

# POLYCOM

## QUICK START GUIDE



**TO TRANSFER:** Transfer – extension or phone number – Transfer

**TO CONFERENCE:** Conference – extension or phone number – Conference

**ANSWER 2ND CALL:** PRESS 'ANSWER' soft key. Your current call will be automatically placed on hold.

Soft Keys are located near bottom of Display.

### ANSWER A CALL:

- Pick up the handset **or**
- Press the speaker button **or**
- Press the line key for the incoming call **or**
- Press the Answer soft key **or**
- Press the Headset button

### HANDLING MULTIPLE CALLS:

- When on a call and a new incoming call arrives, press Hold then Answer (soft key lower display) to connect with second caller.
- To toggle between calls use the **Navigation keys (up, down, left, right arrows)**.
- Then Resume connection to the highlighted call.

### TRANSFER CONSULTATIVE:

- Transfer: puts first call on hold and provides dial tone
- Dial the number you want to transfer the call to (extension or phone number).
- Consultative: When second party answers, announce the call and press Transfer to complete (sends your caller ID).

### TRANSFER BLIND:

- To transfer a call without consultation, press and hold Transfer then select Blind then dial number. (sends Caller ID of calling party, cannot announce call or consult)

### CONFERENCE:

- During a call press More followed by Conference – puts first call on hold and provides dial tone. Dial the second party (extension or phone number). When the second party answers, press Conference to join both parties.

### DO NOT DISTURB:

- Direct calls to Voicemail (callers receive your busy greeting) and silences ring.

### CALL LIST: Missed, Placed or Received

On VVX 301, 311, 401 and 411 press the Home button, select Directories then select Recent Calls. On VVX501 and VVX601, select clock icon in top left of screen.

To view your last 50 call records: Use the Navigation Keys (up, down, left & right arrows):

- » The down arrow for Missed
- » The right arrow for Placed
- « The left arrow for Received

### CONTACT DIRECTORY:

Select **Directory** in Home View. Press **Directories** or up arrow.

**Contact Directory:** scroll to desired entry then:

- Dial:** To place call to highlighted number
- Edit:** First Name, Last Name, Contact Phone Number, Speed Index, Ring Type, etc. Save or Cancel changes.
- Back:** To return to previous menu
- More:** Next page of Options
  - Add:** Create new entry
  - Search:** By First or Last Name
  - Delete:** Remove entry

### TELEPHONE BASIC SETTINGS:

Press **Menu**

- (3) **Settings**
- (1) **Basic Preferences:**
  1. Language (default to English)
  2. Time & Date–Clock Date, Time, Order, Disable
  3. Headset Memory
  4. Ring Type
- (2) **Contrast**
- (3) **Ring Tone:** use navigation keys to scroll, Play to listen, then Select ring tone.

### OTHER FEATURE CODES

Transfer Call to Voicemail, Press Transfer \*55 Ext #  
Call Park: Press Transfer \*68 Ext# / Retrieve \*88 Ext#  
\*50 - Extension # Push to Talk (speaker intercom)

\*97 - Extension # Call Pick Up      \*98 - Group Call Pick Up  
\*78 - Do Not Disturb Activate      \*79 - DND Deactivate  
\*72 - Call Forward Activate      \*73 - Call Fwd Deactivate

Please note: Not all features are available on all phones.

## VOICE MESSAGING MAIN MENU

### Press

- 1: Voice Messaging (retrieve messages)
- 2: Comm Pilot Express (not available for Meetinghouse locations)
- 3: Greeting Menu
- 8: Passcode
- 9: Exit
- #: Repeat Menu

## 1: VOICE MESSAGING

### Press

- 1: Play Messages
- 2: Busy Greeting Menu
- 3: No Answer Greeting Menu
- 4: Extended Away Greeting Menu
- 5: Compose Message Menu
- 7: Delete All Messages
- 8: Personalized Name
- \*: Comm Pilot Voice Portal (Main Menu)
- #: Repeat Menu

### 2: Busy Greeting

- 1: Record new busy greeting
- 2: Listen to current busy greeting
- 3: Revert to system busy greeting  
(Do Not Disturb sends caller to busy greeting)
- \*: Previous Menu
- #: Repeat Menu

### 3. No Answer Greeting

- 1: Record new no answer greeting
- 2: Listen to current no answer greeting
- 3: Revert to system no answer greeting
- \*: Previous Menu
- #: Repeat Menu

### 8: Personalized Name

- 1: Record new Personalized Name
- 2: Listen to current Personalized Name
- \*: Previous Menu
- #: Repeat Menu

## 8: CHANGE PASSCODE - (6 – 14 DIGITS)

- Enter new passcode, #  
\*: Previous Menu

## VOICE MESSAGING LOGIN

### From Your Own Phone:

- Press Messages button or icon  
Enter passcode, then #

### From Another Phone:

- Dial your local number or extension  
Press \* during greeting then  
Enter passcode, then #

## 1. VOICE MESSAGING

- 1: Play Messages
- 2: Skip Envelope (date & time)

### Press: While listening to a Message

- 1: Skip backward 3 seconds
- 4: Skip back to beginning of message
- 3: Skip forward 3 seconds
- 6: Skip forward to end of message
- 2: Pause / resume playback
- 5: Play message envelope
- 8: Initiate call to sender
- 9: Additional options:
  - 1: Reply to message
  - 2: Forward message  
(cannot forward confidential messages)
- 7: Delete message
- #: Save message
- \*: Previous menu

### Press: After listening to a Message

- 4: Return to previous message
- 6: Move to next message

## LEAVING MESSAGES

### During greeting:

- #: Skip Greeting, record message at tone
- \*: Password prompt
- 0: Transfer out of voicemail to configured number

### Review message:

- 1: Erase message and record again
- 3: To Forward message
- 5: To send to a Distribution list
- 2: Listen to current message
- 6: Set or clear the Urgent indicator  
(New Urgent messages are played first)
- 7: Set or clear the Confidential Indicator
- \*: Return to Voice Portal Main Menu
- #: Repeat menu
- 0: Transfer out of voicemail to configured number