User Guide

Infinite Voice (Polycom VVX 300/400)

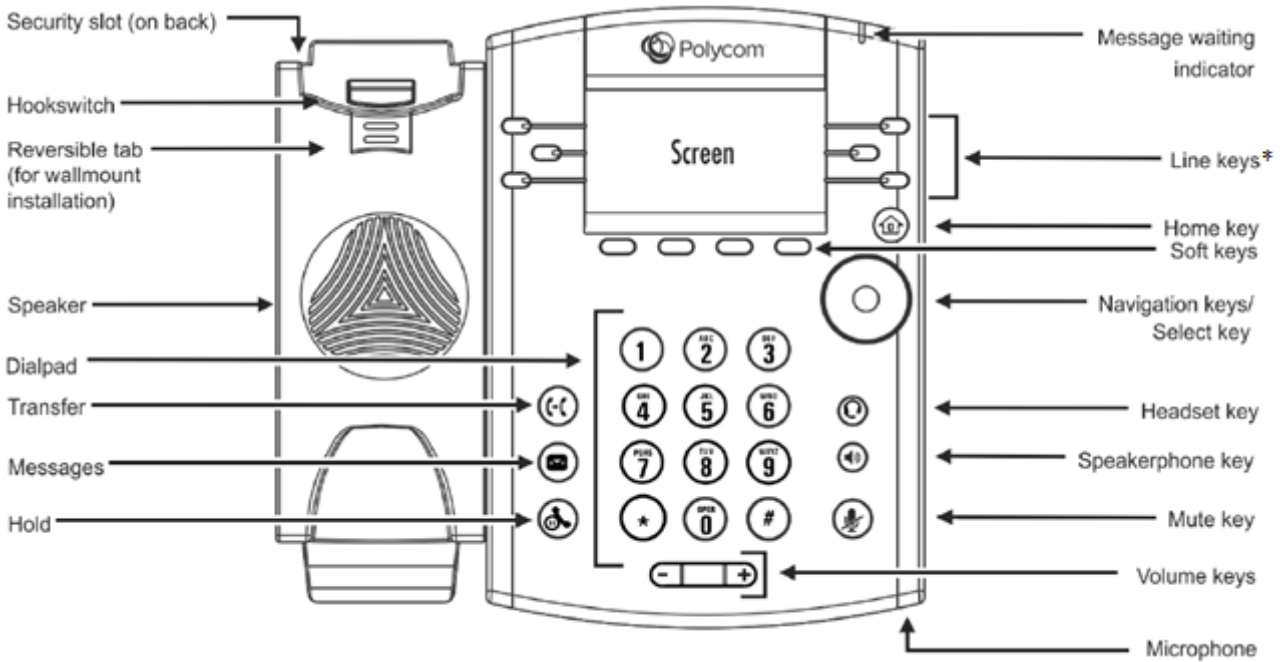*August 2016*

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1. Phone Keys and Views

1.1 Phone Keys and Views

There are three main views on your phone: **Home View, Calls View** and **Lines View**.
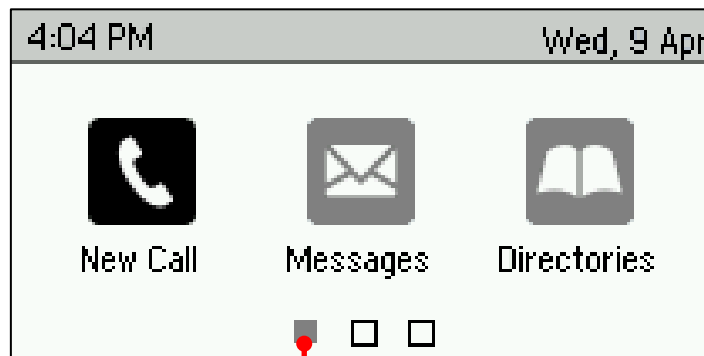

Polycom VVX 300

*12 Line keys for Polycom VVX 400

1.1.1 Home View

You can display **Home view** by pressing ⌂ . At the bottom of Home view is a **Page Indicator** that shows how many pages of icons Home view displays, as shown below:

Page Indicator

To view more menu options in Home view:

» Press the ▼ or ▲ arrow key to navigate the pages in Home view.

To select a menu option:

» Press the ◄ or ► arrow key to choose a menu option, and press **Select**.

The following icons display in Home view on your phone:

New Call: Displays the Dialer so you can place a call.

Messages: Provides you with access your voicemail.

Directories: Enables you to access your Contact Directory, Favorites (One Touch Dial's contacts) and Recent Calls list.

Forward: Sets up forwarding options for incoming calls on your line.

DND: Enables Do Not Disturb for your phone. When DND is enabled, your phone doesn't ring and incoming calls go to voicemail.

Settings: Provides you with access to phone features and settings you can use to customize your phone.

Applications: This application is currently not supported.

1.1.2 Lines View

Lines view is your phone's default phone view and displays your phone lines, your favorites (One Touch Dial's contacts), and soft keys, as shown below:

Soft Keys
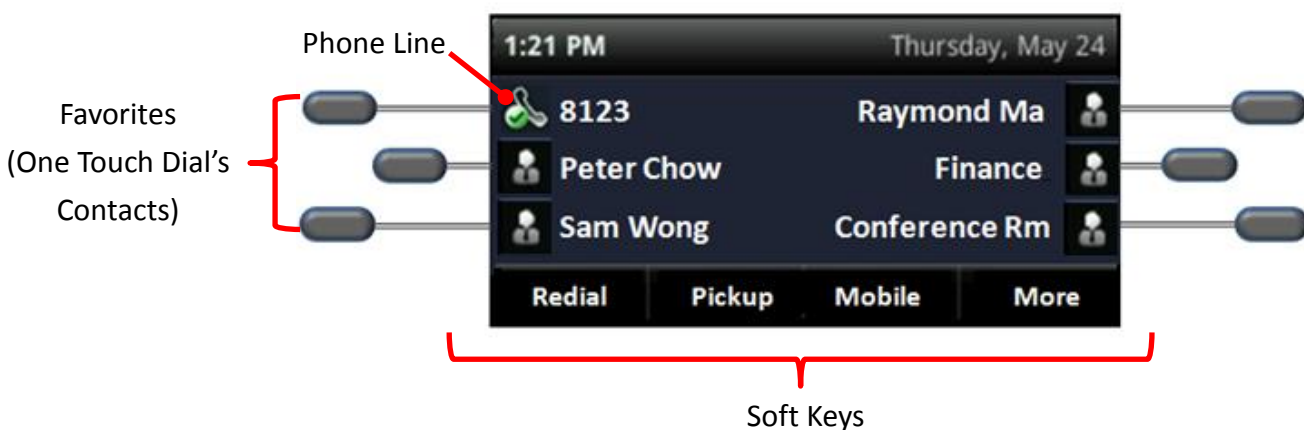
1.1.3 Calls View

You can access **Calls view** if your phone has an active and held call in progress, or you have one call on hold. In Calls view, you can use the ▲ and ▼ arrow keys to see all your active and held calls.

If your phone has more than one line, your calls display under the associated line, as shown below.

The following colors indicate the call status on your phone (Polycom VVX 300):
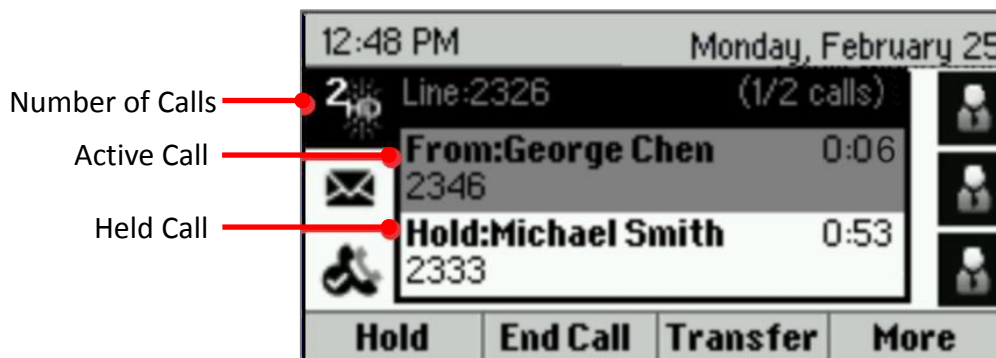
● **Medium gray:** Active call

● **Dark gray:** Incoming call

● **Light gray:** Held call

The following colors indicate the call status on your phone (Polycom VVX 400):
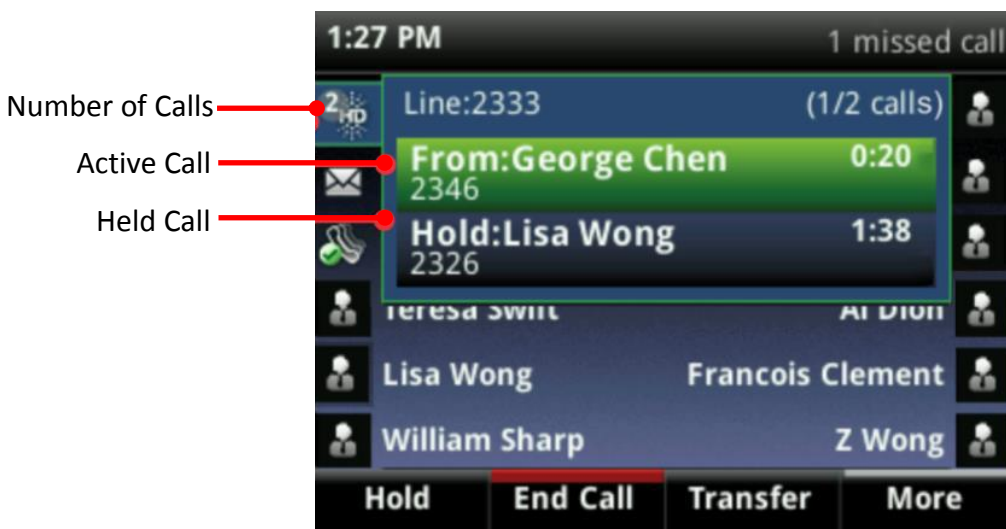
● **Dark green:** Active call

● **Bright blue:** Incoming call

● **Dark blue:** Held call

You can use the ▲ and ▼ arrow keys to highlight a call. When you select a call, available soft keys display for the call.

Polycom VVX 300:

Polycom VVX 400:

1.2 Understanding Phone Icons

The VVX 300/400 has a number of icons that display on your phone screen. The following table displays the icons and indicators used on the phone screen.

Polycom VVX 300:

Icon	Description	Icon	Description
	Registered line		Phone warning
	Unregistered line		Login credentials invalid
	Placing a call		Shared line
	Active call using Polycom HD Voice		Shared line with a held call
	Held call		Call forwarding is enabled

Icon	Description	Icon	Description
	Incoming call		New messages
	Active conference		Presence status (Available)
	Placed call		Presence status (Busy or In a Call)
	Received call		Presence status (Away)
	Missed call		Presence status (Do Not Disturb)
	Favorite		Presence status (Offline)
	Do Not Disturb enabled		Presence status (No information)

Polycom VVX 400:

Icon	Description	Icon	Description
	Registered line		Phone warning
	Unregistered line		Login credentials invalid
	Placing a call		Shared line
	Active call using Polycom HD Voice		Shared line with a held call
	Held call		Call forwarding is enabled
	Incoming call		You have messages
	Active conference		Presence status (Available)
	Placed call		Presence status (Busy or In a Call)
	Received call		Presence status (Away)
	Missed call		Presence status (Do Not Disturb)
	Favorite		Presence status (Offline)
	Do Not Disturb enabled		Presence status (No information)
			Presence status (No information)

2. Placing a Call

2.1 Dialing a Number

a) Using the handset

- Lift the handset
- Enter the number you wish to call
- Press the **Send** soft key
- When you are finishing speaking, hang up the phone by placing the handset back on-hook or pressing **End Call** soft key

b) Using the Speaker Phone

- Enter the number you wish to call
- Press the **Speaker** button

2.2 Redialing a Number

- Press the **Redial** soft key to call the last number you've dialed

2.3 Adjusting the Call Volume

- During a call, press the button to adjust the call volume.

3. Answering a Call

3.1 Answering an Incoming Call

- Lift the handset *Or*
- Press the **Answer** soft key *Or*
- Press the *green flashing* line button

3.2 Sending an Incoming Call to Voicemail

- Press the **Reject** soft key

3.3 Making the Ringer Silent for an Incoming Call

- Press **More** soft key
- Press **Ignore** soft key

3.4 Adjusting the Volume of Ringer

- While the phone is idle, to adjust the Ringer volume, press the volume buttons.

4. <u>Handling a Call</u>

4.1 Placing a Call On Hold

- Press the **Hold** soft key or ⊙ button
- To return to the call, press the **Resume** soft key or ⊙ button
- If multiple calls are on hold, use the **Navigation** button to scroll to the call on hold and select it and then press the **Resume** soft key

4.2 Transfer a Call – Blind Transfer

- Blind Transfer enables you to transfer a call to another party without announcing the call prior to transfer
- During a Call press the **Transfer** soft key or the ⊙ button
- Press the **Blind** soft key
- Enter the transfer destination number
- Press the **Send** soft key
- Your call will be transferred automatically

4.3 Transfer a Call – Consult Transfer

- Consult Transfer enables you to transfer a call to another party with consultation
- During a Call press the **Transfer** soft key or the ⊙ button
- Enter the transfer destination number
- Press the **Send** soft key
- When the party answers, press the **Transfer** soft key or ⊙ button again to complete the transfer
- If the party refuses the call (prior to completing the transfer), press the **Cancel** soft key to be returned to the original caller

4.4 Conference Calls

a) When engaged in one call

- Press the **More** soft key and select the **Confrnc** soft key
- Enter the number or extension of the second party
- When the call connects
- Press the **More** soft key and select the **Confrnc** soft key

- All parties are connected in a three-way call

b)   To end the conference

- Press the **End Call** soft key

Note: (1) If either of the other two parties hang up, your call with the remaining party stays connect. If you hang up, the other two parties will still be connected. (2) There are maximum of 3 parties on a conference call, unless you have upgraded to N-Way Conference which enables a total of 6 parties on a conference call.

5   Managing a Call

5.1 Call Forwarding

a) Call Forwarding Always

Activation:
- Press the **More** soft key
- Press the **Forward** soft key
- Use the **Navigation** button to highlight option
- Press the **Select** soft key
- Select **Always**
- Enter the number to forward your calls to
- Press the **Enable** soft key

- An arrow is displayed on the phone screen next to your line

Deactivation:
- Press the **More** soft key
- Press the **Forward** soft key
- Select **Always**
- Press the **Disable** soft key

b) Call Forwarding No Answer

Activation:
● Press the **More** soft key
● Press the **Forward** soft key
● Scroll to **No Answer** and select
● Enter the number to forward your calls to
● Using the **downward** arrow on the **Navigation** button scroll to the **Forward After Rings** field and enter the required number of rings (1 ring is around 6 seconds ringing duration).
● Press the **Enable** soft key

Deactivation:
● Press the **More** soft key
● Press the **Forward** soft key
● Scroll to **No Answer** and select
● Press the **Disable** soft key

c) Call Forwarding Busy

Activation:
● Press the **More** soft key
● Press the **Forward** soft key
● Scroll to **Busy** and select
● Enter the number to forward your calls to
● Press the **Enable** soft key

Deactivation:
● Press the **More** soft key
● Press the **Forward** soft key
● Select **Busy**
● Press the **Disable** soft key

Note: Call Forwarding is not available on shared lines scenario (e.g. Boss line). You must use feature code, voice portal, admin portal or MobileOffice to activate/deactivate the features.

5.2 Do Not Disturb

● When you enable **Do Not Disturb (DND),** you prevent your phone from ringing. All incoming calls are sent directly to voicemail. All calls received while DND is enabled, will be displayed in your **Recent Calls** list

● Press the **More** soft key

● Press the **DND** soft key

●   is displayed on the phone screen next to your line to indicate DND activation

● To deactivate DND, press the **DND** soft key again.

●   is displayed on the phone screen next to your line to indicate DND deactivation

5.3 Voicemail

Your phone indicates when you have new voicemail messages in the following ways:

● A message in the status bar, as shown next. The message indicates the total number of new messages you have.

● A flashing Message Waiting Indicator, located at the top-right of your phone.

● An audible alert, if your phone is on-hook.

To listen to voicemail messages:

● Press and select **Message Center**, or from Home view, select **Messages** > **Message Center**. If your phone has multiple lines, the Line Select screen displays.

● Use the ▲ and ▼ arrow keys to select the line that has new messages.

● From the Messages screen, press **Connect** and follow the prompts.

Note: To temporarily remove the message counter, press , select **Message Center**, and press clear**.** You can also select **Messages** from Home view, and select **Message Center** > **Clear**. The message indicators doesn't display again until next message received.

5.4 Viewing Recent Calls

Your phone maintains a Recent Calls list - a list of missed, received, and placed calls. Each list can hold up to 100 entries.
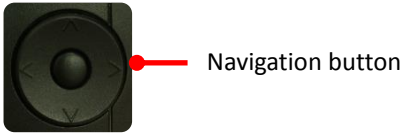
 Navigation button

- Press **Left** of the Navigation button: Received Calls
- Press **Right** of the Navigation button: Placed Calls
- Press **Bottom** of the Navigation button: Missed Calls

5.5 Call Pickup

A group of users can be formed into a "**Pickup Group**", in which users can pick up the call at any phone set in the group.

When there is an incoming call to a user in your "Pickup Group", you can press **Pickup** soft key to pick up the incoming call immediately.

5.6 Setting Favorites (One-touch Dial Key)

To assign a speed dial number:

a) Hold the Line Key for 3 seconds
b) Use the ▲ and ▼ arrow key to scroll through the list and input first/last name and contact/extension number.
c) Press **Save**

To dial a speed dial number:

- Press the assigned button

5.7 Mobility

Mobility allows your mobile number to be ringed simultaneously when there is an incoming call to your office phone. You can either pick up the call with your office phone or mobile. You can also "pull" your call from mobile to desk phone, or vice versa, without call interruption (Call Pull).

To pick up call with your mobile:

- Make sure the Mobility feature is turn ON (enabled) at your MobileOffice
- When there is an incoming call to your office phone, your mobile will ring simultaneously
- You will hear an announcement (if answer confirmation is turn ON) ask you to press any key to pick up the call. This indicates the call is actually calling your office phone
- Press any key from 0 - 9 on your mobile to pick up the call
- The call is now connected

To pull a call from mobile to office phone:

- Make sure the call is made to your office phone and pick up through the above procedures
- At your office phone, press **Mobile** soft key to pull the call from mobile
- The call is now connected to your office phone

To pull a call from office phone to mobile:

- Make sure the Mobility feature is turn ON (enabled).
- Pick up the call with your office phone.
- At your mobile phone, launch the MobileOffice app and press **Call Pull** button (iOS version) or press * **to hold for 3 seconds** (Android version).
- The call is now connected to your mobile phone.

5.8 Boss and Secretary

Boss and Secretary allows the Secretary to make and receive calls on the Boss Line as well as monitor the status of Boss Line.

Secretary - Make outgoing call by using Boss Line
- Press **Boss Line** button
- Lift up Handset or Press the button
- At the dial tone, enter the number you wish to call
- Press the **Dial** button to make call

Secretary - Transfer call to Boss Line

- Press **Intercom** button after you have engaged in Boss Line
- Press **End** button when boss confirmed your transfer
- Boss Line keep flashing to indicate that there is a call waiting for pick up

Secretary – Pick up incoming call by using Boss Line

- Press the **Answer** button
- Lift up Handset or Press the button

Intercom between Boss and Secretary

- Press the **Intercom** button
- Speak when the microphone turns On

6 Basic Phone Settings

6.1 Controlling Audio and Volume

You can change ringtones, phone volume, and audio on your phone by doing the following:

- Updating the incoming call ringtone
- Updating a contact's ringtone
- Changing the speaker or ringer volume
- Muting the microphone

Updating the Incoming Call Ringtone

You can personalize your phone's ringtone and pick unique ringtones for the different lines on your phone. The default ringtone for Polycom phones is *Low Trill*.

To select an incoming call ringtone for your phone or a line:

- From **Home view**, select **Settings** > **Basic** > **Ring Type**.
- Select the line you want to apply a new ringtone to.
- From the **Ring Type** screen, select a ringtone.

To hear the ringtone before you set it:

● Select a ringtone and press **Play**.

Updating a Contact's Ringtone

You can select unique ring tones for contacts in your Contact Directory to quickly identify individual callers when your phone rings.

To select a ringtone for a contact:

● From the Contact Directory, select a contact, and press **Info** > **Edit** > **Ring Type**.
● Select the ringtone you want, and press **Save**.

Changing the Volume

You can change the volume for your phone's ringer and the incoming audio during a call.

To change the volume of your ringtone or during a call:

● Press the **Volume** key ⊝▭▭▭⊕ to lower or raise the speaker volume.

Muting the Microphone

You can mute the microphone to silence audio from your side of a call. Microphone Mute applies to all modes: handset, headset, and speakerphone. You can still hear all other parties in a call when you mute your microphone.

To mute the microphone:

● During a call, press 🎙.

The Mute key glows red, and the other parties can't hear audio from your side of the call. To disable Mute, press 🎙 again.

6.2 Rebooting a Phone

To restart the phone:

- From Home view, select **Settings** > **Basic** > **Restart Phone**.
- The message *"Are you sure?"* displays.
- If you still want to restart the phone, press **Yes**.
- The restart process begins. The process ends when the default Home screen displays.

7 Feature Access Code

Feature Access Code Name	Features Codes
Call Forwarding Always Activation	*05
Call Forwarding Always Deactivation	#05
Call Forwarding Busy Activation	*25
Call Forwarding Busy Deactivation	#25
Call Forwarding No Answer Activation	*35
Call Forwarding No Answer Deactivation	#35
Call Forwarding Not Reachable (BCP) Activation	*55
Call Forwarding Not Reachable (BCP) Deactivation	#55
Listen to the Voicemail	*28
Call Pickup	*74
Directed Call Pickup	*30 + extension
Call Waiting Activation	*17
Call Waiting Deactivation	#17
Do Not Disturb Activation	*29
Do Not Disturb Deactivation	#29
Speed Dial Set Up	*92 + code (00-99) + tel no.
Speed Dial	# + code (00-99)
Calling Line ID Delivery Blocking per Call (Hide Number)	133
Calling Line ID Delivery per Call	1357
Calling Line ID Delivery Blocking Persistent Activation	*31
Calling Line ID Delivery Blocking Persistent Deactivation	#31

8   Voice Mail Menu Command Tree