



# Poly Trio 8300

User guide

# Contents

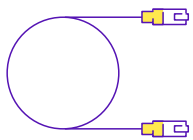
What's in the box?	3
Let's get started	4
Check you're set up on Cloud Voice	5
Getting to know your phone	6
Phone display	7
Using your phone	9
Conference calls	15
Recording audio calls	16
Call lists and directories	18
Voicemail	20
General information	22

# What's in the box?

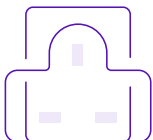
The Poly Trio 8300 is a conference phone ideal for medium-to large-sized rooms. We know you'll be eager to get going with your new phone but before you can get started, you'll need to set it up. It won't take long, just follow the instructions below.

## Got everything?

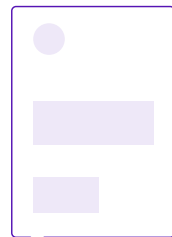
- Poly Trio 8300 conference phone
- Ethernet cable
- Mains power adapter
- Quick Start Guide



Ethernet cable



Power adapter



Quick start guide



Poly Trio 8300 conference phone

# Let's get started

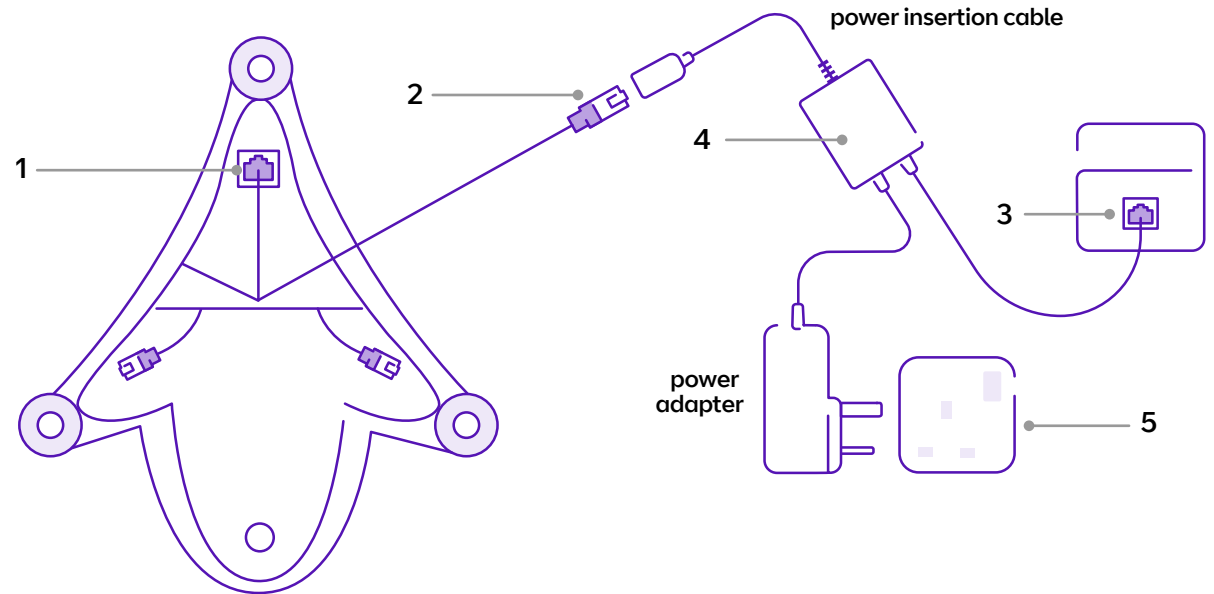
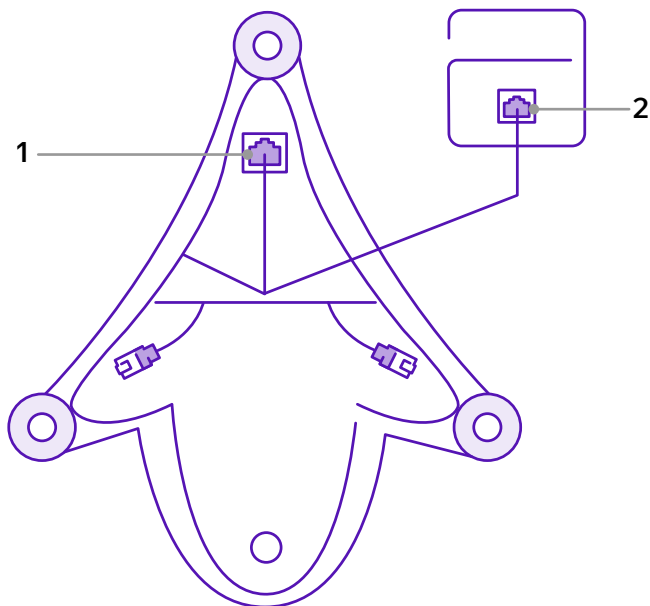
## Set up your phone

There are two ways to connect up your Poly Trio 8300, depending on whether your network port gives you Power over Ethernet (PoE) or not.

## Get connected

### Connecting with PoE

If you have PoE, connect the LAN port (1) on the Poly Trio 8300 to your network port (2) using the Ethernet cable supplied in the box.



### Connecting with mains power

If you're not getting PoE, you'll need to connect the phone to the mains instead. Here's how.



1. Connect one end of the network cable to the LAN jack of the phone.
2. Connect the other end of the network cable to the power insertion cable.

3. Connect the power insertion cable to a LAN port on the wall or on the switch port.
4. Connect the power adapter to the power insertion cable.
5. Plug the power adapter into a power socket.

# Check you're set up on Cloud Voice

Your phone comes with everything you need to get set up on Cloud Voice.

Once your phone's connected to the network, it'll update its firmware. This might take some time, so please be patient.

Once it's finished, it'll show this symbol:  If something has gone wrong, you'll see this symbol  :

If this happens, just give us a call on **0800 389 0537** and we'll be able to help.

Once everything is updated and ready to go, your Cloud Voice number will show on the screen.

# Getting to know your phone

## Phone features and keys

1	Speaker and microphones – sends your audio to people you're calling and output for the ringer and speakerphone.
2	USB port – allows you to connect the phone to a computer.
3	Soft keys – context-specific keys whose functions display on the bottom of the screen.
4	USB host port - connect a USB flash drive to the phone here to record calls.
5	Home key – returns you to Home screen. If pressed while on Home screen, displays the Lines and Calls screen.
6	Volume keys – adjusts volume of speakerphone output and ringer.
7	Mute key - mutes the microphones during calls and conferences. The key glows red when activated
8	Dialpad – for entering numbers, letters, and special characters. You can also use the dialpad keys to select menu items that have index numbers.
9	Hang up – ends an active call when pressed.
10	Accept call – accepts an incoming call when pressed.
11	Back key – returns you to the previous screen.
12	Navigation and select keys – scrolls through information or options displayed on the phone's screen. Selects a field of displayed data.
13	Screen – display screen that allows you to view menu options and data.

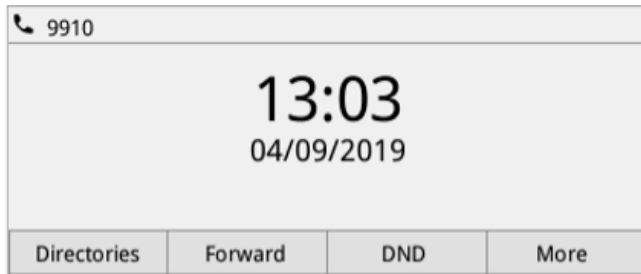



# Phone display

You can navigate around your Poly Trio 8300 using the dialpad and phone screen.

## Home screen

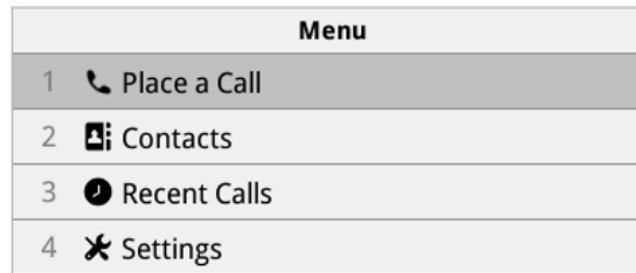
The **Home** screen displays when the phone is idle. It gives you quick access to soft key functions like Do Not Disturb (DND) and call forwarding.



Press the **Home**  key from any screen to return to the **Home** screen.

## Main Menu

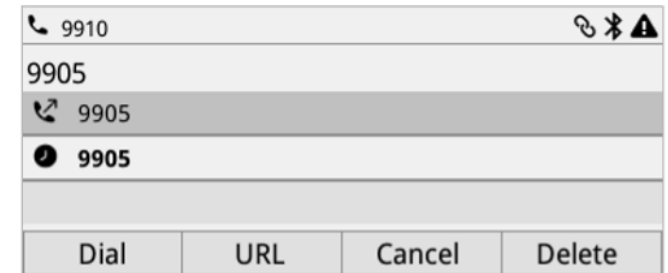
You can access your phone's features and settings from the main menu screen.



To see the main menu, start from the home screen and press the **Home** key.













## Place a Call Screen

Access the **Place a Call** screen by selecting **Place a Call** from the main menu, or by dialling a number.



## Icons and status indicators

Here's a table of the icons and status indicators that display on your phone screen.

Icon	Description
	Registered line
	Unregistered line
	Active call
	USB device attached
	Missed call
	Placed call
	Received call
	Call forwarding enabled
	Do Not Disturb (DND) enabled
	Bluetooth
	Wireless status (Trio 8300 and Trio 8800 systems only)
	Paired device






## Entering information using the onscreen keyboard

The onscreen keyboard lets you enter information into text fields using the touchscreen.

You'll see the onscreen keyboard when a text field

displays; if the field only requires numbers, you'll see a numerical keypad instead.

You'll also see the following icons displayed on the keyboard:

-  : Displays **alphabetical letters**
-  : Shifts to **uppercase letters**
-  : Shifts to **lowercase letters**
-  : Displays **numbers and punctuation marks**
-  : Displays **special characters**

## Entering information using the dialpad

You can also enter information and edit text fields using your phone's dialpad.

First choose how to enter the information, using the following soft keys

- **Mode:** Lets you enter numbers or text in title case, lowercase, or uppercase characters.
- **Encoding:** Lets you enter characters from foreign languages.

## Change the text mode

On Trio 8300 systems, the **Place a Call** displays when you select **Place a Call** from the main menu or when you dial a number.

To enter numbers or all uppercase, all lowercase, or title case letters, change to the appropriate text entry mode, as follows:

1. Press the **Mode** soft key.
2. Choose one of the following:

- **Abc:** Capitalises the first letter of each word and uses lowercase for the remaining letters.
- **ABC:** Uses capital letters for all the letters you enter.
- **abc:** Uses lowercase letters for all the letters you enter.
- **123:** Enter numbers only.

This will activate the text entry mode you've chosen.

You can select special characters used for punctuation or a space from certain keys on the phone's dialpad – see how below.

---

**Note:** When you're in numerical (**123**) mode, you can't access special characters or spaces.

---

Repeatedly press the indicated key until the special character you need is displayed. For example, pressing the **1** key twice enters "|".

Key	Special characters
<b>1</b>	! ' ^ \ @ : 1
<b>*</b>	* - & % + ; ( )
<b>0</b>	/ , _ \$ ~ = ? 0
<b>#</b>	# > < { } [ ] " ' ‘ ’

To enter a space, press **0** once. Pressing **0** twice displays "/".

Wait one second for the system to select your character. The onscreen cursor will then move to the next character entry.



# Using your phone

## Logging in to your phone

If your system administrator has set up user credentials for your phone, you can log in to a phone and access your contacts or favourites, settings, and calendar.

You can view your personal settings from any phone or system inside your organisation. Ask your system administrator for your user credentials.

---

**Note:** Some of the features described in this section require access to the Basic Settings menu. If your phone asks for a password to access the Basic settings menu, ask your system administrator for help.

---

## How to log in

By default, Poly phones don't need you to log into them before you can use them - but you may need to, if your system administrator has chosen to set up user login options that way.

If you don't log in, you'll simply see the default profile. When you do log in, you'll have full access to your personal settings and your directory. Here's how to log in.

- Select **Login**.
- If you see the **User Login** screen, proceed to the next step. If you don't see the **User Login** screen, go to **Settings > Features > User Login > Log In**.
- Enter your user ID and password, and select **Log In**.

Your personal profile displays when you enter the correct login credentials. If you enter the wrong credentials, you'll see a message indicating your login attempt has failed, and the **User Login** screen displays again. Check with your system administrator to confirm your login credentials.

Any settings you change while logged in to one of your organisation's phones will save to your profile, and display the next time you log in to any of its phones.

## How to log out

After you finish using a public phone, make sure you log out to prevent access to your personal settings. Here's how you do it.

- Select **Log Out** or go to **Settings > Features > User Login > Log Out**. The **Log Out** screen displays with a confirmation message.
- Select **Yes**. That stops access to your personal profile. You'll see either the **User Login** screen for the next user, or the default profile.

## How to change your login password

You can change your login password from any phone on your network, using the following steps.

- Log in to a phone on your network.
- Go to **Settings > Features > User Login > Change User Login Password**.
- On the **Change User Login Password** screen, enter your old and new password information and select **Enter**.

Your password will have changed. The next time you log in to a phone, enter your new password.

## Locking and unlocking your phone

If your system administrator has set up your phone system to lock when it isn't in use, you'll need to unlock it before you can use it. They'll issue you with a user password that you can use to unlock Poly Trio systems.

With the system locked, you can only place outgoing calls to emergency and authorised numbers. You'll need to enter your password to answer incoming calls.

### To lock your phone:

- Go to **Settings > Basic > Lock Phone**.
- On the **Lock Phone** screen, select either of the following options:
  - **Allowing ringing when locked** - incoming calls ring on the system, which you can answer by entering your user password.
  - **DND when locked** - Do Not Disturb applies to all lines, and the system doesn't ring for incoming calls.
- Select **Lock**.

### To unlock your phone:

- Select **Unlock**.
- Enter your user password (or guest PIN if signed in as a guest on a host phone) and select **Unlock**.

## Changing your user password

You can change your user password at any time from the Advanced settings menu on your phone. This menu requires a password to access the menu options. Ask your system administrator for the password if you don't have access.

### To change your user password:

- Go to **Settings > Advanced**.
- Enter your current user password and select **Enter**.
- On the **Advanced** screen, select **Change User Password**.
- On the **Change User Password** screen, enter your old and new user password and select **Enter**.


## Making calls

Your phone has one registered line. You can manage a maximum of 12 active, incoming, or held audio calls at a time on that line. However, you can have only one active call in progress, with any other incoming call or calls on hold.


The Poly Trio 8300 lets you place calls to local numbers, international numbers, and contacts. You can initiate calls from your favourites list, recent calls list, and your phone directory. From a locked phone, you can place calls to numbers authorised by your system administrator.

## Calling a contact

You can call a contact using a number or IP address from the dialpad or onscreen keyboard.


- Select **Place a Call**, or simply begin dialling a number on the dialpad.
- Enter your contact's number, or select the onscreen keyboard and enter an IP address.
- Press **Dial** .

### Make an international call

- Quickly press the star key (\*) on the dialpad twice. A plus sign (+) displays.
- Enter the country code and phone number then press **Dial** .

### Calling someone from your Recent Calls list

Your Recent Calls list contains calls that you recently placed, answered, or missed.

- From the **Home** screen or the **Place a Call** screen, select **Recent Calls** .
- Select a contact.

The call begins automatically after you select a contact.

### Calling a favourite contact

Contacts you add as favourites display at the bottom of the **Home** screen with an avatar. You can place a call to one of your favourites by selecting their avatar.

## Calling by Bluetooth



You can pair and connect your Poly Trio 8300 phone with a Bluetooth-enabled mobile phone or tablet. Place a call on your device and use your Poly phone as a speakerphone for the call. These steps apply to most mobile phones and tablets - for more information, check your device's manual.

- Connect your device with your Poly Trio 8300 phone over Bluetooth.
- On your device, place a call to a contact and select the Poly Trio as the audio source.



### Calling contacts from directories

On Poly Trio phones, you can search for and call contacts in your contact directory and in the corporate directory.

#### To make a call to someone in your contact directory:

- Select **Place a Call**, select **Contacts** , and then select a directory.
- Select a contact.
- On the **Details** screen, select **Call**  next to the number you want to call.

#### To make a call from a directory search:

- Select **Contacts**  and select a directory.
- In the **Search** field, enter your contact's name.
- Select the right contact.
- On the **Details** screen, select **Call**  next to the number you want to call.

## Calling from a locked phone

When the phone is locked, you can **only** place outgoing calls to emergency numbers such as 999, and authorised numbers that your system administrator sets up.

From the **Place an Authorised Call** screen, choose a number and select **Dial** .

## Making an intercom call



You can make an intercom call from your phone to quickly relay a message to a contact.

---


**Tip:** Your system administrator can set up your phone to automatically call a specific contact when you select Intercom. If your phone is set up this way, select **Intercom** and wait for your contact to answer before speaking.



---

### To make an intercom call otherwise:


- Select **Intercom**.
- Enter a number or select a contact.
- Select **Dial** . The phone plays a tone and the contact's phone answers the call automatically.
- After your contact answers the call, give them your message, then select **Hang Up** .

### To make an intercom call during an active phone call:

- Select **Hold > Intercom**. The active call goes on hold and you'll see the keypad appear.
- Enter a number or select a contact.
- Select **Dial** . The phone plays a tone and the contact's phone answers the call automatically.

- After your contact answers the call, give them your message, then select **Hang Up** .
- Select **Resume** .


## Redialling a number

Your phone automatically keeps a record of all calls placed. If it's been set up to do so by your system administrator, you can recall the last contact you called, either by selecting **Redial**, or by going to **Place a Call > Recent Calls** , and selecting the first number on the list.

## Answering calls

When you receive an incoming call on your phone, you can answer it in a number of different ways.

### Answering an incoming call

When you receive an incoming call, the phone rings and the **Incoming Call** screen displays. You can choose to answer or reject the call. To answer, select **Answer** . If enabled, you can also answer calls using the **Mute** button.


---

**Note:** Your system administrator can enable the screen to flash bright orange when you have an incoming call. The screen continues to flash until the Home or Calls screen displays the incoming call. For more information about this feature, speak to your system administrator.

---

### Answering a call while in an active call

When you're in an active call and an incoming call arrives on the same or a different line, a call waiting tone beeps and the **Incoming Call** screen displays.

Selecting **Answer**  places the active call on hold, and the incoming call becomes active.

## Answering calls automatically


You can set up your Poly Trio 8300 to automatically answer calls using Auto Answer. When enabled, the phone automatically answers all incoming calls using the speakerphone. Your system administrator sets how many times the phone rings before it automatically answers the call. The phone doesn't automatically answer a call until you place your current call on hold or end it.

To set up Auto Answer:

- Go to **Settings > Basic > Preferences**.
- Select **Auto Answer**.
- Select **Auto Answer SIP Calls** and select **Yes**.
- Select **Microphone Muted** and **Yes** (the default setting) to mute the microphone for auto-answered calls.
- Select **Video Mute** and select **Yes** to mute the video when video calls are auto-answered.
- Select **Save**.

## Answering a call on a locked phone

You can set up your phone to accept calls while it's locked. To answer calls on a locked phone, enter your password.

- On the Incoming Call screen, select **Answer** .
- Type in your password and select **Enter**. The call will connect.

## Declining incoming calls

You can decline an incoming call and send it directly to voicemail. In the **Incoming Call** screen, select **Decline** 🙅.

**Declined calls** display in the **Missed Calls** list in **Recent Calls**. You can't decline calls for shared lines.

## Ending calls

You can end active calls at any time, by selecting **Hang Up** 🙅, or on the **Calls** screen by selecting the call and then pressing **Hang Up** 🙅.

To end a held call, **Resume** ⏸, and press **Hang Up** 🙅.

## Holding and resuming calls

You can place an active audio call on hold and resume it at any time. The **Mute** keys and microphones glow red when you place a call on hold; they flash green when the other contact places you on hold.

### Hold a call

To place an active call on hold, simply select **Hold**.

### Resume a call

To view and resume a held call, you can either select **Resume** ⏸, or from the **Calls** screen, select the call and select **Resume** ⏸.

## Transferring calls

You can transfer a call to another person in one of two ways. A **blind transfer** sends a call directly to another person without consulting them. A **consultative transfer** sends a call after you've spoken to the person first.

## Choosing a default transfer type

Your phone is preconfigured to use consultative as the transfer type, but you can choose which transfer type to make the default for all calls.

- Go to **Settings > Basic > Preferences**.
- Select **Default Transfer Type** and choose a transfer type. All calls use the selected transfer type you select.

## Making a blind transfer

- During a call, select **Transfer**.
- Alternatively, Dial a number or select a contact from **Recent Calls** or **Contacts**.

That connects the call to the number you want to transfer to. The call will transfer as soon as the line connects.

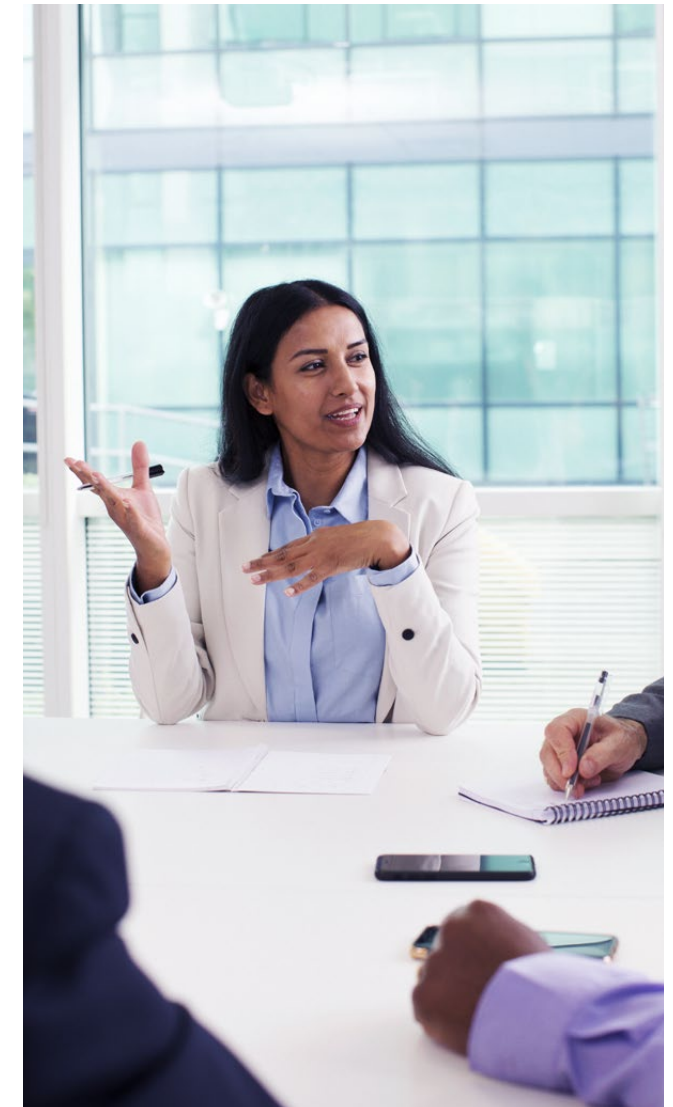
## Making a consultative transfer

- During a call, select **Consult** 🗣. The phone places the caller on hold while you start the transfer.
- Dial a number or select a contact from **Recent Calls** or **Contacts**.
- When the person answers, speak with them and then select **Complete Transfer** to transfer the call.

If the recipient doesn't answer your call, or can't accept the call transfer and hangs up before you transfer the call, the original caller stays on hold. You can resume that call, or try to transfer it to another number.

## Cancel a transfer

If a contact doesn't answer the transfer, or if you want to keep speaking to the contact on your line, you can cancel the transfer before it completes. Select **Cancel**; the call doesn't transfer and becomes active again.



## Forwarding incoming calls

You can forward incoming calls to one of your contacts.


### Forward an individual incoming call to a contact

You can forward an incoming call directly to a contact without answering the call.

---

**Note:** On shared lines, you have to answer the call before forwarding it.

---

- On the **Incoming Call** screen, select **Menu**  and select **Forward**.
- On the **Call Forwarding** screen, enter the forwarding number and select **Forward**.

### Forward all incoming calls to a contact


You can set up your phone to automatically forward all incoming calls to a specific contact. Use one of the following forwarding types:

- **Always** - Forwards all incoming calls.
- **No Answer** - Forwards all unanswered incoming calls.
- **Busy** - Forwards incoming calls when you're in a call.

For shared lines, you can only choose **Always** as your forwarding type.

Here's how to forward all your incoming calls:

- Select **Forward** or go to **Settings > Features > Forward**.
- On the **Forwarding Type Select** screen, choose a forwarding type.

- Enter a contact's number or IP address, and select **Enable**.
- If you selected the **No Answer** option, enter the number of rings before the call is forwarded. The forwarding number or name of the contact you chose scrolls in the status bar.
- When you select **Always** as your forwarding option, the **Forwarding** icon  displays on the line.

### Disable call forwarding


To disable call forwarding when you no longer want to forward your calls:

- Go to **Settings > Features > Forward**.
- On the **Forwarding Type Select** screen, select **Disable Call Forwarding**.

## Using Do Not Disturb

Do Not Disturb (DND) lets you set your phone to automatically reject calls when you don't want to be interrupted.

When you turn on DND, you'll see the following:

- The **DND**  icon displayed in the status bar.
- When the phone is idle, the **DND** icon displays next to your phone line.
- If you have new messages or have set up call forwarding, the messages or forwarding icon display instead of the **DND** icon.

---

**Note:** When you set your presence status to **Do Not Disturb** and enable **DND** on your phone, a message reflecting your status scrolls under the time display. The **DND** icon doesn't display in the status bar.

---

## Turning on DND



Turning on **Do Not Disturb** stops your phone from ringing and sends all incoming calls to voicemail. The phone logs all calls you receive while on DND in the **Recent Calls** list. To activate DND, do one of the following:



- Select **DND** on the **Home** screen, if set up by your system administrator, or
- Go to **Settings > Features > Do Not Disturb** and select **Enable**.

## Turning off DND

When you're ready to receive calls again, you can turn off DND by going to **Settings > Features > Do Not Disturb**, and selecting **Disable**.

## Ending calls

You can end active calls at any time by pressing **Hang Up** , or from the **Calls** screen selecting the call and pressing **Hang Up** .

To end a held call, resume the call first. From the **Calls** screen, select a held call, select **Resume** , and press **Hang Up** .






## Managing multiple calls




Here's how to manage multiple active, incoming or held calls.




In the **Calls** screen, you can view active and held calls, including conference calls. The image below shows an active call and a held call.

Select a call, then either:

- press **Hold**  to place an active call on hold
- press **Resume**  to make a held call active
- press **Hang Up**  to end a call with a contact. You can only end active calls, so resume the held call first before ending it.
- press **Transfer** to send the call to another contact.

## Muting and unmuting your microphone

You can mute your microphone, so other parties can't hear you, by either selecting **Mute** , pressing the Mute key  on the phone, or pressing the Mute key  on the microphone.

You can unmute the microphone by selecting **Unmute** , pressing the Mute key  on the phone, or pressing the Mute key  on the microphone.

# Conference calls

You can set up and manage up to 12 audio conference calls on your Poly Trio 8300, and also place video conference calls and view video streams with other video-enabled participants.

## Setting up conference calls

You can set up conference calls with up to four contacts. As the host, you can hold, resume, or split a conference call.

While your system can manage up to 12 conference calls, you can have only one active conference call at a time. You can keep other conference calls on hold.

If your system administrator has set up the conference management feature on your phone, you can manage each participant in the call. With this feature, you can mute, hold, and remove individual participants in a conference call.

### Starting a conference call


You can start a conference call by adding a contact during an active call. This merges the contacts into a conference call.

Start by calling a contact. After they answer, select **Add +**, or press the **Add** soft key. Then enter another contact's number or select a contact from

**Contacts** or **Recent Calls**. The system adds the contact to the conference call after they answer.

### Merging calls into a conference call

You can merge an active call and a held call to start a conference call.


In the **Calls** screen, choose a held call. Select **Merge** ; the held call then merges with the active call to begin a conference call.

## Add participants to a conference call


You can add up to four contacts to an active conference call.

- Select **Add Participants**, or press the **Add** soft key.
- Either enter a contact's number, or select a contact from **Contacts** or **Recent Calls** and press **Dial**.
- When the contact answers, the phone adds the contact to the conference call.

## Putting a conference call on hold


In an active conference call, Select **Hold** . This places all the participants in the call on hold.

## Resuming a held conference call

Resuming a held conference call allows all participants to hear the audio of everyone on the call. Simply select **Resume** .

## Muting a conference participant


You can mute individual participants in a conference call, if set up to do so by your system administrator.

During a conference call, choose a participant, then select **Mute** . The muted participant can hear everyone, but no one can hear them.

## Remove a conference participant


You can remove individual participants from a conference call,

if set up to do so by your system administrator.

During a conference call, choose a participant, then select **Hang Up** .

## Ending a conference call

By default, when you end a conference call, your connection to the call ends and the other participants in the conference remain in the call.

Your system administrator can set up your phone so that a conference call ends for all participants when you end it by selecting **Hang Up** .

# Recording audio calls

You can connect a USB flash drive to your Poly Trio 8300 and record audio calls onto it. Recordings save as .wav files on the USB flash drive. You can record up to four hours in one .wav file, and replay recordings on the phone or on a computer.

---

**Note:** If your phone doesn't detect the USB device when you insert it into the USB port, the port may be disabled. Ask your system administrator for help with this.


---

## Guidelines when recording calls

Use the following guidelines when recording audio calls on your phone.

- Inform contacts when you're recording a call.
- Make sure to mute your audio when you're placed on hold while recording the call.
- All incoming calls you answer after you start recording are also recorded in the same file, so during an active call, pause your recording before answering incoming calls.

## Recording a call

During an active call, select **Menu** ≡ > **Start Recording** . The recording icon will display at the top of the **Call** screen.

## Some things to note about recording

- You can't record when there are no connected calls, when you place a new call to transfer a call or start a conference, or when you have an incoming call.
- Your phone will record some tones made by your contact's phone.
- When you mute your microphone while recording, the phone records only the other participants' audio.

## Pausing a recording

You might need to pause a recording while your call is active. To do so, Select **Menu** ≡ > **Pause Recording II**. The pause recording icon will display at the top of the **Call** screen.





## Resuming a recording

Select **Menu** ≡ > **Resume Recording** ▶. After you pause and then resume recording, recording continues in the same file.

## Stopping a recording

- You can stop recording a call before the call ends. The recording also stops when the active call ends, no matter who ended the call.
- To stop recording a call, select **Menu** ≡ > **Stop Recording** ■, or press **Hang Up** 📞. When you stop recording, the **USB** icon will display in the status bar.
- **Caution:** Don't remove the USB flash drive while recording, as this can corrupt the file, preventing you from playing it back later. It can also damage the flash drive.

## Browsing recorded calls

You can browse through recorded files stored on the USB flash drive connected to supported phones. Go to **Settings > Features > Removable Storage Media > Browse Recordings**. You'll see a list of your recordings.

## Playing a recorded call

You can play back calls recorded on a USB flash drive connected to your phone.

Go to **Settings > Features > Removable Storage Media > Browse Recordings**. You'll see a list of your recordings. Select a recording, then **Open > Play**. You'll see the length of the recording and a progress bar as the recording plays.

---

**Note:** You can't open and play recordings when you're in an active call, or if you're recording a call. If you try to, the phone will cancel the action. Place the active call on hold before playing a recording; it'll stop playing when you resume the call.

---

## Pause and resume played recordings

While playing a recording, you can pause it, perform another task on your phone, and then resume the recording, at any time. To pause the recording, select **Pause**. Select **Resume** to continue playing the recording when you're ready.

If you receive an incoming call while playing a recording, the phone automatically pauses the recording playback. If you don't answer the incoming call or reject it, the recording remains paused until you select **Resume**.

## Stop playing a recording

After you finish listening to a recording, you can stop playing it by selecting **Exit**.

## Renaming a recording

By default, recordings are labelled with the date they were recorded. You can rename recordings to give them more meaningful names.

Go to **Settings > Features > Removable Storage Media > Browse Recordings**. You'll see a list of recordings. Select one, then select **Rename**, update the file name, and press OK.

## Deleting a recording

When you've played a recording or need additional space on your USB drive, you can delete recordings from the phone.

Go to **Settings > Features > Removable Storage Media > Browse Recordings**. You'll see a list of recordings. Select a recording, then press **Delete**.

# Call lists and directories

Your Poly Trio 8300 can give you recent calls list, a local directory, and a corporate directory.

---


**Note:** Your phone may not support all of the features described in this section. Check with your system administrator to find out which are available.

---

## Recent calls

The **Recent Calls** list includes missed, received, and placed calls. Each list holds up to 100 entries. You can remove calls from the list, select a call record to view its details, or select a call record to automatically call a contact.

### View recent calls

To view a list of up to 100 missed, received, and placed call entries, tap **Recent Calls** from your home screen, or press the **Home**  key and select **Recent Calls**.

### Edit a recent call entry

You can edit a contact's phone number stored in your **Recent Calls** list before returning the contact's call.


Press the **Select** button or the Info soft key with the call entry highlighted. Press **Edit/Dial**. Edit the number, then select **Dial**.

### Save a recent call contact

You can save a recent contact to your **Contact Directory**.

Press the **Select** button or the Info soft key with the relevant call entry highlighted. On the **Call Details** screen, select **Save**. If you need to, you can edit the contact's information before saving.

### Delete a recent call entry

You can delete any call entry from the **Recent Calls** list. Press the **Select** button or the Info soft key with the call entry highlighted, then select **Delete** .

If you delete or move call entries on the phone, the changes will save to that phone only. If you delete call entries in the Skype for Business client, the changes save to that phone and in the Skype for Business client.

## Using your Local Directory

You can add and save contacts in the phone's Local Directory, if allowed by your system administrator. They can set up the Local Directory as read-only, or so you need a password to access it. Speak to your system administrator if you need assistance.

### Searching for a Local Directory contact

To find a contact in your **Local Directory**, go to **Contacts > Local Directory**. Then enter the relevant contact's name in the **Search** field.

### Adding a contact to the Local Directory


When adding a contact to your local directory, you can choose how much information you want to enter for your contact - a number is the only requirement.

Go to **Local Directory > Add +**. On the **Add Contact** screen, enter your contact's information in the available fields. Then select **Save**.

### Viewing contact details

You can view information for any saved contacts in your Local Directory. Go to **Contacts > Local Directory** and choose a contact. The **Details** screen will display their name, number, and any additional saved information, such as their job title or email address.

### Updating a contact's information

After you add a contact to your local directory, you can update their information at any time. In the **Local Directory**, select a contact. On the **Details** screen, select **Edit** . On the **Edit Contact** screen, update the contact's information, then select **Save**.

### Deleting a Local Directory contact

You can delete contacts from your local directory. In the **Local Directory**, select the contact you want to delete. On the **Details** screen, select **Delete Contact**, then select **Yes**.

## Local directory favourites

Favourites are the contacts in your Local Directory that you call most often. Contacts that you add as favourites display on the **Home** screen. Only three favourites display onscreen at a time, but you can swipe the screen from right to left to display others. Favourites also display at the top of the list of contacts in your **Local Directory**.

### Adding favourites

To make any contact in your Local Directory a favourite, go to **Contacts > Local Directory**. Select the relevant contact, then on the **Details** screen, select **Favourite** ★.

When you add a contact as a favourite, the contact will display on the **Home** screen.

### Removing a favourite

You can remove a contact from your favourites list to make room for a new one. Go to **Contacts > Local Directory**, and select the favourite contact you want to remove. On the **Details** screen, select **Favourite** ★.

## Corporate Directory

Your system administrator can set up your phone so that you can access a corporate directory, which lists contacts and groups within your company. You can't update the corporate directory, though, and your system administrator determines which contacts you can see.

Check with your system administrator to find out if this feature is available.

---

**Note:** You may need to enter your user credentials to access the directory for the first time.

---

### Searching in the Corporate Directory

You can search for contacts in your corporate directory using either their first name or last name. Go to **Contacts > Corporate Directory**; in the search field, enter your search criteria and select **Submit**. Then choose a contact, and select **View** to view the contact's information.

## Perform an advanced search of the corporate directory

An advanced search lets you search for contacts by first name, last name, or phone number. To make an advanced search, go to **Contacts > Corporate Directory**. In the **Corporate Directory**, select **AdvFind**. In the search field, enter your search criteria and select **Submit**. Then choose a contact and select **View** to see their information.

### Add corporate directory contacts to the Local Directory

You can add contacts in your **Corporate Directory** to the **Local Directory**. To do so, search for a contact in the **Corporate Directory**. From the search results, choose the relevant contact and select **View**. Then select **Save**.

When you save a corporate directory contact to the **Local Directory**, the first name, last name, and phone number of the contact automatically save to the directory. You can add additional contact information the contact in the directory afterwards, and select **Save** to update.

# Voicemail

You can send, broadcast, and access a variety of audio messages on the phone.

---

**Note:** Your phone may not support all of the features described in this section. Check with your system administrator to find out which are available.

---

## Accessing voicemail messages

When voicemail messages are available on the phone, an audible tone plays and an alert displays on the **Messages** icon.

---

**Note:** For information on setting up a voicemail greeting or remotely accessing your voicemail, speak to your system administrator or contact your service provider.

---

To access your voicemails:

- Go to **Settings > Features > Voicemail > Message Center**.
- Select a line.
- Select **Connect** and follow the voicemail prompts.

## Time and date

The time and date display in your phone's status bar. When it can't obtain a time and date, the display flashes. If this happens, speak to your system administrator.

## Changing the time and date format

Customise the time and date by choosing between several formats, including options to display the day, month or year.

- Go to **Settings > Basic > Preferences**.
- Select **Time and Date** and choose one of the following:
  - select **Clock Date** to change the date format
  - select **Clock Time** to change the time format.

## Disabling the time and date display

You can turn off the time and date display by going to **Settings > Basic > Preferences**, selecting **Time and Date**, then choosing **Disable**.

## Setting the system language

Your Poly Trio 8300 supports several languages, and you can choose to display these on the phone. Check with your system administrator to find out which languages your phone supports.

Go to **Settings > Basic > Preferences**. Select **Language** and choose the language you want to display. The language on the phone updates immediately.

## Setting backlight intensity and timeout

You can change backlight settings as follows:

- **Backlight Intensity:** The brightness of the screen during phone activity and inactivity.
- **Backlight Timeout:** The number of seconds your phone is inactive before the backlight dims to its idle intensity. The backlight timeout period begins after your last activity, such as an incoming call.

Backlight Intensity includes the following settings you can choose from:

- **Backlight On:** The brightness of the screen when there's activity.
- **Backlight Idle:** The brightness of the screen when there's no activity.
- **Maximum Intensity:** The brightness scale that applies to both **Backlight On** and **Backlight Idle** intensities.

## Set the backlight intensity

The screen's backlight intensity settings adjust how bright the screen illuminates while on, and while idle. Set the **Backlight On** intensity and the **Backlight Idle** intensity separately; you can choose an intensity level or turn off the backlight entirely.

When you change the **Maximum Intensity**, you modify the entire backlight intensity scale. For example, if you decrease the **Maximum Intensity**, the **Low**, **Medium**, and **High** levels for both **Backlight On** and **Backlight Idle** intensities also decrease.

- Go to **Settings > Basic**.
- Select **Backlight Intensity > Backlight On Intensity**.
- Choose the intensity you want, and select **Back**.
- From the **Backlight Intensity** screen, select **Backlight Idle Intensity**.
- Choose the intensity you want, and select **Back**.
- From the **Backlight Intensity** screen, select **Maximum Intensity**.
- Select **Up** or **Down** to increase or decrease the maximum intensity.

## Set the backlight timeout

The backlight automatically turns on with any phone activity. By setting the **Backlight Timeout**, you can pick how long it takes for the backlight to dim to its **Backlight Idle** intensity. By default, the backlight dims after the phone is idle for 40 seconds.

Go to **Settings > Basic**, select **Backlight Timeout**, then choose the number of seconds the phone is idle before the backlight dims.

# General information

## Important – 999 or 112 emergency calls

- Your Cloud Voice number is registered to a specific address, so when you make a 999 or 112 call from your phone number, that's the address the emergency services will see.
- If you use Cloud Voice at a different address, the registered address won't automatically change. So if your work location changes, please let your administrator know so they can update your registered address.
- You might not be able to make 999 or 112 calls if there's a power or network failure, or you're using the service from an app or mobile phone.

## Safety information

**Do not open the handset or the base.** This could expose you to high voltages or other risks. If your phone needs to be repaired, call us on 0800 389 0537 and we'll be able to help.


## Cleaning

Clean the handset and base with a damp (not wet) cloth, or an antistatic wipe. Never use household polish as this will damage the product. Never use a dry cloth as this may cause a static shock.

## Environmental

- Do not expose to direct sunlight.
- Make sure your phone is on a dry, flat surface, not on a carpet or anything which has fibres. Make sure it can always get a free flow of air over its surfaces.
- Do not submerge any part of your product in water and do not use it in damp or humid conditions, such as bathrooms.
- Do not expose your product to fire, explosive or other hazardous conditions.
- There's a slight chance your phone could be damaged by an electrical storm. Should this happen, contact your BT service desk.

## Product disposal instructions

- The symbol shown here  and on your phone means your product is classed as electrical or electronic equipment. You shouldn't throw it away with other office waste once at the end of its working life.
- The Waste of Electrical and Electronic Equipment (WEEE) Directive (2002/96/EC) has been put in place to recycle products using best available recovery and recycling techniques to minimize the impact on the environment, treat any hazardous substances and avoid the increasing landfill.
- Business users should contact their suppliers and check the terms and conditions of the purchase contract and ensure that this product is not mixed with other commercial waste for disposal.

## Guarantee

Your Poly Trio 8300 is guaranteed for a period of 12 months from the date of purchase. Your guarantee covers the repair or replacement of your phone or any of its parts (other than batteries) if they're faulty or below standard, or they break because of bad workmanship or materials. If your product is more than 28 days old, it might be replaced with a refurbished or repaired product.

### The conditions of this guarantee are:

- The guarantee shall only apply to defects that occur within the 12-month guarantee period.
- You provide proof of purchase.
- You'll need to return your phone to us according to our instructions.
- We don't cover any faults or problems that are caused by accidents, misuse, fair wear and tear, neglect, or if you've tried to repair the equipment yourself.

This guarantee does not affect your statutory rights.



**Offices worldwide**

The services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to British Telecommunications plc's respective standard conditions of contract. Nothing in this publication forms any part of any contract.

© British Telecommunications plc 2021. Registered office: 81 Newgate Street, London EC1A 7AJ. Registered in England No. 1800000.

July 2021