Lightpath

Introduction:
Expected Time frame with Questions 60 minutes *if comm-portal is added 120 minutes*
Trainer introduction

Phone Description Polycom Edge:
Soft keys-Navigation Button–Display Notifications
Volume Settings:
Handset-Speaker–Headset-Ringer Volume-Ring type
Home Button- LP Applications> Contact List, Speed dials, Call History

Call Handling:
Dialing: Internal–External-Emergency
Call Handling: Placing-Answering-Ending -Multiple calls
Monitoring Extension
Key Expansion Modules (Receptionist)
Hold
Call Waiting Hold
Park (System Hold)
Enhanced Park(dedicated park extension)
Transfer
Ad-Conference
Conference Bridge
Last Number Redial
Call Forwarding

Voicemail Access:
TUI-Telephone User Interface
Visual Voicemail
Access Internal
External Access

Voicemail Settings:
Managing Greetings
Name Recording
Personalized Greetings
Creating a Pin

Managing Messages:
Listening
Saving
Replying
Forwarding

Comm-Portal (Only if System Administrator Approves)
Message Retention
 911 Location
Placing Calls
Contacts
Voicemail Setting
Call Forwarding Rules
Phone Template (Adding Lines, Features, and Speed dials)
Resetting Passwords/ Pin

Closing:
Q & A
Additional Resources (Where to find Training Materials)

How to report issues after go-live