **Home Screen Settings Key** - Should the phone have a settings key on the home screen?
- ▶ **Home Screen Redial Key** - Should the phone have a last number redial key on the home screen? (Appears when a call has been made since the last reboot)
- ▶ **Play a Sound on Mute/Unmute** - Whether to play a sound when the Trio is muted or unmuted using the touch-sensitive mute buttons.

Locale

- ▶ **Language** - The language for text displayed on the phone.
- ▶ **Date format** - The format the phone uses when displaying dates.
- ▶ **Time format** - The format the phone uses when displaying times.
- ▶ **Truncate Day/Month Names?**
- ▶ **Time zone** - The time zone in which the phone should operate.
- ▶ **Daylight savings** - Whether or not daylight savings time is enabled for the phone.

Call Services

- ▶ **Automatic Answer** - Whether the phone may automatically answer certain types of calls (usually this is used for intercom calls).
- ▶ **Block Caller ID** - Whether to block the outgoing Caller ID
- ▶ **Call hold reminder** - Remind users about calls that they have on hold by playing a short tone.
- ▶ **Call hold reminder initial delay** - Initial delay after which to remind users about calls that they have on hold (in seconds).
- ▶ **Call hold reminder interval** - Interval between reminders to users about calls that they have on hold (in seconds).

- ▶ **Call waiting** - Should the phone apply call-waiting treatment to calls it receives when busy?
- ▶ **Call waiting tone** - Should the phone play a tone when there is a waiting call? This setting only applies when call waiting is enabled.
- ▶ **Customer originated trace** - The access code to dial for customer originated trace.
- ▶ **Directed call pick up access code** - The access code to dial to pick up a call to a specific line.
- ▶ **Display redirecting number** - If yes, when there is an incoming call that has been redirected (forwarded) by another phone, the redirecting number is displayed on the screen.
- ▶ **Group call pick up access code** - The access code to dial to pick up a call to any line in the call pickup group.
- ▶ **Display redirecting number** - If Yes, when there is an incoming call that has been redirected (forwarded) by another phone, the redirecting number is displayed on the screen.
- ▶ **Group call pick up access code** - The access code to dial to pick up a call to any line in the call pickup group.
- ▶ **Last caller ID erasure access code** - The access code to dial to erase the record of the last caller.
- ▶ **Audible message waiting indicator** - Whether or not to use an audible message waiting indicator, i.e. playing a stutter tone instead of dial tone.
- ▶ **Missed call indicator** - Whether to show a missed call indicator.
- ▶ **Voicemail access code** - The access code to dial to reach the voicemail system.
- ▶ **Call forwarding** - Allows access to the Call Forwarding settings on the phone. If Integrated Call Forwarding is enabled on the subscriber's account, then the CFS controls Call Forwarding status and it will be synchronized across their devices (and CommPortal). Otherwise Call Forwarding will be handled locally by the phone.

Advanced

Device Settings

- ▶ **Enable Bluetooth Settings** – Enable Bluetooth Settings so that Bluetooth can be switched on and configured through the menu. Also adds a Bluetooth key to the home screen.
- ▶ **Bluetooth Name** – Configure the name that will be displayed to other Bluetooth devices.
- ▶ **Enable USB Device Port** - Enable the micro-USB device port on the side of the phone. This port allows you to use the Trio as an audio device for your laptop.
- ▶ **Local USB Call Recording – Enable call recording to local USB.**

Call Service

- ▶ **Transfer on Conference End** – If false, all parties are disconnected when the conference host exits the conference. If true, the other parties are left connected when the host exits the conference (the host performs an attended transfer to the other parties).
- ▶ **Call lists Enable** – Enables locally controlled call lists.
- ▶ **Default Transfer Type** – The type of call transfer that will be performed when the 'Transfer' key is pressed during a call. The default is set to Consultative; Blind can be selected.

Preferences

- ▶ **Clock Enable** – Should the date and time be shown on the idle display?
- ▶ **Caller ID Format** – Show the caller's name or number first when displaying caller ID.
- ▶ **Hearing Aid Compatibility** – If enabled the phone audio Rx (receive) equalization is disabled for hearing aid compatibility.
- ▶ **Power Saving** – The power saving feature automatically turns off the phone's LCD display when it is not being used.

Bottom Key Call States

- ▶ **Call List Key State**
- ▶ **Callers Key State**
- ▶ **Directed Call Pickup key State**
- ▶ **Do Not Disturb Key State**
- ▶ **Group Call Pickup Key State**
- ▶ **Intercom Key State**
- ▶ **Intercom Key State (Specified Number)**
- ▶ **Last Caller ID Erasure Key State**
- ▶ **Last Number Redial Key State**

Paging Groups

Settings

- ▶ **Allow paging barge-in** – If yes, group pages and push-to-talk broadcasts will play out on the handset during an active call. If no, these will not play out on the handset during an active call — except for Priority and Emergency pages and push-to-talk broadcasts.

Paging Group 1 -25

- ▶ **Description** – A description of this paging group.
- ▶ **Subscriber** – Is the phone a member of the paging group?
- ▶ **Receive Pages** – Should the phone receive pages from this paging group?



Ready to find out more? Contact us at 888-389-2899,
email sales@airespring.com, or visit our website at www.airespring.com