



Utility Telecom

Polycom VVX Guide

This guide is intended to help you understand how to use various Polycom VVX models. If you have any questions, give us a call at 877-965-7800 or email service@uyt.co.



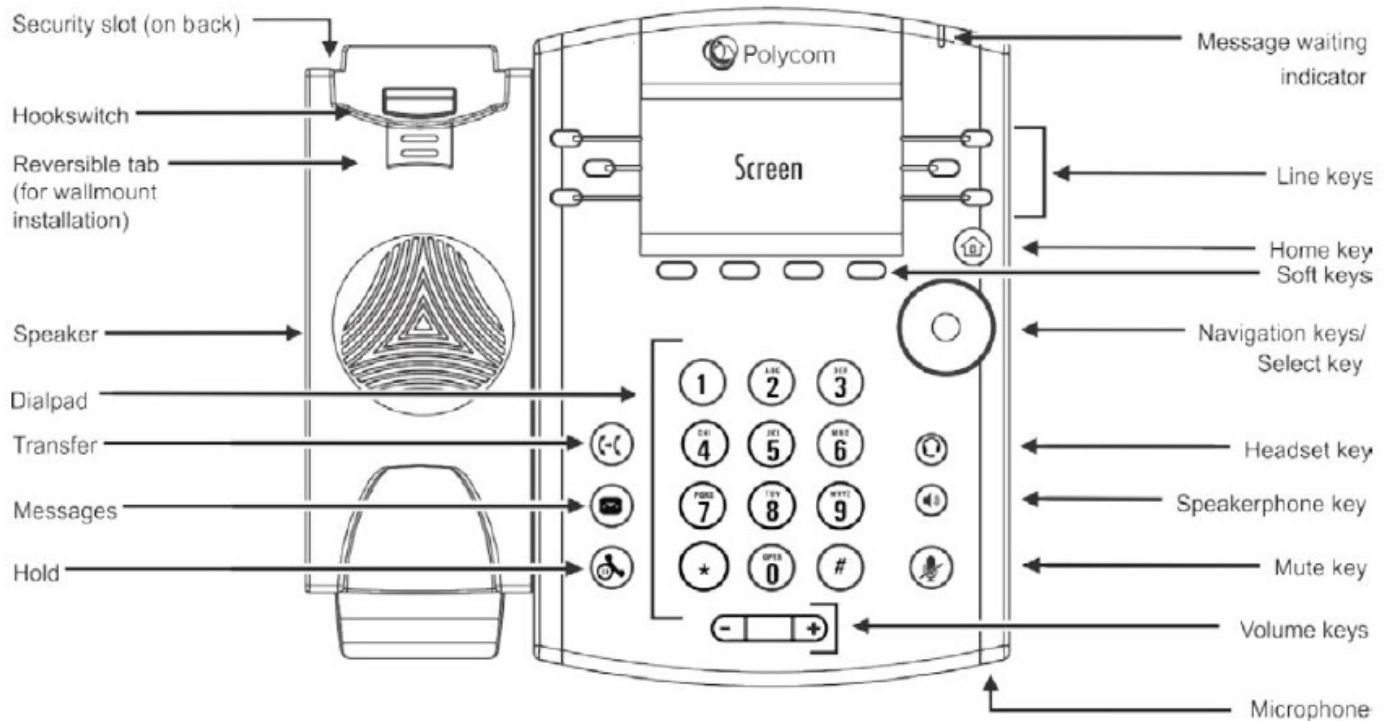
Utility Telecom

Digital Business Communications

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Polycom VVX 300 & 301 Quick-Use Guide



Soft-Keys

Soft-keys are the four buttons below the display of your Polycom phone. The function of a ‘Soft-Key’ changes, depending on the state of the phone.

Dialing

- You will need to dial a 1 followed by the area code before dialing a telephone number
- You do not need to dial a 9 or choose an outside line to make a phone call.
- After dialing a telephone number or extension push the “**Send**” soft key to begin the call.
- To mute your phone’s microphone press the “**Mute**” button on the lower right of the phone.

Navigation

- The circle on the right side of the phone can be used to navigate the menus.

- You can use a soft key or the button in the center of the navigation arrows to select menu items.
- You can use the soft keys or left and right arrows to move forwards and backwards between menu items.

Voicemail

To retrieve your voicemail press the “Envelope” button on the lower left of the phone. You will be prompted to input your password followed by the pound key. Once logged into voicemail, follow the prompts to record your greetings, retrieve messages, or update your password.

Park

Park allows you to hold a call from your phone and have the same call answered on a different phone.

To park a call press the “Park” button when on a call. The call will be disconnected from your phone, the “Park” button you’ve selected will be lit, and the person on the other end of the call will get music on hold.

To retrieve a parked call press the “Park” button you’d like to retrieve. A call must be parked (the “Park” button will be lit if a call is parked) to be retrieved.

Assisted Transfer

You may transfer a phone call to any valid telephone number or extension. To transfer a phone call:

1. Press the Transfer soft-key.
2. Dial the phone number or extension you’d like to transfer to.
3. Press the Send soft-key.
4. Wait for the caller to answer before introducing the call
 - a. If they do not want to accept the transferred call, press the cancel key to end the attempt
5. Press the Transfer soft-key to transfer the phone call.

You may also send callers directly to an extension's voicemail box. This can only be done, using extensions of the phones in your business group. To send a call directly to voicemail, precede the transferred extension with a 7:

1. Press the Transfer soft-key.
2. Dial 7 followed by the extension you're transferring to.
3. Press the Send soft-key.
4. Wait for the greeting to begin and then press the Transfer soft-key.

Direct Call Pickup

Directed call pickup allows you to answer another phone in the office from your own telephone. To perform a directed call pickup:

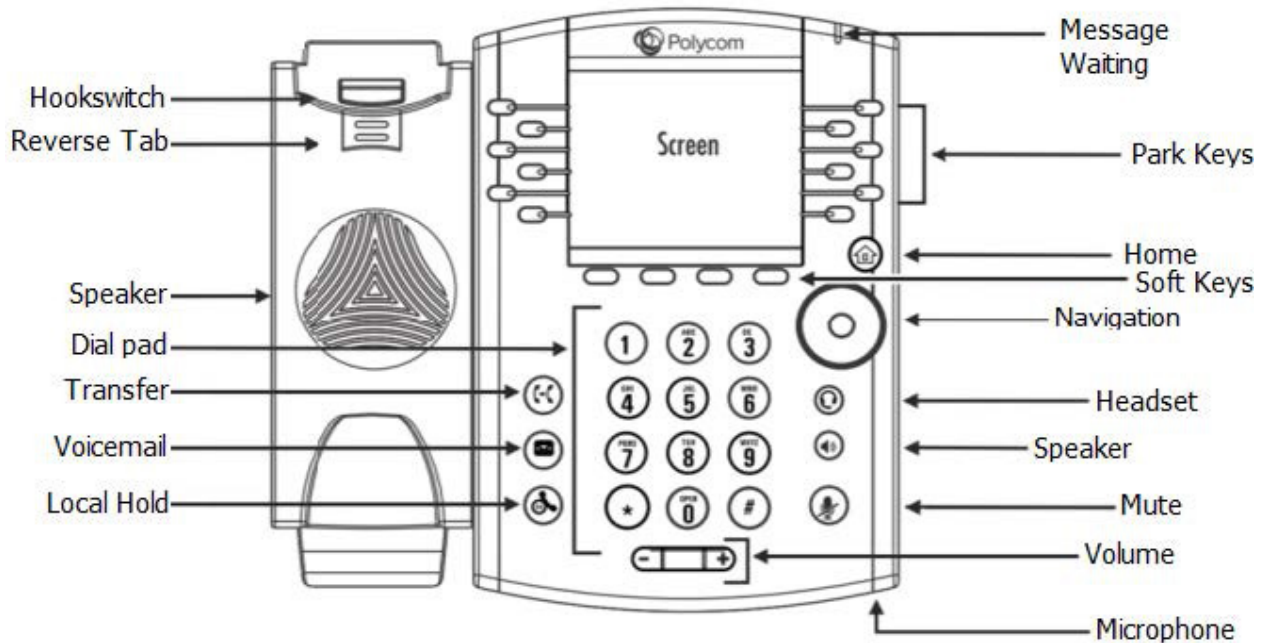
1. Dial *12 followed by the extension you'd like to answer
2. 7. Press the Send soft-key.

Conference

Conference calling allows three people to be merged onto one phone call by bringing two different calls together. To perform a conference call:

1. Press the More soft-key
2. Press the Conference soft-key.
3. Dial the phone number or extension you'd like to conference.
4. Wait for the third party to answer.
 - a. When answered, you may consult with the third party prior to conferencing.
5. When ready to conference, press the More soft-key followed by the Conference soft-key.

Polycom VVX 400 & 401 Series Quick-Use Guide



Navigation

- The circle on the right side of the phone can be used to navigate the menus.
- You can use a soft key or the button in the center of the navigation arrows to select menu items.
- You can use the soft keys or left and right arrows to move forwards and backwards between menu items. Left will exit a menu.
- At the idle screen, the arrow keys can be used as short-cuts to your call lists:
 - Pressing left will bring up the Received Calls menu
 - Pressing right will bring up the Placed Calls menu
 - Pressing up will bring up the Favorites menu
 - Pressing down will bring up the Missed Calls menu

Soft Keys

Soft-keys are the four buttons below the display of your Polycom phone. The function of a 'Soft-Key' changes, depending on the state of the phone.

Dialing

- You will need to dial a 1 followed by the area code before dialing a telephone number
- You do not need to dial a 9 or choose an outside line to make a phone call.
- After dialing a telephone number or extension push the “Send” soft key to begin the call.
- To mute your phone’s microphone press the ‘Mute’ button on the lower right of the phone.

Intercom Dialing

Intercom dialing allows you to dial an extension and have it answered automatically. To make an intercom call

1. Press the Intercom soft-key
2. Dial the extension you’d like to automatically answer
3. Press the Send soft-key

Voicemail

To retrieve your voicemail press the ‘Envelope’ button on the lower left of the phone. You will be prompted to input your password followed by the pound key. Once logged into voicemail, follow the prompts to record your greetings, retrieve messages, or update your password.

Park

Park allows you to hold a call from your phone and have the same call answered on a different phone.

To park a call press the ‘Park’ button when on a call. The call will be disconnected from your phone, the ‘Park’ button you’ve selected will be lit, and the person on the other end of the call will get music on hold.

To retrieve a parked call press the ‘Park’ button you’d like to retrieve. A call must be parked(the ‘Park’ button will be lit if a call is parked) to be retrieved.

Local Hold

Local Hold allows you to keep calls held to your phone. This will keep the call on your phone and not allow others to pick it up as they can with Park. This can be useful for answering multiple calls quickly and in succession, or for keeping a phone call on your phone only when you need to step away.

To retrieve a call from Local Hold, press the Resume soft-key or the Local Hold key.

Assisted Transfer

You may transfer a phone call to any valid telephone number or extension. To transfer a phone call:

1. Press the Transfer soft or hard key.
2. Dial the phone number or extension you'd like to transfer to.
3. Press the Send soft-key.
4. Wait for the caller to answer before introducing the call
5. If they do not want to accept the transferred call, press the cancel key to end the attempt
6. Press the Transfer key, or hang up, to transfer the phone call.

Blind Transfer

You may transfer caller directly without waiting for the called party to answer by using a Blind transfer.

1. Press the transfer soft or hard key
2. Press the Blind soft-key
3. Dial the number or extension you'd like to transfer to
4. If you're transferring to an extension you'll need to press the send key after dialing

This can also be used to send callers directly to an extension's voicemail box. This can only be done, using extensions of the phones in your business group. To send a call directly to voicemail, precede the transferred extension with a 7:

1. Press the Transfer soft-key.
2. Press the Blind soft-key
3. Dial 7 followed by the extension you're transferring to.
4. Press the Send soft-key.

Directed Call Pickup

Directed call pickup allows you to answer another phone in the office from your own telephone. To perform a directed call pickup:

1. Dial *12 followed by the extension you'd like to answer
2. Press the Send soft-key.

Conference

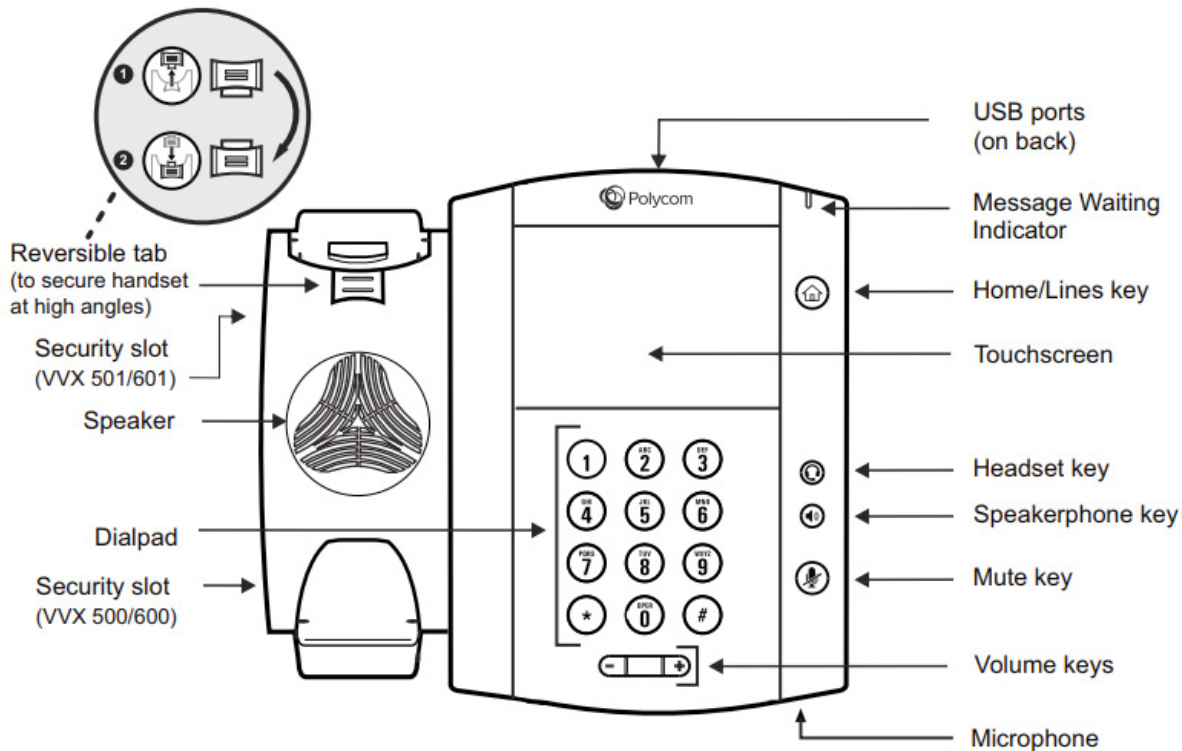
Conference calling allows three people to be merged onto one phone call by bringing two different calls together. To perform a conference call:

1. Press the More soft-key
2. Press the Conference soft-key.
3. Dial the phone number or extension you'd like to conference.
4. Wait for the third party to answer.
5. When answered, you may consult with the third party prior to conferencing.
6. When ready to conference, press the More soft-key followed by the Conference soft-key.

To split the Conference between the two callers, press the Split soft-key. This will put both parties on Local Hold and allow you to talk to each caller one at a time.

To bring the callers back together press the Join soft-key while one of the callers is active and the other is on Local Hold.

Polycom VVX 600 & 601 Quick-Use Guide



Navigation

The large color display screen has multiple screen interfaces that accommodate to however you are using the phone.

- The **Home Screen** is available at any time and will display messages, settings, and information.
- The **Call Screen** displays all active and held calls. This screen is available when you have an active or held call in progress.
- The **Line Screen** displays phone lines, favorites, and conditional soft keys and is available at any time.
- The **Active Call Screen** displays the active call in progress and any call control options. This screen is available when you have an active call in progress.
- To switch among phone screens:
 - Press the “Home” button to view the Home, Lines, Calls, or Active Call screens.
 - When you have an active call in progress, swipe the screen from left to right to view the Lines screen.

How to Place Calls:

To place a call, use one of the following methods:

- Pick up the handset, and press the “Speaker” or “Headset” keys. Then enter the phone number and tap on the green “Phone” button.
- Enter the phone number, tap on the green “Phone” button, pick up the handset and press the “Speaker” or “Headset” buttons.
- Press the Line key, enter the phone number, and tap the green “Phone” button.
- Tap “New Call,” enter the phone number and tap the green “Phone” button
- Select a Favorite from the home screen
- Select a contact from the Recent Calls
- Select a contact from the Contact Directory.

How to Answer Calls

You can answer calls using the handset, speakerphone, or a headset. To answer a call, do one of the following:

- Pick up the handset
- Press the “Speaker” button or tap Answer
- Press the “Headset” button

How to End Calls

You can only end active calls. To end a held call, you must resume the call first.

To end an active call, place the handset in the cradle, press the “**Speaker**” button or “**Headset**” button, or tap “**End Call.**”

Hold and Resume Calls

You can have multiple calls on hold at one time.

- To hold a call, tap “**Hold**”
- To resume a call, tap “**Resume**”

To Transfer a Call:

1. Press **Transfer** key
2. Press **More** > **Blind** or **More** > **Consultative** and choose **Blind** or **Consultative**
3. Dial a number or choose a contact. If you chose **Blind**, the call is transferred immediately
4. If you chose **Consultative**, tap **Transfer** after the call is established to complete the transfer

To Forward An Incoming Call:

1. On the **Incoming Call** screen, tap **Forward**
2. Enter your contact's number and tap **Forward**

To Forward All Incoming Calls:

1. Tap **Forward**
2. If you have more than one line, select a line
3. Choose either **Always**, **No Answer**, or **Busy**
4. Enter a contact's number and tap **Enable**

To Disable Call Forwarding:

1. Tap **Forward**
2. If you have more than one line, select a line
3. Choose your forwarding type and tap **Disable**

To Initiate a Conference Call:

You can add up to two contacts to initiate a three-way conference call:

1. Call a contact.
2. Tap **Conference** and call your next contact.
3. When your contact answers, tap **Conference**. You can also join an active or held call into a conference call.

Hold a Conference Call

When you hold a conference call, you can hold all or individual conference participants:

- To hold all conference participants: tap **Hold**
- To hold individual participants: highlight a participant and select **Hold**

View Recent Calls

You can view placed, received, and missed calls. To view recent calls, tap on the blue clock icon, or **Directories > Recent Calls**

View the Contact Directory

You can view and add contacts to the Contact Directory. To view the Contact Directory tap **Directories > Contact Directory**

To add a contact to the Contact Directory:

1. In the Contact Directory, tap the blue square icon with a white plus on it.
2. Enter the contact's information and tap Save.

Listen to Voicemail

When you have new voicemail messages, the number of new messages displays on the messages icon. To listen to voicemail:

1. Tap the blue voicemail icon or Messages.
2. Tap Message Center > Connect
3. Follow the prompts

Enable Do Not Disturb

You can enable Do Not Disturb when you don't want to receive calls.

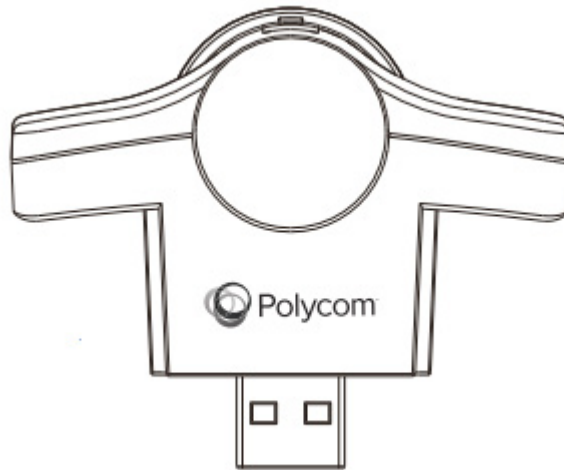
On the home screen, tap DND. The DND icon is the blue circle with a phone and red dot on it, it displays on the line key and in the status bar.

Handle Video Calls

If video is enabled, you can receive video during calls. If you have a VVX Camera attached to your phone, you can send video during calls.

- To stop sending video during a call: **Tap Video > Stop Video**
- To start resending video: **Tap Video > Start Video**

Polycom VVX USB Camera Quick-Use Guide



Navigation

The Polycom VVX Camera is a plug-and-play add on that can add to your Polycom phone's range of capabilities. Setting up does not require any additional hardware or software. To use the Polycom VVX Camera, simply plug it into the USB drive of a compatible Polycom Business Media Phone.

Handling Video Calls

When the Polycom VVX Camera is attached to your phone, you can send, as well as receive, video. You can exchange video with only one person at a time.

If video is enabled on your phone, you can:

- **View video on the full screen** by tapping the black icon with a white square inside. To exit full screen mode, tap the icon again. If the icon doesn't display, tap the screen to see it.
- Tap **Stop Video** to stop sending video. To start sending video again, tap Start Video.
- Tap **Swap** to switch where video displays.

To Stop Sending Videos for All Calls

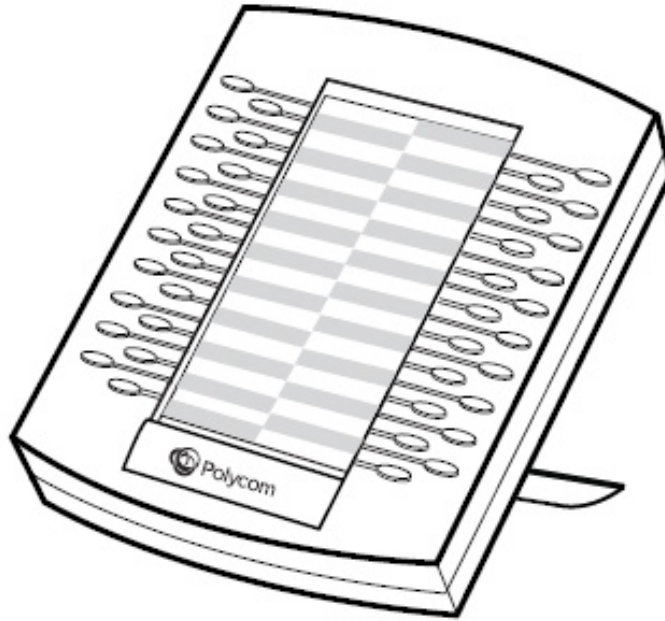
Tap **Settings** from the Home view, then tap **Basic > Video > Video Call Settings**. Tap **Auto Start Video Tx**, and disable the setting. When disabled, your phone won't automatically transmit video at the start of all calls.

To Automatically View All Incoming Video on the Full

Tap **Settings** from Home view, and tap **Basic > Video > Video Call Settings**. Tap **Auto Video Full Screen**, enable the setting and tap **Save**.

Polycom VVX Expansion Module

Quick-Use Guide



Navigation

The VVX Expansion Module features 40 multifunctional line keys that are configurable as line registration, call appearance, speed dial, DSS, or BLF. The hardware utilizes dual-color (red or green) illuminated LEDs for line status information.

Compatibility

This expansion is compatible with the following Polycom VVX business phones:

- Polycom VVX 300/310
- Polycom VVX 400/410
- Polycom VVX 500
- Polycom VVX 600

Setting up the Expansion Module

Setting up the hardware is simple. As a plug-and-play device, the equipment does not require separate set-up – power and signaling are provided by the host VVX business media phone.

To connect multiple modules, attach another Cable Connector between the AUX 2 port on the first Expansion Module and the AUX 1 port on the second Expansion module. You can connect a maximum of three Expansion Modules to one phone.

This device provides an easy transition from traditional PBX features and functionality into the world of VoIP familiar paper directory cards and intuitive LED visualization that matches the VVX business media phones.

We're Here To Help

If you don't find what you need, please contact our friendly Customer Care staff. They are ready to assist you, 24/7. For any network or technical issues with your service, please contact us at 877.965.7800 or info@uyt.co

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