

# Feature Impact / Changes

## Polycom 550 & 560

### How the Previous Polycom System Worked

The previous Verizon system allowed the Secretary to answer a **Supervisor/Principal's** phone line on a **Shared** line appearance button. All they had to do was place the caller on Hold and the Supervisor/Principal could take the call by selecting the Flashing line.

### How the NEW Polycom System Works

Incoming call rings on **BOTH** phones.



Secretary



Supervisor

With the Affiliated system, the secretary can answer the **Supervisor/Principal's** phone by pressing the "BLF" Key that is labeled with the Supervisor or Principal's extension number, but they now own the call and it will move to their phone's extension. The call must then be transferred to the Supervisor or Principal for them to take the call. The Secretary **cannot** just put the call on hold and allow the "Supervisor/Principal" to pick it up, because the call is not showing on their phone; the secretary's phone owns the call.

Once you answer a call coming into your Supervisor/Principal's phone, it moves to your phone extension and you now own the call and must transfer it to your supervisor for them to take the call.



Secretary



Supervisor