

HOW DO I USE MY NEW DESK PHONE?

Rowan County IT will be switching out your Mitel phones with new Polycom phones.

Features and resources for the new phones

- [Polycom Phone Quick Tips \(PDF\)](#)
- [Polycom VVX 250, 350, and 450 Quick Reference Guide \(PDF\)](#)
 - Warm transferring calls
 - Blind transferring calls
 - Accessing call history
 - Checking voicemail
- [Polycom VVX-450 Series Quick Reference \(PDF\)](#)
 - Answer incoming call
 - Place outbound call
 - Transfer call
 - Check voicemail
 - Call hold
 - Redial
 - Missed, placed, and received calls
 - Handset volume and ringing volume
 - Initiating local conference call
 - Do not disturb
 - Forwarding calls on an extension
- [Rowan County IT Service Desk Resources](#)

Frequently Asked Questions

Q: How do I change my passcode?

A: All phones come with a generic passcode to check your messages.

- Sign into your Zoom account on your computer.
- Choose the phone option on the left menu, make sure settings is selected at the top.
- Scroll down towards the bottom of the screen and look for Pin/Passcode. Click show.
- Change your code here or leave it. Make note of your passcode.

Q: How do I call people who do not have new phones yet?

A: You will need to dial people that do not have these phones yet by dialing the full number (704-216-xxxx) rather than just the extension.

Q: How do I check my voicemails?

A: When you get a voicemail, you will get an email from Zoom that allows you to play the message. You can also check the voicemail from your phone by selecting:

- the House icon
- arrowing down to messages
- the OK button (between the arrows)
- Select
- Connect

It will ask for your pin code. This is also where you can check messages and record your voicemail.

