Polycom®

Polycom® VVX® Business Media Phones

Applies to Polycom VVX 300, 310, 400, 500, 600, and 1500 phones, Polycom VVX Camera, and Polycom VVX Expansion Modules

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Contents

Before You Begin

This *Polycom VVX Business Media Phones User Guide* uses a number of conventions that help you to understand information and perform tasks.

Who Should Read this Guide?

This guide contains overview information for Polycom VVX 300, 310, 400, 410, 500, 600, and 1500 phones, the Polycom VVX Camera, and the Polycom VVX Expansion Modules. This guide is intended for beginning users, as well as intermediate and advanced users who want to learn more about their phone's features.

Typographic Conventions

A few typographic conventions, listed next, are used in Polycom guides to distinguish types of in-text information.

Typographic Conventions

Convention	Description
Bold	Highlights interface items such as menus, menu selections, window and dialog names, soft keys, filenames, and directory names when they are involved in a procedure or user action. Also used to highlight text to be entered or typed.
Italics	Used to emphasize text, to show example values or inputs (in this form: *<example>*), and to show titles of reference documents available from the Polycom Support Web site and other reference sites.
Blue Text	Used for cross references to other sections within this document and for hyperlinks to external sites and documents.
Courier	Used for code fragments and parameter names.

Get Started

Before you use your phone, take a few moments to familiarize yourself with its features and user interface. This chapter details your phone's components, the screen layout of your phone, and how to navigate your phone's interface.

The terms "the phone" and "your phone" refer to any of the business media phones. Unless specifically noted in this guide, especially with regard to phone graphics, all VVX phones operate in similar ways.

Note: Accessing Features and Options

As you read this guide, keep in mind that certain phone features are configurable by your system administrator or determined by your phone environment. As a result, some features may not be enabled or may operate differently on your phone. Additionally, the examples and figures in this guide may not directly reflect what displays or is available on your phone screen.

View Your Phone Keys and Hardware

Use the following figures and tables to understand your VVX phone's hardware features. For more information about attaching phone hardware, including how to connect your phone to the network, see the *Quick Start Guide* for your phone available on your phone's web page on Polycom Voice Support.

VVX 300 and VVX 310 Phones Hardware

The following figure displays the hardware features on the VVX 300 and VVX 310 business media phones. The table lists each numbered feature shown in this figure.

VVX 300 and VVX 310 hardware features
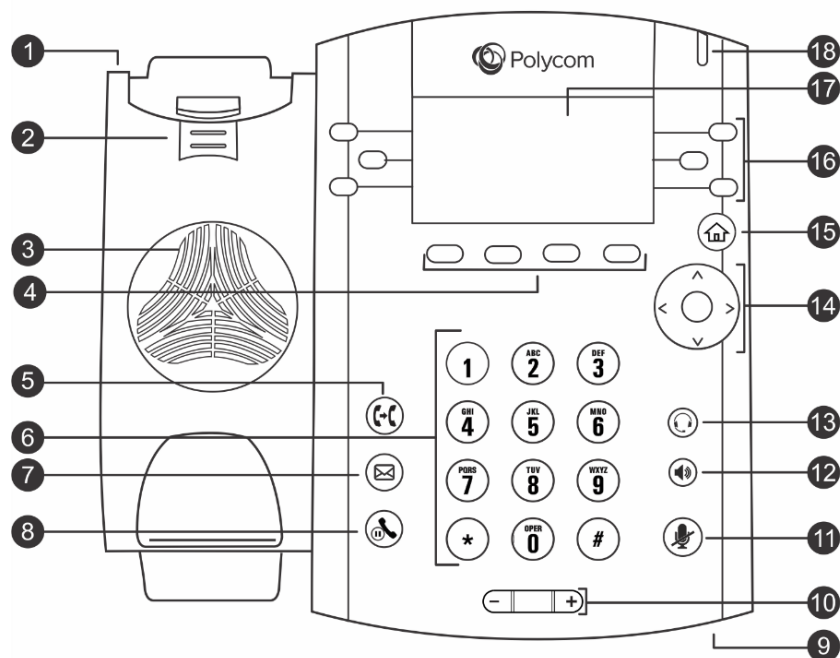
VVX 300 and 310 Hardware Feature Descriptions

Reference Number	Feature	Feature Description
1	Security slot (on side)	Enables you to attach a universal security cable lock to your phone so you can secure it to a desktop.
2	Reversible tab	Secures the handset in the cradle when your phone stand is positioned at a high angle. To secure the handset, remove the tab, reverse it so the protrusion points up, and re-insert it. Position the handset so the protrusion on the tab fits into the slot on the handset.
3	Speaker	Provides ringer and speakerphone audio output.
4	Soft keys	Enable you to select context sensitive keys that display along the bottom of the screen.
5	Transfer key	Transfers an active call to a contact.
6	Dialpad keys	Enable you to enter numbers, letters, and special characters. You can also use the dialpad keys to select menu items that have index numbers.
7	Messages key	Enables you to access and manage instant and voice messages.

Reference Number	Feature	Feature Description
8	Hold key	Holds an active call or resumes a held call.
9	Microphone	Transmits audio to other phones.
10	Volume keys	Adjust the volume of the handset, headset, speaker, and ringer.
11	Mute key	Mutes local audio during calls and conferences. The key glows red when activated.
12	Speakerphone key	Enables you to place and receive calls using the speakerphone. The key glows green when activated.
13	Headset key	Enables you to place and receive calls through a headset. The key glows green when an analog headset is activated, and blue when a USB or Bluetooth headset is activated.
14	Navigation key/ Select key	Scrolls through information or options displayed on the phone's screen. Selects a field of displayed data.
15	Home key	Displays the Home screen from other screens, and displays the Lines and Calls screen from the Home screen.
16	Line keys	Enable you to select a phone line, view calls on a line, or quickly call a favorite contact.
17	Screen	Shows a 2.2-inch diagonal screen with a backlight that enables you to view menus and data.
18	Message Waiting Indicator	Flashes red to indicate when you have new messages.

VVX 400 and VVX 410 Phones Hardware

The following figure displays the hardware features on the VVX 400 and VVX 410 business media phones. The table lists each numbered feature shown in this figure.

VVX 400 and 410 hardware features

VVX 400 and 410 Hardware Feature Descriptions

Reference Number	Feature	Feature Description
1	Security slot (on side)	Enables you to attach a universal security cable lock to your phone so you can secure it to a desktop.
2	Reversible tab	Secures the handset in the cradle when your phone stand is positioned at a high angle. To secure the handset, remove the tab, reverse it so the protrusion points up, and re-insert it. Position the handset so the protrusion on the tab fits into the slot on the handset.
3	Speaker	Provides ringer and speakerphone audio output.
4	Soft keys	Enable you to select context sensitive keys that display along the bottom of the screen.
5	Transfer key	Transfers an active call to a contact.
6	Dialpad keys	Enable you to enter numbers, letters, and special characters. You can also use the dialpad keys to select menu items that have index numbers.

Reference Number	Feature	Feature Description
7	Messages key	Enables you to access and manage instant and voice messages.
8	Hold key	Holds an active call or resumes a held call.
9	Microphone	Transmits audio to other phones.
10	Volume keys	Adjust the volume of the handset, headset, speaker, and ringer.
11	Mute key	Mutes local audio during calls and conferences. The key glows red when activated.
12	Speakerphone key	Enables you to place and receive calls using the speakerphone. The key glows green when activated.
13	Headset key	Enables you to place and receive calls through a headset. The key glows green when an analog headset is activated, and blue when a USB or Bluetooth headset is activated.
14	Navigation key/ Select key	Scrolls through information or options displayed on the phone's screen. Selects a field of displayed data.
15	Home key	Displays the Home screen from other screens, and displays the Lines and Calls screens from the Home screen.
16	Line keys	Enable you to select a phone line, view calls on a line, or quickly call a favorite contact.
17	Screen	Shows a 3.5-inch diagonal screen with a backlight that enables you to view menus and data.
18	Message Waiting Indicator	Flashes red to indicate when you have new messages.

VVX 500 and 600 Phones Hardware

The following figure displays the hardware features on the VVX 500 and VVX 600 business media phones. The table lists each numbered feature shown in this figure.

VVX 500 and VVX 600 hardware features

VVX 500 and 600 Hardware Feature Descriptions

Reference Number	Feature	Feature Description
1	Reversible tab	Secures the handset in the cradle when your phone stand is positioned at a high angle. To secure the handset, remove the tab, reverse it so the protrusion points up, and re-insert it. Position the handset so the protrusion on the tab fits into the slot on the handset.
2	Speaker	Provides ringer and speakerphone audio output.
3	Dialpad keys	Enable you to enter numbers, letters, and special characters. You can also use the dialpad keys to select menu items that have index numbers.
4	Security slot (on side)	Enables you to attach a universal security cable lock to your phone so you can secure it to a desktop.
5	Microphone	Transmits audio to other phones.
6	Volume keys	Adjust the volume of the handset, headset, speaker, and ringer.

Reference Number	Feature	Feature Description
7	Mute key	Mutes local audio during calls and conferences. The key glows red when activated.
8	Speakerphone key	Enables you to place and receive calls using the speakerphone. The key glows green when activated.
9	Headset key	Enables you to place and receive calls through a headset. The key glows green when an analog headset is activated, and blue when a USB or Bluetooth headset is activated.
10	Touchscreen	Enables you to select items and navigate menus on the touch-sensitive screen. Tap the screen to select and highlight screen items. To scroll, touch the screen, and swipe your finger up, down, right, or left.
11	Home key	Displays the Home screen from other screens, and displays the Lines and Calls screens from the Home screen.
12	Message Waiting Indicator	Flashes red to indicate when you have new messages.
13	USB port	Enables you to attach a USB flash drive, a USB headset, or a VVX Camera.

VVX 1500 Phone Hardware

The following figure displays the VVX 1500 business media hardware features. The table lists each numbered feature shown in this figure.

VVX 1500 hardware features
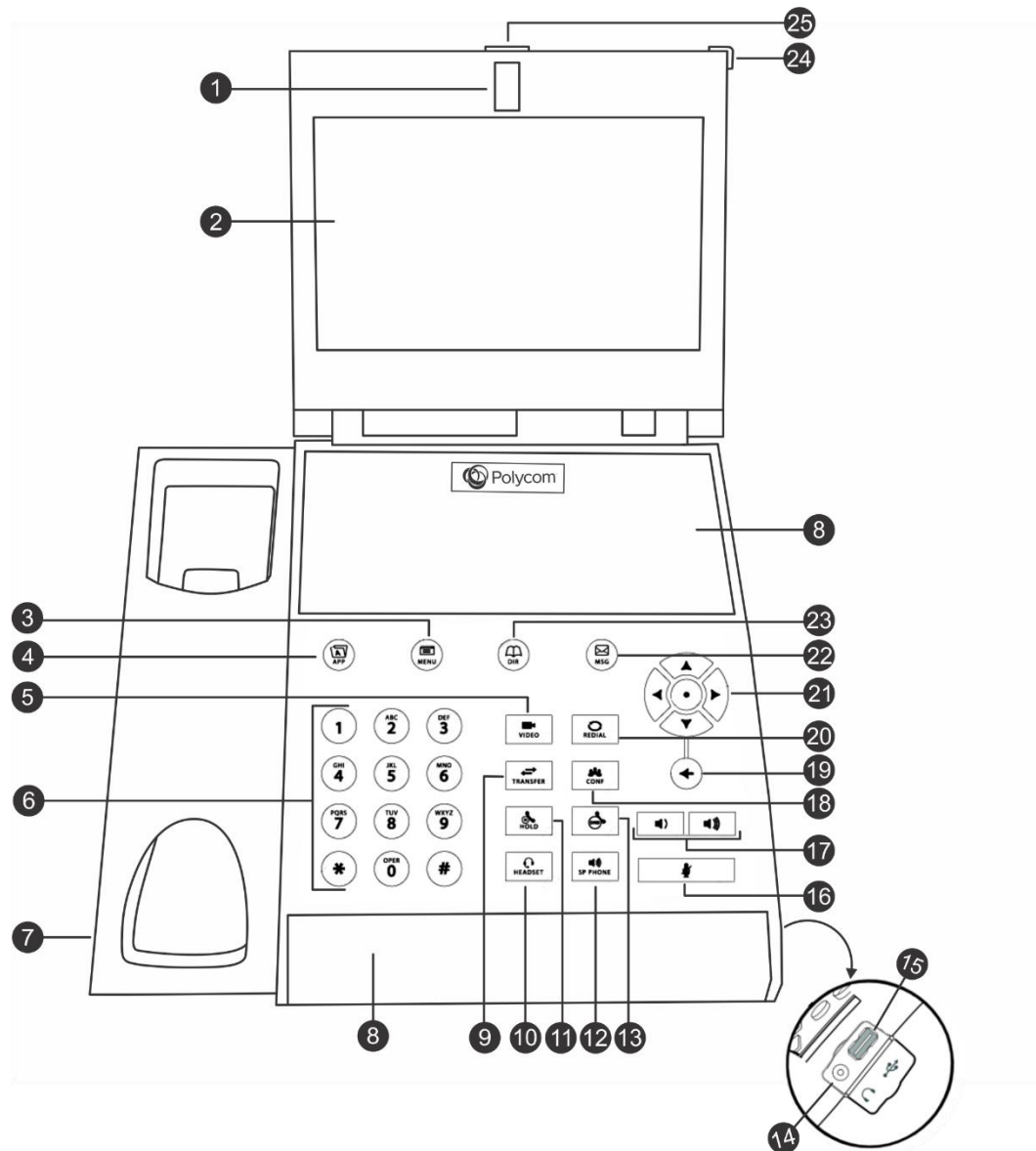
VVX 1500 Hardware Feature Descriptions

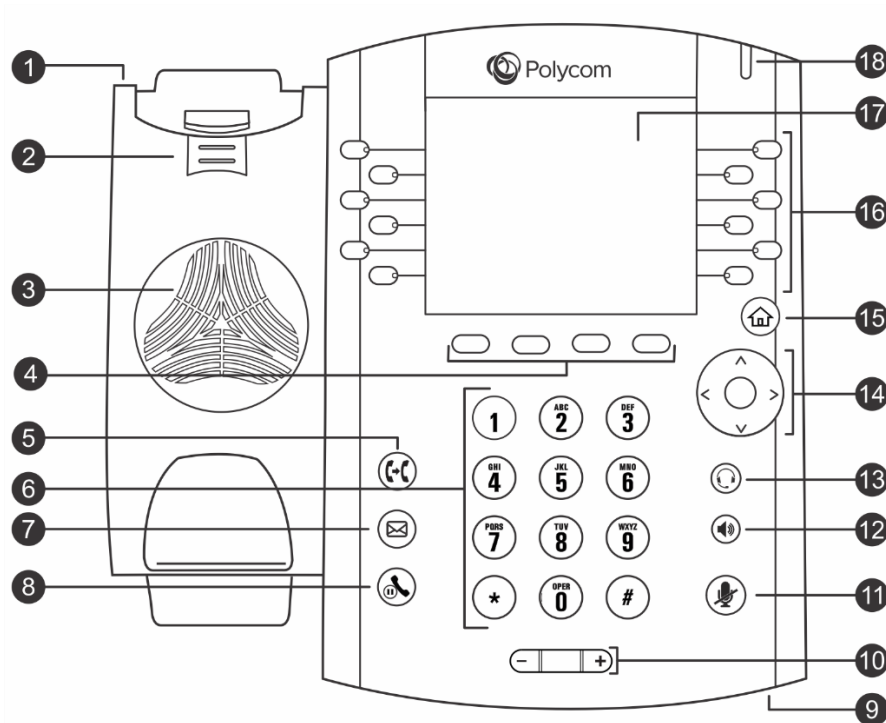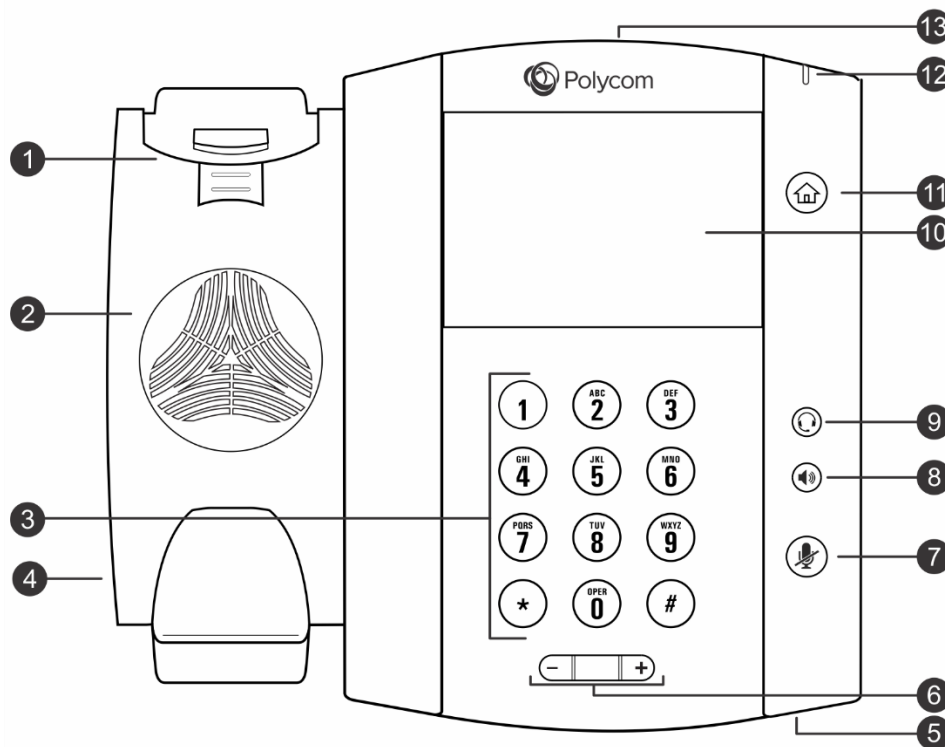| Reference Number	Feature	Feature Description
1	Camera	Provides near-site video. The camera barrel is located directly behind the camera lens. The camera barrel adjusts the camera angle.

Reference Number	Feature	Feature Description
2	Touchscreen	Enables you to select items and navigate menus on the touch-sensitive screen. Tap the screen to select and highlight screen items on screen. To scroll, touch the screen, and swipe your finger up and down.
3	Menu key	Enables you to access your phone and organization's features as well as other menu options.
4	Applications key	Enables you to access the Web Browser and Launch Pad.
5	Video key	Controls the size, position, and transmission of video images.
6	Dialpad keys	Provide the 10 digits, alphabetic characters, and special characters available in context-sensitive applications.
7	Security slot (on side)	Enables you to attach a universal security cable lock to your phone so you can secure it to a desktop.
8	Speaker	Provides ringer and hands-free (speakerphone) audio output.
9	Transfer key	Transfers a call to another party.
10	Headset key	Enables you to place and receive calls through an optionally connected headset. The key glows green when headset mode is selected.
11	Hold key	Holds an active call or resumes a held call.
12	Speakerphone key	Enables hands-free communication during calls. The key glows green when speakerphone mode is selected.
13	Do Not Disturb key	Cancels ringing and directs incoming calls to your mailbox. The key glows red when activated.
14	Headset connector	Enables you to connect a headset to the phone.
15	USB port	Enables you to connect a USB flash drive to display pictures on your phone, and to record and play back calls.
16	Mute key	Mutes audio transmission locally during calls and conferences. The key glows red when activated.
17	Volume keys	Adjust the volume of the handset, headset, speaker, and ringer.
18	Conference key	Enables connection with another party for a conference.
19	Delete key	Deletes data displayed on the screen.
20	Redial key	Dials your most recently called contact.

Reference Number	Feature	Feature Description
21	Arrow keys	Enable you to scroll through lists, highlight items, and scroll through active and inactive calls. The Left and Right arrow keys enable you to enable and disable fields, scroll through values for a field, and position the cursor within text to update the text. The Left arrow key also enables you to return to a previous menu.
22	Messages key	Enables you to access and manage instant, voice, and video messages.
23	Directory key	Enables you to access the Contact and Corporate directories, as well as call lists.
24	Message LED Indicator	Flashes red when you have new messages, when the phone is in power-saving mode, and when the software is loading on your phone.
25	Privacy Shutter	Covers and uncovers the camera.

Secure Your Phone with the Security Slot

The security slot is located on the left or right side of the phone and is indicated by a padlock 🔒 symbol. See the hardware figure for your phone in the View Your Phone Keys and Hardware section for the location of the security slot on your phone.

By fastening one end of a universal security cable to a stationary object such as a desk or table, and the other end to the security slot available on Polycom VVX phones, you can prevent your phone from being stolen or otherwise removed. Contact the universal security cable manufacturer directly for more information on securing your phone.

Navigate Your Phone Interface

Your VVX phone has phone icons, status indicators, and phone screens to help you navigate your phone interface and understand important information on the state of your phone. The following topics describe how to navigate your phone's interface:

- Understand Phone Screens
- Understand Phone Icons and Status Indicators

Understand Phone Screens

VVX phones have four screens that display on the phones:

- **Home**   Displays your messages, settings, and information (all VVX phones).
- **Calls**   Displays all active and held calls on your line (VVX 300, 310, 400, 410, 500, and 600 phones).

- **Lines** Displays your phone lines, your favorites, and conditional soft keys (VVX 300, 310, 400, 410, 500, and 600 phones).
- **Active Calls** Displays the active call currently in progress (VVX 500, 600, and 1500 phones).

Home Screen

On VVX 300, 310, 400, 410, 500, and 600 phones, the phone line and icons you can select to access phone features, settings, and information display on the Home screen. On VVX 1500 phones, your phone line and favorites display on the Home screen. For information on favorites, see the section Manage Favorites.

On VVX 300, 310, 400, 410, 500, and 600 phones, a Page Indicator shows the page you are currently viewing. On VVX 500 and 600 phones, you can press and hold the Page Indicator to control how many icons display on the Home screen. The following figure shows the Page Indicator on the VVX 300 phone.

Home screen and Page Indicator on the VVX 300 phone

On VVX 500 and 600 phones, you can select a phone line on the Home screen to display additional phone lines and favorites on your phone, as shown next. From this screen, you can also select a phone line to open the Dialer or select a favorite to call.

Additional Lines and Favorites from Home screen

Calls Screen

The Calls screen is supported on VVX 300, 310, 400, 410, 500, and 600 phones. You can access the Calls screen when you have one held call or an active and held call in progress on your phone. The Calls screen automatically displays when you have an active call and one or more held calls on your phone.

To display the Calls screen:

» During a call, do one of the following:

➢ Press ⌂.

➢ On VVX 500 and 600 phones, tap ◄ Calls in the status bar.

➢ On VVX 500 and 600 phones, swipe the screen right to left.

All of your active and held calls display on the Calls screen. Use the arrow keys or swipe the screen from the bottom to the top to view all calls on your phone. The total number of calls displays on your line, and if you have multiple lines on your phone, calls display under the associated line.

Calls screen on VVX 600 phones
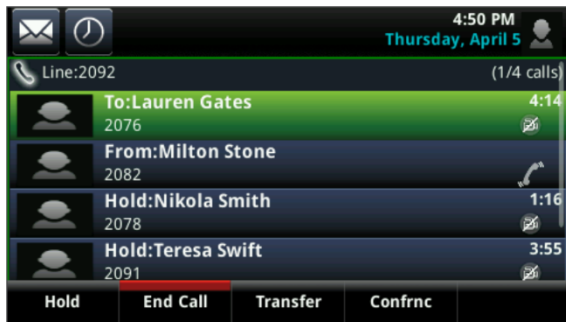
Lines Screen

The Lines screen is supported on VVX 300, 310, 400, 410, 500, and 600 phones, and is the default screen when your phone is idle. You can view your phone lines, favorites, and soft keys in the soft key area on the Lines screen, as shown next.

Phone line, Favorites, and Soft keys on the Lines screens on the VVX 300 phone
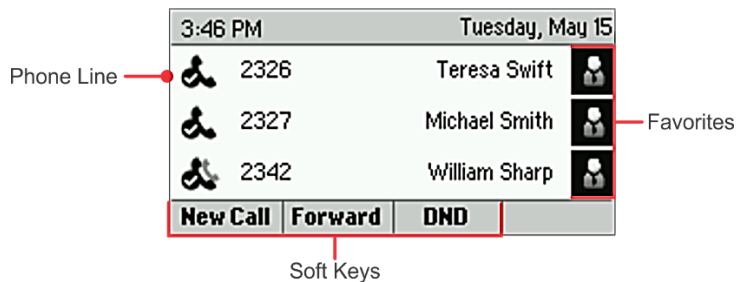
To display the Lines screen:

» From the **Home** screen, press ⌂.

When you have multiple calls on your phone, the number of calls you have displays next to the line number.

Active Call Screen

The Active Call screen is supported on VVX 500, 600, and 1500 phones, and the screen displays when you place a call and you have an active call in progress. When you have an active call in progress, the name and number of the contact you are talking with and the duration of the call displays in the Active Call screen. In the Active Call screen, you can hold, end, and transfer the call, or set up a conference call.

To display the Active Call screen:

» Do one of the following:

➢ Place a call.

➢ On VVX 500 and 600 phones, press 🏠 during an active call.

➢ On VVX 500 and 600 phones, tap ◄ Calls in the status bar.

➢ On VVX 500 and 600 phones, swipe the screen from right to left.

The following figure shows the Active Call screen on the VVX 500 phone.

Active Call screen on VVX 500 phones
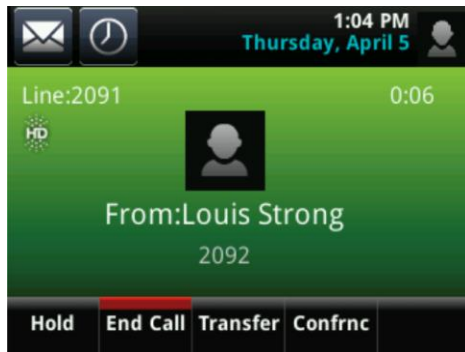
Switch Among Phone Screens

You can see any phone screen on your phone from other screens by pressing the Home key, 🏠, or by swiping your finger from right to left on the touchscreen. Although you can access any phone screen from other screens, you can access certain screens only if your phone is idle or has one or more calls in progress.

You can access certain screens in the following scenarios:

● If your phone is idle, you can access the Home and Lines screen.

● If your phone has an active call, you can access the Calls, Lines, or Active Call screens.

● If your phone has one active call only, you can access the Home, Lines, and Active Call screens.

● If your phone has multiple calls, or one held call, you can access the Home, Lines, and Calls screen.

On VVX 1500 phones, the Home screen is the default screen, and you can only view the Active Call screen when your phone has an active call in progress. There is no Home key on VVX 1500 phones, and you cannot switch among screens.

To switch among screens:

» Do one of the following:

➢ From the **Home** screen, press 🏠 to display either the Lines, Calls, or Active Call screen.

The Calls and Active Call screen display only when an active or held call is in progress on your phone.

➢ Press 🏠 to display the Home screen from the Lines, Calls, or Active Call screen.

➢ On VVX 500 and 600 phones, swipe the screen to the right or left to switch between the Lines, Calls, or Active Call screen.

Understand Phone Icons and Status Indicators

The following tables display phone icons and status indicators that display on the VVX business media phones. For information on video icons, see the section Use the VVX Camera.

Phone Icons on VVX 300 and 310 Phones

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		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)

Icon	Description	Icon	Description
	Do Not Disturb enabled		Presence status (No information)

Phone Icons on VVX 400 and 410 Phones

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)

Phone Icons and Status Indicators on VVX 500 and 600 Phones

Icon	Description	Icon	Description
	Registered line		Status indicators in Lines screen. A flashing red bar indicates held calls. A green bar indicates an active call.
	Unregistered line		Do Not Disturb enabled
	Placing a call		Phone warning
	Active call using Polycom HD Voice		Login credentials invalid
	Held call		Shared line
	Incoming call in Lines screen		Shared line with a held call
	Incoming call in Call screen		Call forwarding is enabled
	Active conference		Select to access recent calls
	USB flash drive attached		Select to access messages
	Recording in progress or paused (VVX 500 only)		Presence status (Available)
	Recording paused (VVX 600 only)		Presence status (Busy)
	Recording in progress (VVX 600 only)		Presence status (Away)
	Placed call		Presence status (Do Not Disturb)
	Received call		Presence status (Offline)
	Missed call		Presence status (No information)
	Bluetooth available (VVX 600 only)		Bluetooth headset paired and connected (VVX 600 only)

Phone Icons and Status Indicators on VVX 1500

Icon	Description	Icon	Description
	Buddy Status (Online) Busy Lamp Field (BLF) indicator (line is idle)		Audio-only Call
	Buddy Status (Busy, Do Not Disturb)		Audio Call with Polycom HD Voice
	Buddy Status (Be Right Back, Away, Out to Lunch)		Video Call
	Buddy Status (Offline) Busy Lamp Field (BLF) indicator (line is busy)		Video Call with Polycom HD Voice
	Message waiting indicators		Call on hold (private line)
	Missed calls indicator		Call on hold (shared line)
	Mute applied		Call without Polycom HD Voice (private line)
	Speed Dial Key		Call (shared line)
	USB device attached and idle		Conference call
	USB device attached and playing back		Do Not Disturb enabled
	USB device attached and recording		Forward (Always)
	USB device attached and recording paused		Headset attached
	Presence status (Available)		Line (registered, private)

Icon	Description	Icon	Description
	Presence status (Busy)		Line (registered, shared)
	Presence status (Away)		Line (unregistered)
	Presence status (Do Not Disturb)		Login credentials locked
	Presence status (Offline)		Video stopped and muted
	Presence status (No information)		Video stopped

Enter Information in Data Fields

You can enter information and edit fields using the dialpad keys on the phone console or using the onscreen keyboard on VVX 500, 600, and 1500 phones.

Before you enter information into fields, you can choose how you want to enter the information using the following soft keys:

● **Mode**   Enables you to enter just numbers, or text in title case, lowercase, or uppercase characters.

● **Encoding**   Enables you to enter alphanumeric and special characters as well as characters in special languages.

The following tables list the Mode and Encoding options for the dialpad and the onscreen keyboard.

Mode and Encoding Options

Mode Options	Encoding Options
Abc (to capitalize the first letter only, and use lowercase for the remaining letters)	Abc
ABC (to enter uppercase only)	ABC
Abc (to enter lowercase only)	abc
123 (to enter numbers only)	123
	ASCII (for regular text)
	Latin (to enter accented characters)
	Katakana (for Japanese characters)
	Unicode (to store characters as double bytes)

Mode Options	Encoding Options
	Cyrillic (for Russian characters)

When the onscreen keyboard displays on VVX 500, 600, and 1500 phones, the Encoding and Mode soft keys are not available. For tips on using the onscreen keyboard, see Enter Information Using the Onscreen Keyboard.

Enter Information Using the Dialpad

You can use the dialpad keys on your phone console to edit or update field information. The following table describes how to enter different types of data on your phone using the dialpad.

Using the Dialpad Keys to Enter Information

Data Type	Action
Enter numbers, or characters in uppercase, lowercase, or title case mode	Select **Encoding** or **Mode**, and select **ABC**, **abc**, or **Abc**.
Enter only numbers	Select **Encoding** or **Mode**, and select **123**.
Enter text in another language	Select **Encoding**, and select one of the language options.
Enter a character	Press a dialpad key repeatedly to view the character options and stop when the character you want to enter displays in the field. Wait one second, and enter the next character.
Enter a number	Select **Encoding** or **Mode**, and select **123**, or press a dialpad key repeatedly to enter the number that displays on that key.
Enter a special character	Select **Encoding**, and select **Abc**, **ABC**, or **abc**. Press the **1**, **0**, **asterisk** (*), or **pound** (#) key one or more times to enter one of the following special characters: • **1** key: ! | ' ^ \ @ : 1 • ***** key: . * - & % + ; ( ) • **0** key: / , _ $ ~ = ? 0 • **#** key: # > < { } [ ] " ' You cannot access special characters when you are in numerical (123) mode.
Enter a space	Select **Encoding**, and select one of the alphabetic **Abc**, **ABC**, or **abc**. Press the **0** key. You cannot enter a space when you are in numerical (123) mode.
Delete one or more characters	Use the arrow keys to position the cursor to the right of the character, or drag your finger across the characters until the cursor is positioned to the right of the character(s) you want to delete. Press the **Delete** key or tap ⌫.

Enter Information Using the Onscreen Keyboard

The onscreen keyboard is available on VVX 500, 600, and 1500 phones, and the keyboard enables you to enter field information using your touchscreen. When a data entry field requires only numbers, the onscreen keyboard displays only numbers.

To access and use the onscreen keyboard:

1 Tap ⌨ .

The icon displays on screen when data fields are available.

2 Tap 🌐 and select an **Encoding** or **Mode** option.

Or, tap ⬚abc , ⬚.&123 , ⬚⬆A , or ⬚⬆ to select alphabetic, numerical, uppercase, or lowercase mode.

3 Press your finger on each character you want to enter.

4 When you finish, tap ✓ .

The following table describes how to enter information using the onscreen keyboard.

Using the Onscreen Keyboard to Enter Information

Task	Action
Select an Encoding option (title case, uppercase, lowercase, numbers-only, ASCII, Latin, Katakana, Unicode, Cyrillic)	Select 🌐 and select the Encoding options you want.
Enter text	Select abc and select the characters you want.
Enter uppercase characters	Select ⬆A and select the characters you want.
Enter lowercase characters	Select ⬆ and select the characters you want.
Enter numbers	Select .&123 and select the numbers you want.
Enter special characters	Select .&123 and select the characters you want.
Exit the onscreen keyboard, enter the information, and update the next field	Select ✓ .
Delete one or more characters	Drag your finger across the characters to highlight them in yellow and select ⌫ .
Replace characters	Highlight the characters you want to delete. Then, enter the characters you want.

Use PinYin to Input Chinese Characters

PinYin is a commonly used text input method for Chinese characters. The PinYin text input feature on VVX phones uses Nuance XT9® Smart Input to enable you to enter Chinese characters into text data fields using the phone's dialpad keys or onscreen keyboard.

Web Info: About the PinYin text input

For more information on the PinYin text input, see the Nuance's XT9 Smart Input web site.

Use the PinYin Input Widget

You can enter Chinese characters in the contact directory, corporate directory, and browser using the PinYin input widget and the dialpad keys or onscreen keyboard. When you select a data field to edit, the PinYin input widget automatically displays when Simplified or Traditional Chinese is set as the displayed language on your phone.

The following figure shows the PinYin widget on the VVX 1500 phone.

PinYin Input Widget in the Contact Directory

To enter Chinese characters using the PinYin widget and the dialpad keys:

1 Enter the PinYin text that corresponds with the letters on the phone's dialpad. For example, press *7464*.

   The possible PinYin matches display in the text field with the first match highlighted.

2 Press ✱ to toggle between selections.

The recommendation area shows the possible character matches. For example, when *Qing* is selected, the recommendation area shows 庆情请清**青平**轻晴**萍**评. A navigation indicator displays if more matches are available.

3 Use the left and right arrow keys or swipe the recommendation area on the touch screen to change the selected character.

4 Press the **Select** key to select the character from the recommendation area.

5 After the character is selected, it displays in the input field at the cursor location.

6 Repeat preceding steps until entry is complete.

The PinYin input widget disappears if you press ⊛ or no keys are pressed for 5 seconds.

To enter Chinese characters using the PinYin widget and the onscreen keyboard:

1 Tap ⌨ .

2 Tap 🌐 to verify that PinYin is the default input mode.

A list of language options display.

3 Ensure that **XT9 PinYin** is selected.

4 Enter the PinYin text using the onscreen keyboard.

5 Tap ✓ on the onscreen keyboard to select the character from the recommendation area.

6 Repeat preceding steps until entry is complete.

Log In to and Lock Your Phone

This section describes security features available on your VVX phone. Polycom VVX phones enable you to lock your phone, log in to your phone with login credentials, and sign in to Microsoft® Lync®. This section includes the following topics:

- Log In to Your Phone
- Sign In and Out of Lync on Your Phone
- Lock Your Phone

Log In to Your Phone

If your system administrator has set up user credentials for your phone, you can view your personal phone settings from any phone that is part of your organization. You can log in to a phone by entering your user ID and password, and access your contact directory, speed dials, and phone settings. Contact your system administrator for your user credentials.

When you change phone settings while logged in to another phone, the settings are saved and displayed the next time you log in to your phone.

> **Note: Placing a call from a logged out phone**
>
> When a phone is logged out, you can use the phone to place emergency calls and other pre-determined phone numbers. Pre-determined numbers are set up by your administrator. For information on how to place authorized calls, see Place Calls from a Locked or Logged Out Phone.

Log In and Out of Your Phone

Depending on how your system administrator set up the user login feature, you may need to log in to a phone before you can use the phone. By default, Polycom phones do not require you to log in before you can use them. However, if you do not log in, you see the phone's default profile.

When you log in, you have full access to your personal phone settings and your directory. After you log out, you can no longer view this information.

To log in to a phone:

1 Do one of the following:

- ➢ If you see the **User Login** screen, proceed to step 2.
- ➢ If you do not see the **User Login** screen, select **Settings > Features > User Login > Log in**. For VVX 1500 phones, select **Menu > Features > User Login > Log in**.

2 From the **User Login** screen, enter your user ID and password, and select **Log in**.

When your login credentials are accepted, the phone updates to display your personal phone profile. When your credentials are not accepted, the message "User login failed" displays, and the **User Login** screen displays again. Check with your system administrator to confirm that your login credentials are correct.

After you use a phone, make sure you log out to prevent access to your personal settings.

To log out of a phone:

1 Select the **Log out** soft key, or select **Settings > Features > User Login > Log out**.

  For VVX 1500 phones, select **Menu > Features > User Login > Log in**.

  The **Logout** screen displays with a confirmation message.

2 Select **Yes**.

  Your personal profile is no longer accessible, and the phone displays either the User Login screen for the next user, or the default phone profile.

Change Your Password

You can change your password from any phone.

To change your user password:

1 Log in to a phone on your network.

2 Select **Settings > Features > User Login > Change User Login Password**.

  For VVX 1500 phones, select **Menu > Features > User Login > Log in Password**.

3 From the **Change User Login Password** screen, enter your old and new password information, and select **Enter**.

  Your password is changed. The next time you log in to a phone, you need to enter your new password.

Sign In and Out of Lync on Your Phone

You can sign in to Microsoft Lync on your phone with your login credentials—your domain, e-mail, user name, and password—or your PIN authentication. Your system administrator provides you with your login credentials or PIN authentication. Check with your system administrator to find out if this feature is available on your phone.

To sign in to Lync on your phone:

1 Select the **SignIn** soft key, or select **Settings > Features > Microsoft Lync > SignIn**.

  For VVX 1500 phones, select **Menu > Features > Microsoft Lync > SignIn**.

2 Enter your login credentials or your phone extension and PIN.

  A confirmation message displays when your phone successfully signs into Lync.

Troubleshooting: I can't log in using my login credentials.

If you input the wrong login credentials or PIN authentication and lock your account, contact your system administrator.

To sign out of Lync on your phone:

» Press the **SignOut** soft key or select **Settings > Features > Microsoft Lync > SignOut**.

For VVX 1500 phones, select **Menu > Features > Microsoft Lync > SignOut**.

After you sign out of Lync, you cannot call or view your Lync contacts. However, you can still use other phone features.

Lock Your Phone

Your system administrator provides you with a user password that you can use to unlock the phone and use to answer calls when your locked phone.

Consider locking your phone if you want to:

- Prevent unauthorized outgoing calls.

- Allow only authorized people to answer calls.

- Prevent people from viewing or modifying phone information, such as your directory, call lists, or favorites.

When your phone is locked, you can:

- Make outgoing calls to authorized numbers only.

- Enter a password to answer incoming calls.

- Unlock the phone, make an authorized call, or view the browser, if enabled.

- View messages on the status bar informing you that the phone is locked and that only authorized calls are allowed. Any messages that displayed before the phone was locked do not display.

Lock and Unlock Your Phone

You can choose how you want your phone to handle incoming calls when it is locked. When you set up your phone to receive incoming calls when locked (the default setting), incoming calls ring on your phone, and you can answer calls by entering your user password. When you set up your phone to ignore incoming calls, Do Not Disturb applies to all lines on your phone, and your phone does not ring.

To lock your phone:

1 Select **Settings > Basic > Lock Phone**.

For VVX 1500 phones, select **Menu > Settings > Basic > Lock Phone**.

2 From the **Lock Phone** screen, select **Allow ringing when locked** (the default setting) if you want your phone to ring when you have an incoming call.

When you choose this option, you can answer a call by entering your password.

3 Select **Lock**.

Your phone is locked.

Timesaver: A quick way to lock your phone

You can quickly lock your phone by selecting the **Lock** soft key. When you do this, you cannot choose how to handle incoming calls. Your phone uses the default setting (Allow ringing when locked) or the last setting selected.

To unlock your phone:

1 Select **Unlock**.

2 Enter your user password and select **Enter**.

The phone unlocks.

When you set up your phone so you can answer incoming calls when your phone is locked, you can answer calls by entering your user password. See the section Answer Calls on a Locked Phone for more information.

Change Your User Password

You can change your user password at any time.

To change your user password:

1 Select **Settings > Advanced**.

For VVX 1500 phones, select **Menu > Settings > Advanced**.

2 Enter your password, and select **Enter**.

3 From the **Advanced** screen, select **Change User Password**.

4 From the **Change User Password** screen, enter your old and new password information, and select **Enter**.

Audio Calls

Polycom VVX business media phones provide crystal clear voice quality for the handset, speakerphone, and optional headset. VVX phones enable you to place and answer SIP and H.323 calls, ignore incoming calls from all or individual contacts, place and manage conference calls, and manage calls on shared lines.

This section includes the following topics:

- Place and Answer Audio Calls
- Hold and Transfer Calls
- Park and Retrieve Calls
- Manage Multiple Calls
- Ignore or Reject Incoming Calls
- Redirect Incoming Calls
- Initiate and Manage Conference Calls
- Work with Shared Lines
- Record Calls on VVX 500, 600, and 1500 Phones

Place and Answer Audio Calls

Your phone can manage a maximum of 24 active, incoming, and held audio calls at a time on your phone. However, you can have only one active call in progress with numerous other incoming calls or calls on hold. Additionally, your system administrator can set up your phone to have up to six lines with unique extension numbers, or the same extension number as other lines on your network.

This section includes the following topics:

- Place Audio Calls
- Redial a Number
- Use H.323 Protocol to Place Audio Calls
- Answer Audio Calls
- Switch among the Handset, Headset, and Speakerphone
- Mute Audio
- End Audio Calls

Place Audio Calls

You can place audio calls on your phone, and you have the option to use the handset, the speakerphone, or a headset.

You can place calls in the following ways:

- From the Dialer
- From Recent Call lists

- From Favorites
- From directories
- From a locked phone
- When your phone is logged-out
- Using the intercom
- From VVX Expansion Modules

Place Calls from the Dialer

The Dialer enables you to enter a number to place a call and displays a list of previously placed calls. As you enter numbers, the Dialer displays a list of similar numbers in your directory. Select a match to automatically enter the number.

To place a call from the Dialer:

1 Do one of the following:
   - Start typing a phone number.
   - Press a line key.
   - Pick up the handset, or press ⏸ or ⏺.
   - Select **New Call**.
2 Enter a number or select a recent contact.
3 On VVX 300, 400, and 1500 phones, select **Dial**.

   On VVX 500 and 600 phones, tap 📞 .

> **Note: Handling automatically placed calls**
>
> Your administrator can set up your phone to automatically place the call after you enter a certain number of digits. If a call is placed before you enter all the digits, place the call as follows: enter the phone number and select **Dial**.

Place Calls from Recent Call Lists

In addition to the Dialer, you can place calls from the Recent Calls list, which has calls that were recently placed, answered, or missed on your phone.

To call from the Recent Calls list:

1 Do one of the following:
   - On VVX 300 and 400 phones, select **Directories > Recent Calls**.
   - On VVX 500 and 600 phones, tap **Directories > Recent**.
   - On VVX 1500 phones, press the **Directory** key, and then select **Call Lists**.
2 From the **Calls List** screen, select a contact and select **Dial**. On VVX 500 and 600 phones, the call is automatically placed after you select a contact.

Place Calls from Favorites

You can place a call to your favorites from the Favorites list, from the New Call screen, or by selecting a favorite on your Home or Lines screen. On VVX 1500 phones, you can select a favorite on the home screen to dial a favorite quickly.

To call from your Favorites list:

1 Select **New Call**.

2 From the Dialer, select **Favorites**.

3 Select a favorite, and select **Dial**. On VVX 500 and 600 phones, the call is automatically placed after you select a favorite.

To call a favorite from the Home screen:

» Do one of the following:

➢ On VVX 300 and 400, press a line key associated with a favorite.

➢ On VVX 500 and 600 phones, press ⌂, tap your phone line, and tap a favorite.

➢ On VVX 1500 phones, tap a favorite.

A call is placed to the favorite automatically.

To call a favorite from the Lines screen:

» Press ⌂ and select a favorite.

A call is placed to the favorite automatically.

Place Calls from Directories

You can place a call to a contact directly from your directory or you can select contacts in your directory to call from the New Call screen.

To call from your directory:

1 Do one of the following:

➢ Select **Directories**.

➢ Select **New Call > Directory**.

➢ On the VVX 1500, press the **Directories** key.

2 Choose a directory.

3 From your directory, select a contact.

4 From the **Contact Information** screen, select the contact's phone number.

The call is automatically placed on VVX 500 and 600 phones.

5 On VVX 300, 400, and 1500 phones, select **Dial**.

You can also call contacts from the search screen in your directory.

To call contacts from the directory search screen:

1 Select **Directories**.

On VVX 1500 phones, press the **Directories** key.

2 Select **Search**, enter your contact's first or last name, and select **Search**.

3 Select your contact.

4 In the **Contact Information** screen, select the contact's number, and select **Dial**.

Place Calls from a Locked or Logged Out Phone

When your phone is locked or you are not logged in to the phone, you can place calls only to emergency numbers, such as 911, and up to five authorized numbers that your administrator can set up. You cannot call any other numbers from a locked or logged out phone.

To call an authorized number from a locked phone:

1 Select **New Call**.

2 From the **Place an Authorized Call** screen, select a number, and select **Dial**, or on VVX 500 and 600 phones, tap   .

Place an Intercom Call

The intercom on your phone enables you to place a call to a contact that is answered automatically on the contact's phone. The intercom call is automatically answered only if the contact is not in an active call. If the contact is in an active call, the contact can choose to answer the intercom call, or the intercom call is answered automatically after the active call ends. Check with your system administrator to find out if this feature is available on your phone.

When you receive an intercom call on your phone, the call is answered automatically using the speakerphone. You can switch to the handset or headset after the call is answered.

To place an intercom call:

1 Select the **Intercom** icon, or select the **Intercom** soft key.

The **New Call** screen is displayed.

2 Enter a number or select a contact.

3 Select **Dial**, or on VVX 500 and 600 phones, tap   .

The phone plays a tone and the call is answered automatically on the contact's phone.

4 Speak your message and wait for a reply.

5 If you do not need to wait for a response, select **End Call**.

> **Note: Quickly call a contact using the intercom**
>
> You system administrator can set up your phone to automatically call a specific contact when you press the Intercom soft key. If your phone is set up this way, press the **Intercom** soft key and wait for the call to be answered before speaking your message.

You can also place an intercom call during a call.

To use the intercom during a call:

1   Select **Hold**, and select the **Intercom** soft key.

The active call is placed on hold and the **New Call** screen displays.

2   Enter a number or select a contact.

3   Select **Dial**, or on VVX 500 and 600 phones, tap 📞 .

4   After the call is answered, speak your message and select **End Call**.

5   Select **Resume.**

If your phone is set up to answer intercom calls with your microphone muted, you need to unmute your microphone before responding to the call.

To respond to an intercom call with mute enabled:

»   After the call is answered, press the **Mute** key and reply.

Place a Call from a VVX Expansion Module

You can place a call using the line keys on your VVX Expansion Modules. Line keys on expansion modules activate available lines and place calls to contacts assigned to those lines. See the section Connect Polycom VVX Expansion Modules to Your Phone for more information on using expansion modules.

To place a call:

»   Do one of the following:

➢   Press a line key corresponding to an available line and dial the number.

➢   Press the line key of the assigned favorite you want to call.

The call is placed and displays on your phone's screen.

Redial a Number

The last call you placed displays on your phone in the Dialer. The first number in the list is the last call you placed.

To redial a number:

1   Select **New Call**.

2   From the Dialer, select the first number in the list.

3   Select **Dial**, or on VVX 500 and 600 phones, tap 📞 .

Use H.323 Protocol to Place Audio Calls

You can use H.323 Protocol to place calls on VVX 500, 600, and 1500 phones. Your system administrator can set up your phone to handle calls that use the SIP protocol, the H.323 protocol, or both.

Your system administrator can also set up your phone so that a line can handle one or both protocols. Contact your system administrator to find out if calling with the H.323 protocol is enabled on your phone.

When your phone supports the H.323 protocol, the following limitations apply:

- You cannot forward or transfer H.323 calls.
- You cannot set up forwarding for lines that use the H.323 protocol only.
- You cannot set up shared lines on lines that use the H.323 protocol.
- You cannot place a call by just an H.323 name. You must use URL dialing and enter the following format for the URL: *<H.323 name>@<server name>*

Your system administrator can set up your phone so you can choose the protocol you want to use before placing a call. Your system administrator can also set up your phone so that you can enable it to automatically select the protocol to use for all calls.

To place a call using H.323 protocol:

1 Select **New Call**.

2 In the dialer, tap **Use H.323** or **URL** to place an H.323 call.

H.323 displays in the title bar. Your phone uses the H.323 protocol for all subsequent calls until you select a different protocol.

3 Enter your contact's H.323 URL name. For example, *VVX101@100.100.100.100*.

You can also choose to automatically select a protocol to use when placing a call.

To automatically select a protocol for placing calls:

1 Tap **New Call**.

2 In the dialer, tap **Use Auto** to enable your phone to automatically select the protocol to use.

Your phone uses the selected protocol for all subsequent calls until you select a different protocol.

For dual-protocol phones, the protocol displays next to all call IDs, including the call IDs for conference call participants and calls on hold.

When you place calls from call lists or directories, your phone automatically chooses the protocol to use based on the information in the call list or directory. When you add a contact to your Contact Directory, you can specify the protocol the contact uses to handle calls. This enables your phone to automatically use the correct protocol when you dial the contact. See the section Manage the Contact Directory for more information.

Answer Audio Calls

When you receive an incoming call, your phone rings and an Incoming Call window displays, as shown below. In the Incoming Call window, you can choose to answer or ignore the incoming call.

Incoming Call window

Note: Setting up a visual incoming call alert

Your system administrator can enable the touchscreen to flash bright orange when you have an incoming call. The touchscreen continues to flash until the incoming call displays in the Home or Calls screen. For more information about this feature, see your system administrator.

To answer an incoming call:

» Do one of the following:

    ➢ Pick up the handset.

    ➢ Press 📢 or select **Answer**.

    ➢ Press 🎧.

After you answer the incoming call, the call becomes active.

When you don't answer the call within 10 seconds, the Incoming Call window disappears, and either the Home or Calls screen displays. The screen that displays depends on the last screen displayed on your phone.

To answer the call from the Calls screen:

» Select the incoming call, and select **Answer**.

Note: Answering calls when your phone is locked

If your phone is locked, you must enter a user password before answering the call. See the section Answer Calls on a Locked Phone.

Answer a Call When in a Call

When you are in an active call and an incoming call arrives on the same or a different line, a call waiting tone beeps, and the Incoming Call window displays.

To answer an incoming call during a call:

» Select **Answer**.

The active call is placed on hold, and the incoming call becomes active.

If you don't answer the call within 10 seconds, the Incoming Call window disappears, and either the Home or Calls screen displays.

Answer Calls on Shared Lines

Incoming calls to the shared line causes all phones to ring, and the call can be answered on any of the phones. When you or another person answers the incoming call, a green indicator light displays on the line key on all phones for the shared line.

You can also choose to ignore the incoming call by selecting **Silence**. The phone stops ringing, and the visual notification continues to display giving you the option to answer the call.

Answer Calls Automatically

You can set up your phone to automatically answer calls using the Auto Answer feature. When this feature is enabled, your phone automatically answers all incoming calls using the speakerphone. Your system administrator sets how many times your phone rings before the call is automatically answered.

When Auto Answer is enabled and you receive an incoming call while in a call, the incoming call is not answered until you end or hold the current call.

To enable your phone to automatically answer calls:

1 Select **Settings > Basic > Preferences > Auto Answer**.

   For VVX 1500 phones, select **Menu > Settings > Basic > Preferences > Auto Answer**.

2 From the **Auto Answer** screen, select **Auto Answer SIP Calls**, and select **Yes**.

3 If your phone supports H.323 protocol, select **Auto Answer H.323 Calls**, and select **Yes**. This option displays only if your phone supports the H.323 protocol.

4 Select **Microphone Mute**, and choose **Yes** (the default setting) to mute the microphone for auto-answered calls.

5 For VVX 500, 600, and 1500 phones, select **Video Mute**, and select **Yes** to mute the video when video calls are auto-answered. The default setting is **No**. See the section Video Calls for more information on placing video calls.

6 Select **Save**.

   These settings are applied to all incoming calls on your phone.

Answer Calls on a Locked Phone

When you set up your phone so that you can answer incoming calls when your phone is locked (see Lock Your Phone), you can answer calls by entering your user password.

To answer a call on a locked phone:

  1   From the Incoming Call window, select **Answer**.

  2   Enter your user password and select **Enter**.

      The call connects.

Answer Calls from VVX Expansion Modules

You can answer calls using the line keys on your VVX phone or from your VVX Expansion Module. See the section Connect Polycom VVX Expansion Modules to Your Phone for more information on using expansion modules.

To answer calls:

  »   Press the expansion module line key with a flashing green LED indicator.

Switch among the Handset, Headset, and Speakerphone

You can place and answer calls on your phone using the handset, speakerphone, or headset. You can alternate between the three modes during calls, if available.

To switch among the handset, headset, and speakerphone:

  »   During a call, pick up the handset, press 🎧, or press 🔊.

      For example, if you're using the handset, press 🎧 to switch to the headset, or press 🔊 to switch to the speakerphone.

When in speakerphone mode, the 🔊 key glows green. When in headset mode, the 🎧 key glows green if an analog headset is connected or blue if a USB headset is connected.

Power Tip: Setting up the phone to automatically use your headset for all calls

If you frequently use a headset, you can set up your phone to always use your headset. For more information, see Use Your Headset for All Calls.

Mute Audio

You can mute the microphone so other parties cannot hear you. Microphone Mute applies to all modes (handset, headset, and speakerphone). You can still hear all other parties when you mute the microphone.

To mute the microphone:

  »   During a call, including a conference call, press 🎤 .

The Mute key glows red, and the other parties cannot hear you.

To unmute the microphone:

» Press ![mic icon] again.

End Audio Calls

You can end an active call on your phone at any time. However, you cannot end calls on hold. You must resume held calls before ending them.

To end active calls:

» Do one of the following:

   ➢ Place the handset on the cradle.

   ➢ Press **End Call**.

   ➢ In the Calls screen, highlight the call and press **End Call**.

To end a held call:

» From the Calls screen, select the held call, and press **Resume > End Call**.

Hold and Transfer Calls

When you are in a call, you can place a call on hold or transfer the call to a contact.

Hold and Resume Calls

You can place any active call on hold. You can view held calls in the Lines and Calls screens.

To hold a call:

» During an active call, select **Hold**. If you're in the Calls screen, be sure to highlight the call first.

   A hold icon ![hold icon] displays on the line of the held call, and a red LED light flashes on the line key for all phones.

To resume a held call:

» Do one of the following:

   ➢ Select **Resume**.

   ➢ From the Calls screen, select the call to highlight it, and select **Resume**.

Resume Calls on VVX Expansion Modules

You can resume calls placed on hold by other contacts from your VVX Expansion Module. A flashing red LED light on a line key on the expansion module indicates a call is on hold on the contact's line.

To resume a held call:

» Press the line key corresponding to line with the held call.

Transfer Calls

You can transfer calls to another person in the following ways:

- **Blind transfer**   Transfer calls directly to another line without speaking with the other party first.
- **Consultative transfer**   Speak with the other party before completing the transfer.

To perform a consultative transfer:

1 During a call, select **Transfer**.

2 The active call is placed on hold.

3 Dial a number or choose a contact from the call list or directory.

4 Speak with the contact and select **Transfer** when you are done talking.

To perform a blind transfer:

1 During a call, select **Transfer**.

2 From the dialer, select **Blind** and dial a number or choose a contact from the call list or directory. If you do not see **Blind**, select **More > Blind**.

   The call is transferred directly to the contact.

To cancel a transfer before the call connects:

» Select **Cancel**.

Park and Retrieve Calls

Using the Lync Call Park feature, you can park up to eight calls while you continue to make calls and answer other incoming calls on your phone. Call Park is different from call hold in that the call is placed in a call orbit on the Microsoft® Lync® Server. Calls placed in the call orbit are given a retrieval number and can be retrieved by any Lync-compatible phone with access to the orbit. Check with your system administrator to find out if this feature is available on your phone.

Park Calls

You can park up to eight active or held calls on your line. If you try to park additional calls, a message displays stating that the maximum number of calls have been parked on the server.

To park an active call:

» During a call, press the **Park** soft key.

The call is placed in the call orbit and given an orbit number, as shown next.
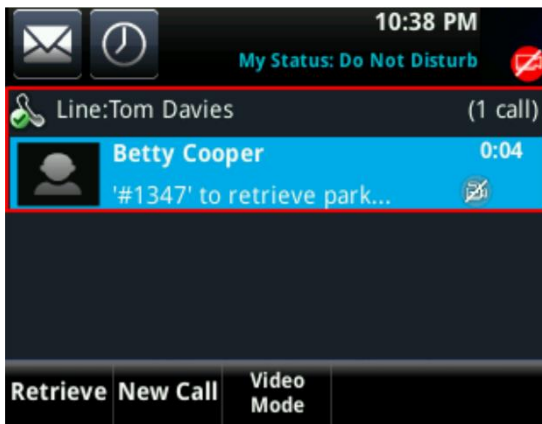
After you park a call, you can retrieve the call, provide another contact with the call's orbit number to retrieve the call, or place a call on your line.

Retrieve Parked Calls

Parked calls are placed in the call orbit and given an orbit number to retrieve the call. Anyone on your network can retrieve a parked call by dialing the call's orbit number. When a parked call is retrieved, a notification is sent to your phone showing that the call was picked up and by whom.

To retrieve a parked call on the same phone:

» Do one of the following:

➤ Press the **Retrieve** soft key.

➤ Select **New Call** and dial the call's orbit number. For example, dial *#1347*.

To retrieve the call on another phone:

» Select **New Call** and dial the call's orbit number. For example, dial *#1347*.

If a parked call is not retrieved within the set time limit, the call is returned to the person who parked the call. For example, if Betty parked a call and no one retrieves the call, the server returns the call to Betty's line. If the parked call isn't answered after the ring-back, the call is sent to the default line on the server. If the call is not answered, the call is terminated. The time limit for parked calls and the default line are set by the system administrator.

Manage Multiple Calls

You can manage multiple calls that are active, incoming, or held on your phone. The following sections provide information on managing calls on VVX 1500 phones and on the other VVX phones.

Manage Calls on VVX 1500 phones

When you have active and held calls on VVX 1500 phones, your phone displays the number of calls next to the line key. If you have an active call and numerous held calls on a line, the Active Call screen displays and a list of held calls displays above the soft keys, as shown next. If you have only held calls on your line, the Active Call screen does not display.

Active and held calls on a VVX 1500 phone

A green bar on the line key indicates the line has an active call, and a flashing red bar indicates the line has one or more held calls.

Your phone displays only the list of calls for one line at a time. If you have multiple lines on your phone, you have to select the line to view calls on that particular line.

To view a list of calls on your line:

» Tap the line.

The line key glows green, and a list of held calls displays above the soft keys. The first held call on the line is automatically resumed.

You can manage a call by holding, resuming, or transferring the call, or you can initiate a conference. When you have more than three held calls on a line, you can press the left and right arrow keys to display the remaining held calls.

To manage held calls:

1 Tap the line with the held call.

The first held call on the line is automatically resumed.

2 Tap [image] or use the right arrow key to view additional held calls.

3 Tap a held call.

4 Do one of the following:

   ➢ Tap **Hold** or press the **Hold** key to place an active call on hold.

➢ Tap **Resume** or press the **Hold** key.

➢ Tap **End Call** to end a call with a contact. You can end only active calls, so resume the held call first before ending it.

➢ Tap **Transfer** to send the call to another contact.

➢ Tap **Conference** to initiate a conference call.

Manage Calls on VVX 300, 400, 500, and 600 Phones

On VVX 300, 310, 400, 410, 500, and 600 phones, you can see the number of calls for each line from the Lines screen, as shown next.

Multiple Calls on phone lines on the Lines screen
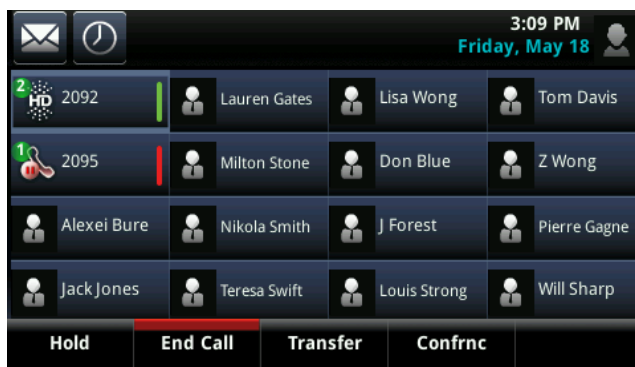
On all VVX phones, a green light on the line key indicates a line with an active call, and a red light indicates a line with one or more held calls. You can display the calls for each line from the Lines screen.

To display all the calls for a particular line from the Lines screen:

» Do one of the following:

➢ On VVX 300 and 400 phones, press and hold the line key.

➢ On VVX 500 and 600 phones, press and hold the phone line.

➢ On VVX 500 and 600 phones, swipe the screen from right to left.

When you select a phone line that does not have an active call, the first held call on that line is automatically resumed, even if you already have an active call on a different line.

You can also view multiple calls on your line from the Calls screen.

To display your calls in the Calls screen:

» Do one of the following:

➢ From the **Lines** or **Home** screen, press 🏠.

➢ On VVX 500 and 600 phones, tap **Calls** in the status bar.

The Calls screen displays with the list of active and held calls for each line on the phone.

Active and held calls for each line on the Calls screen
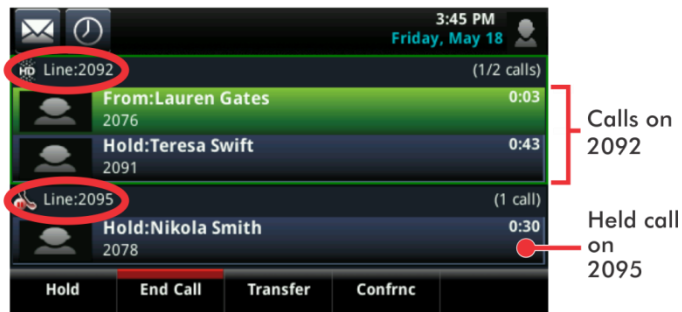
From the Calls screen, you can manage a call by holding, resuming, or transferring the call, or you can initiate a conference.

To manage a call from the Calls screen:

1 Select a call.

The call is highlighted.

2 Do one of the following:

> ➢ Select **Hold** to place an active call on hold.

> ➢ Select **Resume** to make a held call active.

> ➢ Select **End Call** to end a call with a contact. You can end only active calls, so resume the held call first before ending it.

> ➢ Select **Transfer** to send the call to another contact.

> ➢ Select **Conference** to initiate a conference call.

Ignore or Reject Incoming Calls

When you receive an incoming call, you can choose to ignore or reject the call instead of answering. This section shows you how to reject or ignore incoming calls in the following ways:

● Ignore or Silence Incoming Calls

● Reject Incoming Calls

● Reject Calls from a Contact

● Reject Calls with Do Not Disturb

Note: Rejecting calls on shared lines

You cannot reject calls on shared lines. You can only silence the ringer.

Ignore or Silence Incoming Calls

You can ignore or silence a call to stop your phone from ringing. Even if you ignore the call and silence the ringer, an incoming call notification continues to display on your phone.

To ignore or silence a call:

» From the **Incoming Call** window, select **Ignore** for private lines, or **Silence** for shared lines.

The **Incoming Call** window disappears, your phone stops ringing, and either the Home or Calls screen displays.

Reject Incoming Calls

You can reject a call and send the call directly to voicemail. Rejected calls display in the Missed Calls list in your Recent Calls list. Rejecting calls is not available for shared lines.

To reject an incoming call:

» From the **Incoming Call** window, select **Reject**.

The call goes directly to voicemail.

Reject Calls from a Contact

You can send incoming calls from a particular contact directly to your voicemail.

To reject calls from a contact:

1 Select **Directories > Contact Directory**.

On VVX 1500 phones, press the **Directory** key and select **Contact Directory**.

2 From your **Contact Directory**, select a contact.

3 From the **Contact Information** screen, select **Edit**, or on VVX 500 and 600 phones, tap ✎ .

4 From the **Edit Contact** screen, select **Auto Reject > Enabled**, and select **Save**.

Calls from the contact are sent directly to voicemail when the contact calls.

Reject Calls with Do Not Disturb

You can enable Do Not Disturb (DND) to prevent your phone from ringing and to send all incoming calls directly to voicemail. All calls you receive while DND is enabled are logged in your Recent Calls list.

Enabling DND on shared lines disables ringing only. A visual notification of the call still displays, and you have the option to answer or ignore the call.

When you enable DND, the following occurs:

● The DND icon 🚫 displays in the status bar on all VVX phones. On VVX 600 phones, you can select the DND icon in the status bar to enable or disable the feature.

● When your phone is idle, the DND icon displays next to your phone line on the Lines screen. If you have new messages or forwarding enabled, the messages or forwarding icon displays instead.

- The message "Do Not Disturb" displays in the status bar on all phones.

- On VVX 400, 410, 500, and 600 phones, the DND icon on the Home screen changes from to . On VVX 300 and 310 phones, the icon changes from to .

Troubleshooting: Why doesn't the DND icon display?

When you have set your presence status to *Do Not Disturb*, as well as enabled DND for your phone, the message *My Status: Do Not Disturb* scrolls under the time display, and the DND icon does not display in the status bar. See the section Update Your Presence Status for more information.

To enable or disable Do Not Disturb:

» Select **DND**. On VVX 1500 phones, press the **DND** key.

Timesaver: Quickly disable DND on the VVX 600

To disable DND on VVX 600 phones, tap , in the status bar.

Reject Calls with Do Not Disturb with Multiple Lines

By default, the Do Not Disturb feature applies to all lines on your phone. However, your system administrator can set up your phone so that you can enable the feature on a per-line basis.

To enable Do Not Disturb for a particular line:

1 Select **DND**. On VVX 1500 phones, press the **DND** key.

2 From the **Line Select** screen, select a line.

3 From the **Do Not Disturb** screen, select **Enable**.

To automatically enable Do Not Disturb for all lines:

1 Select **DND**. On VVX 1500 phones, press the **DND** key.

2 Select **Set All** to enable DND for all lines.

Redirect Incoming Calls

You can redirect incoming calls in the following ways:

- Forward Incoming Calls
- Forward Incoming Lync Calls
- Divert Calls to a Contact

Forward Incoming Calls

You can choose to forward an incoming call to a contact or forward all incoming calls to one of your contacts.

Forward an Incoming Call to a Contact

You can forward an incoming call directly to a contact without answering the call.

To forward an incoming call to a contact:

1 In the **Incoming Call** screen, select **Forward**.

2 From the **Call Forwarding** screen, enter the forwarding number, and select **Forward**.

Forward All Calls to a Contact

You can set up your phone to forward all calls to a contact, which you can also do with the Do Not Disturb feature enabled. Call forwarding is not available on shared lines.

> **Note: Call Forwarding and Microsoft Lync Server**
>
> If your phone is configured to work with Lync Server, your call forwarding options are different than those described below. For more information on forwarding calls with Lync, see the section Forward Incoming Lync Calls.

To forward all calls to a contact:

1 Select **Forward** or select **Settings > Features > Forward**.

For VVX 1500 phones, select **Menu > Features > Forward**.

2 If your phone has multiple lines, select a line.

3 From the **Forwarding Type Select** screen, select a forwarding type:

> ➢ **Always**   Forwards all incoming calls.
>
> ➢ **No Answer**   Forwards all unanswered incoming calls.
>
> ➢ **Busy**   Forwards incoming calls when you're in a call.

4 Enter a contact's number, and select **Enable**.

You can also enter a contact's URL or IP address, if this feature is enabled.

5 If you selected the **No Answer** option, you can enter the number of rings before your phone forwards the call. A value of *2* is recommended.

The forwarding number you chose scrolls in the status bar. When you select **Always** as your forwarding option, the forwarding icon displays next to the phone line.

To disable call forwarding:

1 Select **Forward**.

2 If your phone has multiple lines, select a line.

3 From the **Forwarding Type Select** screen, select your forwarding type, and select **Disable**.

Forward Incoming Lync Calls

When your phone is registered with Lync Server, you can forward all calls from your line to another contact or to your voicemail.

> **Note: Call Forwarding option not available when voicemail is disabled**
>
> The Forward to Voicemail option for the Call Forwarding feature is available only when voicemail is enabled. If voicemail is disabled on your phone, you cannot select the Forward to Voicemail option.

To forward all Lync calls to a contact:

1 Select **Forward > Forward to a Contact**.

2 Enter a contact's number.

A scrolling message showing that you have forwarded all incoming calls to your contact displays on your phone.

To forward all Lync calls to voicemail:

» Select **Forward > Forward to Voicemail**.

All incoming calls are sent directly to your voicemail.

Divert Calls to a Contact

You can divert all incoming calls from a particular contact to another contact.

To divert incoming calls from a contact:

1 Select **Directories > Contact Directory**.

On VVX 1500 phones, press the **Directory** key and select **Contact Directory**.

2 From the **Contact Directory**, select a contact.

On VVX 1500 phones, select a contact and tap **Edit**.

3 From the **Contact Information** screen, select **Edit**, or on VVX 500 and 600 phones, tap .

4 From the **Edit Contact** screen, select **Divert Contact**, and enter a contact's number.

5 Select **Auto Divert > Enabled**.

6 Select **Save**.

Initiate and Manage Conference Calls

You can initiate a conference call with two or more contacts. You can also hold, resume, or split a conference call.

If your system administrator enables the Conference Management feature on your phone, you can manage each participant in the call. With the Conference Management feature, you can mute, hold, and remove individual participants in a conference call. For more information, see the section Manage Conference Call Participants.

Tips for Conference Calls

When you are in a conference call, follow these tips:

- Use the handset or a headset if you're in an open environment.
- Mute your microphone when you are not speaking, especially in noisy environments.
- Avoid tapping the microphone or rustling papers near the microphone.
- Speak in your normal voice without shouting.

Initiate Conference Calls

You can initiate a conference by calling two people and selecting the **Conference** soft key or key, or by joining two existing calls using the Join soft key.

To initiate a conference call:

1 Call a contact.

2 After the contact answers, select the **Conference** soft key, or on VVX 1500 phones, press the **Conference** key.

   The active call is held.

3 Enter another contact's number or select a contact from the directory or the call lists.

4 When the contact answers, select the **Conference** soft key, or on VVX 1500 phones, press the **Conference** key.

   All call participants are added to a conference call.

> **Note: Single key press conference**
>
> When your phone is set up for single key press conferences, you do not need to tap the Conference soft key or press the Conference key a second time to join parties to a conference call.

You can join only one active call and one held call into a conference call. If you have more than one call on hold, you can create a conference call using the Conference key or soft key.

To join two calls into a conference call:

» When you have an active call and a held call, select the **Join** soft key.

   All call participants are joined together in a conference call.

End Conference Calls

By default, when you end a conference call, your connection to the call ends, and the other participants in the conference remain in the call. However, your system administrator can set up your phone so that all connections terminate when you end a conference call.

To end a conference call:

» During a conference call, select **End Call**.

Hold and Resume Conference Calls

When you place a conference call on hold, you place all conference participants on hold. To place one conference participant on hold, see Manage Conference Call Participants.

To place a conference call on hold:

» Select **Hold**.

If you're in the Calls screen, highlight the conference first.

To resume a held conference call:

» Select **Resume**.

Split Conference Calls

When you split a conference, you end the conference call and place the other two people on hold. You can split an active or held conference call.

To split a conference call:

» During a conference call, select the **Split** soft key.

The conference call ends, and the two participants are held in two separate calls.

Manage Conference Call Participants

If your system administrator enables the conference management feature on your phone, you can manage conference call participants in the following ways:

* Mute a participant.
* Hold a participant.
* Remove a participant from the conference.
* List information about a participant, such as the participant's name, number, and call details, including whether the call is muted, held, or is video-enabled.

To manage a participant in a conference call:

1 Set up an active conference call.

2 Select **Manage**. If you're in the Calls screen, highlight the conference first.

3 Select the participant you want to manage.

4 Do one of the following:

  ➢ Select **Far Mute** to mute the participant. The muted participant can hear everyone, but no one can hear the muted participant.

  ➢ Select **Hold** to hold the participant. The held participant cannot hear anyone, and no one can hear the held participant.

  ➢ Select **Remove** to remove the participant from the conference, end the conference call, and create an active call between you and the participant still in the call.

  ➢ Select **Informatio**n to view information about the participant's call status. When you select **Information**, a screen displays listing the person's information, as shown next.

```
Participant Info
1. Name: Lauren Gates
2. Number: 2076
3. Line: 1
4. MediaFlow: Send Receive
5. Audio Rx Codec: G.722.1C
6. Audio Tx Codec: G.722.1C
7. Hold: No
8. Held: No
9. Far Mute: No
10. Video Capable: No
11. Active Video: No
```
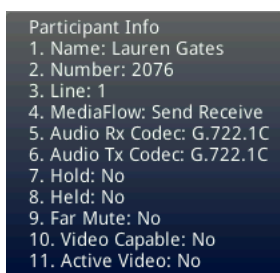
5 Select **Back** to exit the conference management function.

Work with Shared Lines

All VVX phones support multiple and shared lines. Your administrator can customize your phone so that you have multiple shared lines enabled.

The following features are not available or have limitations on phones with shared lines:

● Call Forwarding is not available on shared lines.

● Enabling Do Not Disturb on shared lines disables ringing only, and a visual notification of the call displays with the option to answer the call.

● Shared lines are not available for lines that use the H.323 protocol.

This section provides information on the following topics:

● Missed Calls on Shared Lines

● Use Multiple Appearance Directory Number-Single Call Appearance

● Use Shared Line Appearance

Missed Calls on Shared Lines

When you have an incoming call on a shared line, which none of the phones answer, the call displays in the missed calls log on all the phones. If you have an incoming call on a shared line and you or any of the other phones answer the call, the call is not logged as missed on any phone. Your administrator can configure the phones so that if you have an incoming call on a shared line and one phone answers, the other phones log the call as a received call. That way, if another phone on a shared line answers an incoming call, you can still view the call information from your phone's call log even if you did not answer the call.

Use Multiple Appearance Directory Number - Single Call Appearance

When your phone is registered with the GENBAND server, you can use the Multiple Appearance Directory Number – Single Call Appearance (MADN-SCA) feature to share a single line with other contacts as a member of a Multiple Appearance Directory Number (MADN) group. System administrators assign members to MADN groups, which can have a maximum of 32 members. Check with your system administrator to find out if this feature is available on your phone.

Any MADN group member can place, answer, hold, resume, or barge in on a call on a shared line. Additionally, all group members can view the status of a call on the shared line on their phones.

This section includes information and instructions on using the following MADN-SCA functions:

- Place a Call
- Answer Calls
- Barge In on an Active Call
- Hold and Resume Calls
- Enable Privacy

Place a Call

Any MADN member can place a call on the shared line. When a member places a call on the shared line, the other members are notified with a steady red LED light on the members' phones.

To place a call:

1 Select **New Call** and dial a contact's number or choose a contact from the directory.

2 Select **Send**.

Only one call at a time can be active on the shared line. If a call is placed to the shared line with an active call in place, the incoming call is sent to voicemail.

Answer Calls

Any incoming call to the shared line rings on all group members' phones simultaneously, the call displays on all members' screens, and a green LED light flashes on the phones.

Any MADN member can respond to an incoming call to the shared line in the following ways:

- Select **Answer**.
- Lift the handset.
- Press the speakerphone button 🔊.
- Press the headset button 🎧.
- Select **Silence** or **Ignore**.

When an MADN member answers an incoming call, the LED indicator on all phones changes to a steady red light to indicate the call was answered. Members can also view the status of a call on the shared line by pressing and holding the corresponding line key for one second. The call's status and the Barge In soft key display for five seconds.

If bridging is disabled and privacy is enabled for the shared line, the Barge In soft key does not display and you cannot barge in on active calls answered by other MADN members.

Barge In on an Active Call

After a call is answered, any group member can barge in on the active call on a non-private shared line, which becomes a bridge call—a call between two or more MADN members and another party. Ask your system administrator about the maximum number of participants allowed on a bridge call.

To barge in on an active call:

1 Press and hold the corresponding line key for the shared line for one second.

2 Select the **Barge In** soft key, as shown next, and lift the handset.
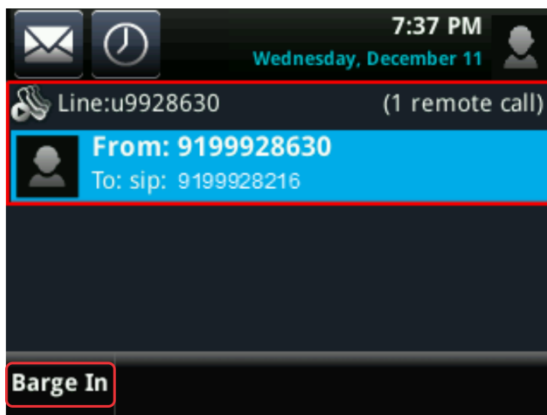
A bridge tone plays notifying the other call participants that you are barging in on the call.

Any member in a bridge call can leave the call, and the call remains active.

To leave a bridge call:

» Select the **End Call** soft key, or place the handset in the cradle.

Your connection to the bridge call is ended, and the other call participants remain on the call.

You can rejoin a bridge call after leaving by pressing the Barge In soft key again.

Hold and Resume Calls

Any MADN member can resume a held call on the shared line. When an active call is placed on hold on the shared line, all group members are notified of the call's new status by a flashing red LED light on all members' phones (if enabled by your system administrator).

To hold a call on the shared line:

» Select the **Hold** soft key.

A flashing red LED light indicates that a call is on hold on the shared line.

To resume a call on the shared line:

» Do one of the following:

➢ Select the corresponding line key and lift the handset.

➢ Press and hold the corresponding line key and select **Resume**.

When a held call is resumed by another MADN member, the other group members are notified of the call's new status with a steady red LED light on the members' phone.

Enable Privacy

Any MADN member can temporarily enable privacy for an active or bridge call on a non-private shared line using privacy codes or privacy soft keys configured by your system administrator. Additionally, MADN members can use privacy codes and soft keys to temporarily disable privacy on an active call on a private shared line.

The following are three types of privacy codes that you can use to enable and disable privacy on a shared line:

● **Privacy Access (PRV) code**   Enables privacy for an active call on a non-private line.

● **Privacy Release Activation (PRLA) code**   Disables privacy for an active call on a private shared line.

● **Privacy Release Cancel (PRLC) code**   Re-enables privacy for an active call on a private shared line.

When a shared line is configured as private or when privacy is enabled on an active call, bridging is disabled and other MADN members cannot barge in on an active call on the shared line.

To enable privacy for an active call on a non-private line:

» During an active call, do one of the following:

➢ Select **Transfer** and dial the **PRV code** given to you by your administrator

For example, dial *91*.

➢ Select the **Privacy** soft key, if enabled, as shown next.
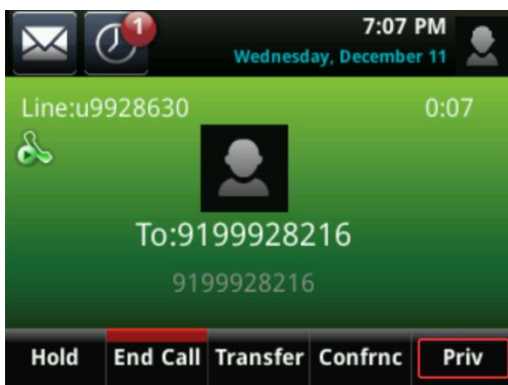
A confirmation tone plays, and the call is resumed automatically.

After you enable privacy for an active call on a non-private shared line, you cannot disable privacy for the call. You can allow other MADN members to join an active call by transferring the call or initiating a conference call.

You can temporarily disable privacy for an active call on a private shared line to allow other MADN members to join the call.

To temporarily disable privacy on a private shared line:

1 During an active call, select **Transfer** and dial the **PRLA code** given to you by your administrator. For example, dial *921*.

   A confirmation tone plays, and the call is resumed automatically. Privacy is disabled for the call and any member can barge in on the call.

2 After other MADN members have joined the call, select **Transfer** and dial the **PRLC code** given to you by your administrator. For example, dial *922*.

   A confirmation tone plays, and the call is resumed automatically.

You can also enable privacy on a bridge call to prevent additional MADN members from barging in to the call.

To enable privacy on a bridge call on a non-private line:

» During a bridge call, select **Transfer** and dial the **PRV code** or select the **Privacy** soft key, if enabled.

   A confirmation tone plays when privacy is enabled, and the call is resumed automatically. The bridge call is now private and additional MADN members are not allowed to join the call.

Use Shared Line Appearance

When your phone is registered with the Lync Server, you can use the Shared Line Appearance (SLA) feature to manage shared lines. The SLA feature enables you to manage phones on your network and see when there is an answered call, when a call is on hold, or when a call has ended on a boss or delegate line. A boss can assign delegates and manage calls on the delegate's line. Delegates can place, answer, hold, or transfer calls on behalf of the boss's line.

Microsoft refers to this feature as *Boss-Admin*. Check with your system administrator to find out if this feature is available on your phone.

Assign Delegates

You can assign up to 25 delegates to your line using your Lync client; however, you cannot assign yourself as a delegate to a boss's line. A single line cannot be assigned as a boss and a delegate.

Delegates can be assigned to multiple bosses' lines depending on the number of line keys available on your VVX phone. If all available line keys have been assigned to boss contacts, additional contacts are not shown on your phone's screen. For example, Bob can be a delegate for Alice, Anna, Ken, and Jim, because he has four line keys available on his phone.

To assign delegates:

1 In your Lync client, click ⚙ and select **Tools > Call Forwarding Settings**.

2 Select **Simultaneously Ring > My Delegates**, as shown next.
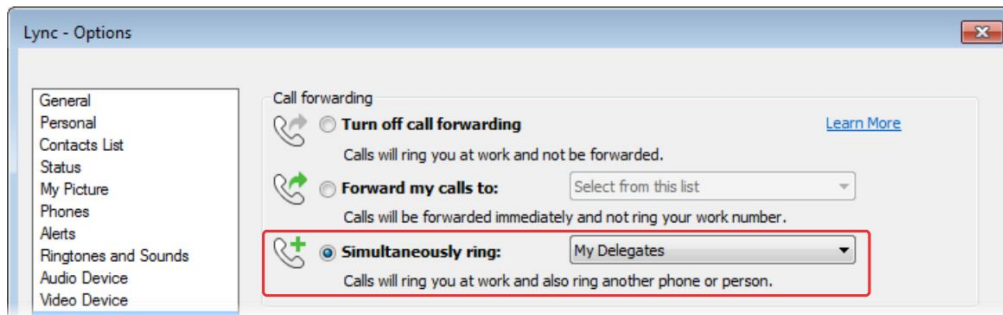
3 In the **Call Forwarding – Delegates** dialog, click **Add** to add contacts as delegates for your calls,

4 In the **Choose a Delegate** dialog, select the contact you want to add as a delegate and click **Ok**.

The contacts you add as delegates display in the **Call Forwarding – Delegates** dialog, shown next.
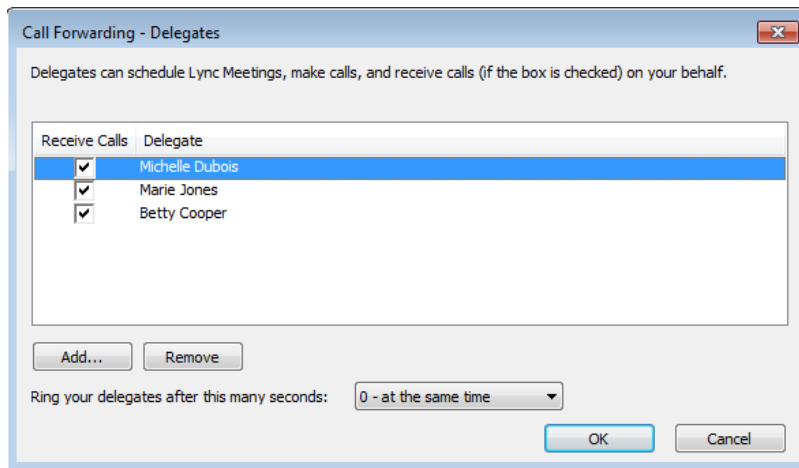
5 Click **OK** when you have finished assigning contacts as delegates.

Simultaneous ringing is enabled for all assigned delegates. If the boss's line receives an incoming call, both the boss and delegate's phones ring. You can choose to change when your delegates' phones ring in the **Call Forwarding – Delegates** dialog.

When you assign delegates to your line, your phone displays a notification that you have added a contact as a delegate, and a scrolling message "Simultaneous Ringing is activated" displays in the status bar. The next figure shows the added delegate notification on a VVX 500 phone.

Delegate notification on a boss's phone
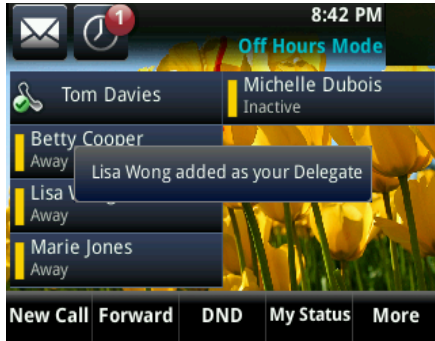
Your delegates are automatically added to the Delegates group on your phone and in the Lync client, as shown in the next figure.

Delegates group in the Lync client
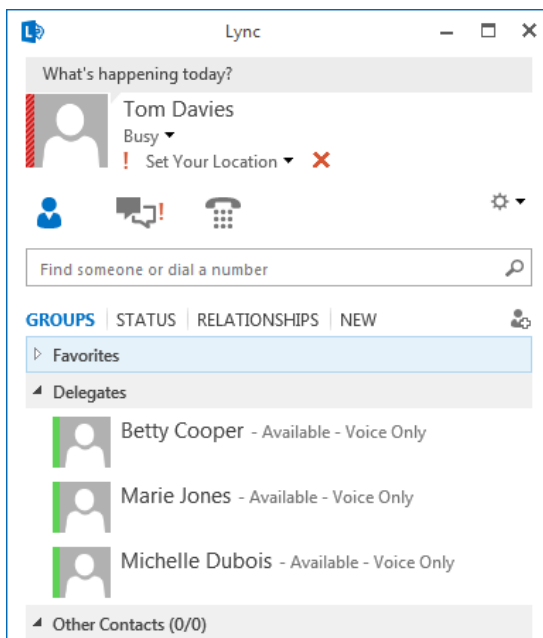
To view the Delegates group on your phone:

» Select **Contacts > Groups > Delegates**.

All assigned delegates are displayed, as shown next.
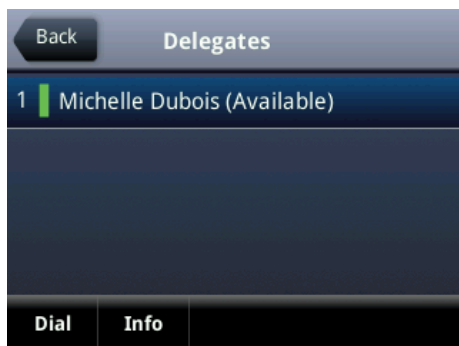
When you are added as a delegate, a notification displays on your phone and in the Lync client. The next figure shows the notification that displays in the Lync client and on your VVX phone when you are added as a delegate.

Delegate notification in the Lync client and on VVX phones
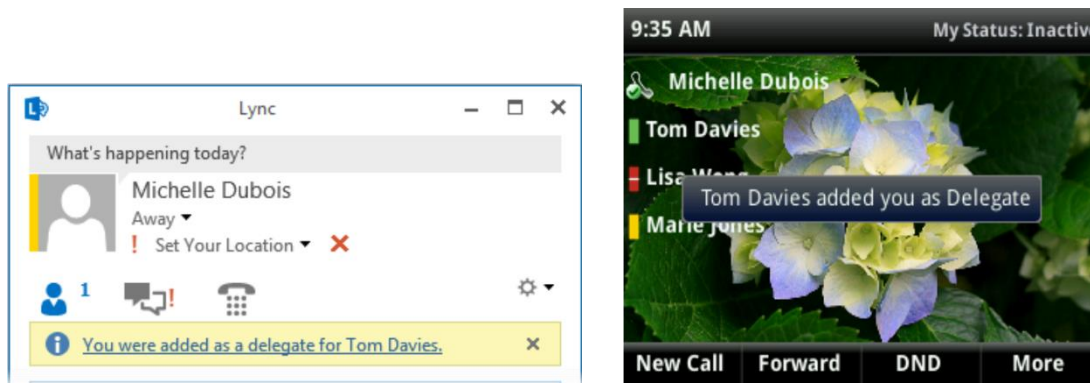
You can view the contacts for which you are assigned as a delegate in the group People I Manage Calls For on your phone and in the Lync client.

To view the People I Manage Calls For group on your phone:

» Press **Contacts > Groups > People I Manage Calls For**.

All assigned bosses are displayed, as shown next.

Set a Ringtone for Delegate Calls

As a delegate, you can set a distinct ring tone for incoming delegate calls on the boss's line.

To set a ringtone for delegate calls:

1 Select **Settings >Basic >Ring Type**.

   The **Line Type** screen displays.

2 Select **Delegation Ring Type** and then select a one of the following ring tones:

   ➢ Default

   ➢ Silent Ring

   ➢ Low Trill

   ➢ Low Double Trill

Edit the Delegates Group

You cannot edit the Delegates group on your phone. If you want to add or remove delegates, you need to edit the Delegates group in your Lync client.

To edit the Delegates group:

1 In your Lync client, click ⚙ and select **Tools > Call Forwarding Settings.**

2 Select **Edit my delegate members**, as shown next.
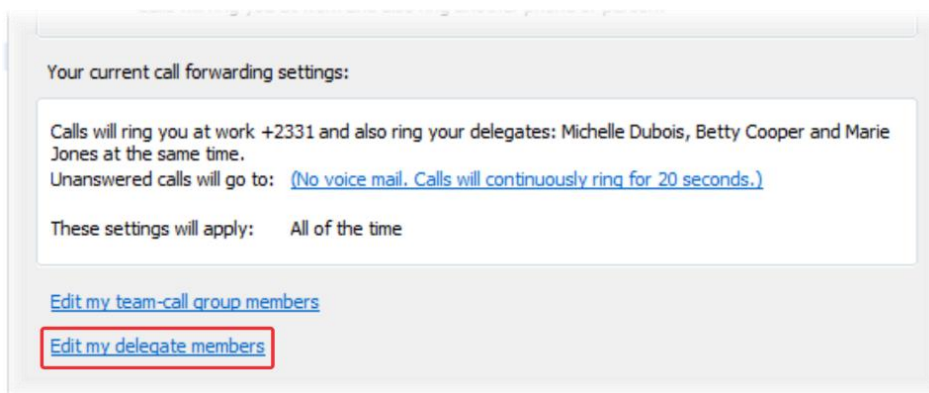
3 Do one of the following:

   ➢ Select **Add** to add delegates.

   ➢ Select a delegate and click **Remove** to delete the delegate from the group. Delegates removed from the Delegates group can no longer monitor call activity on a boss's line.

Manage Calls on the Boss's Line

When a call is placed to the boss's line, the call displays on the boss and delegate's phones, as shown next.

Incoming call notification on boss and delegate's phones
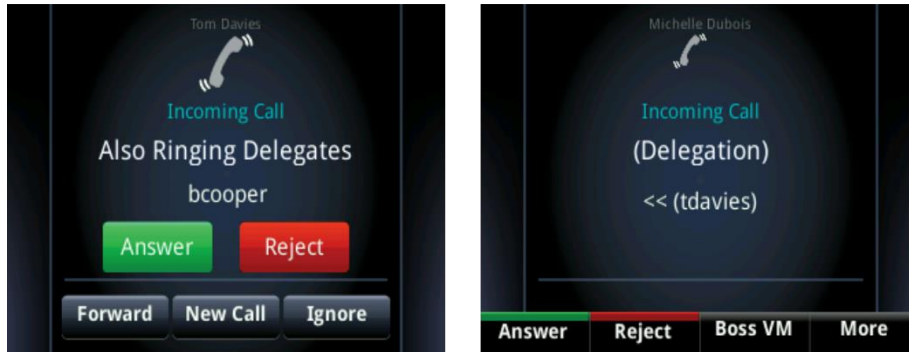
Respond to Incoming Calls

As a delegate, you can answer an incoming call on a boss's line, reject the call, or forward the call directly to the boss's voicemail.

To respond to an incoming call on the boss's line:

» Do one of the following:

  ➢ Select **Answer**.

  ➢ Select **Reject** or **Ignore**.

  ➢ Select **Boss VM**.

If an incoming call for a boss is answered by a delegate, a notification displays on the boss's phone. In the next figure, a call from Betty Cooper to the boss's line is answered by Lisa Wong.

Answered call notification on the boss's phone
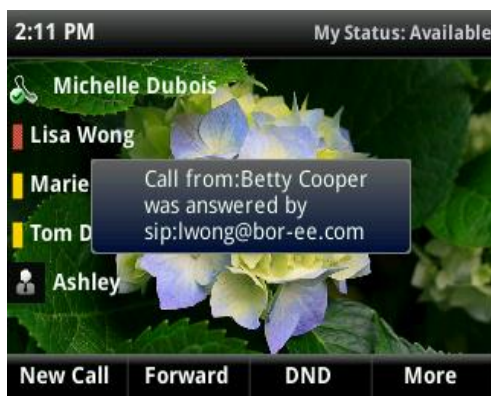
View Call Status on the Boss's Line

A boss and delegate can both view the status of any call on the other's phone. Bosses can see when a delegate answers or holds a call, and delegates can see when a boss is in an active call or has placed a call on hold. Bosses and delegates can also resume calls held on the other's line.

When there is an active call on the boss's line, for VVX 500, 600, and 1500 phones, a solid red bar displays on the boss's line key on the boss and delegates' phones. For VVX 300/310 and 400/410 phones, a steady red LED light on the boss's line key indicates there is an active call on the boss's line. The next figure displays a call on the boss's line on a VVX 500 phone.

Call on the boss's line on a VVX 500 phone
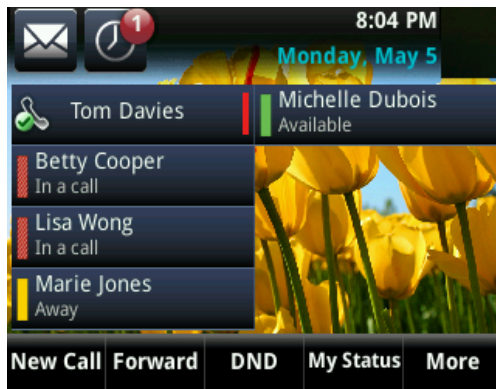
View and Resume Held Calls

Bosses and delegates can both view and resume held calls on the boss's line. A flashing red bar or LED light indicates that a call is on hold on a boss's line.

To view held calls on a boss's line on the delegate's phone:

» Press the boss's line key.

   All held calls display, as shown next on the VVX 400.
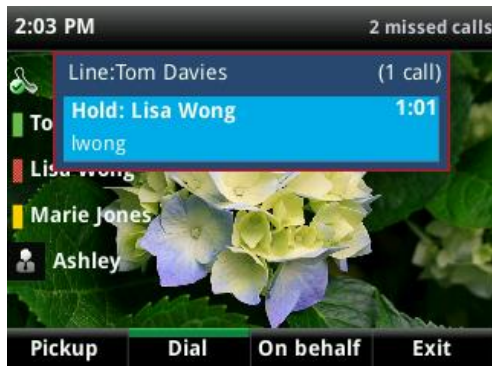
To resume a call held on a boss's line:

1 Press the boss's line key.

2 Select the call and select **Pick Up.**

Call on Behalf of a Boss

As a delegate, you can make calls on behalf of your assigned boss's lines.

To place a call on behalf of an assigned boss:

1 Press the boss's line key.

2 Select **On behalf**, as shown next.
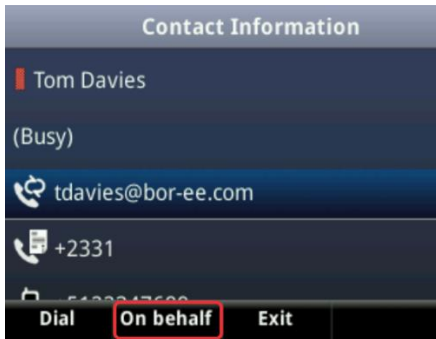
3 Select a contact and select **Dial**¸ or on VVX 500 and 600 phones, tap [phone icon].

The delegate and third-party phones display a notification indicating that a delegate is calling on behalf of a boss, as shown next.
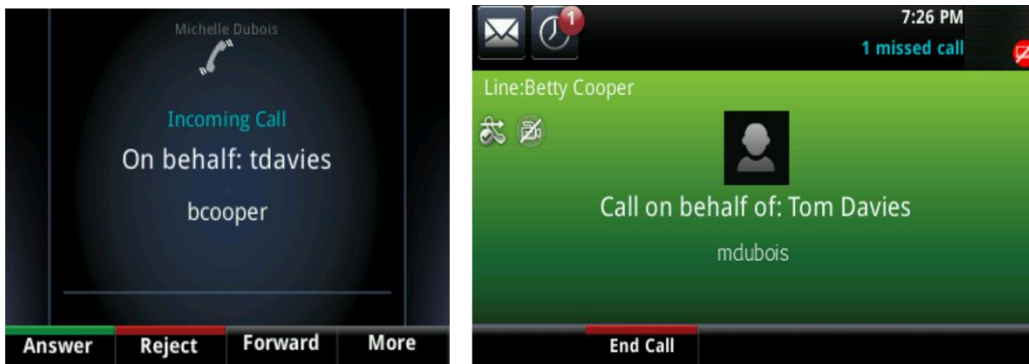
When a call is made on behalf of the boss's line, a solid red bar displays on the line key on the boss's phone.

Join Conference Calls

You can join an incoming conference call on behalf of a boss's line and add the boss to the conference call.

To add a boss's line to a conference call:

1 Press the **Conference** soft key.

2 Dial the boss's number or select the contact.

3 After the call is answered, press the **Conference** soft key.

After you have connected the boss's line to the conference call, press **End Call** to leave the conference call.

Record Calls on VVX 500, 600, and 1500 Phones

On VVX 500, 600, and 1500, you can record audio calls onto a USB flash drive connected your phone. Recordings are stored as .wav files on the USB flash drive, and you can record up to four hours in one file. For a list of supported USB flash drives to record phone audio, see *Technical Bulletin 38084: Supported USB Devices*.

> **Web Info: How do I attach a USB flash drive to my phone?**
> To attach a USB flash drive, see the *Quick Start Guide* for your VVX phone on your phone's support page on Polycom Voice Support.

When you attach a USB flash drive to your phone, a USB icon displays in the status bar with a message that tells you how much recording time is available. On the VVX 600, tap the USB icon to view your recordings and USB properties.

Guidelines when Recording Calls

The following are a list of guidelines to follow when recording audio calls:

- Inform contacts when you are recording a call.
- Make sure you mute your audio when you are placed on hold while recording the call. When you place a call on hold while recording, the recording pauses. However, when another person places you on hold, the recording continues.
- During an active call, pause your recording before answering incoming calls. All incoming calls you answer after you start recording are also recorded in the same file. For example, on June 22, 2012, at 11:22 a.m., you answer a call from person A. During your call with person A, you answer calls from person B and person C. All three calls are recorded in the same file.
- You cannot record calls when there are no connected calls on your phone, when you place a new call to transfer a call or initiate a conference, or when you have an incoming call.

Record, Pause, and End Recordings

To record a call:

» During an active call, select **Record > Start**.

An R displays on the USB icon and the message "Recording in progress" displays in the status bar.

Note that some tones made on your contact's phone are recorded. When you press 🎤 while recording, only other participants in the call are recorded.

Note: Managing a call while you're recording

You can hold, end, transfer, or set up a conference call while you record, or while a recording is paused. To manage a call during a recording, select **Back** and choose the task you want to perform. To see the Recording soft keys again, select **Record**.

To pause a recording:

» Select **Pause**.

A P displays on the USB icon and the message "Recording Paused" displays in the status bar.

To resume the recording:

» Select **Resume**.

The recording continues within the same file.

To stop recording:

» Do one of the following:

➢ Select **Stop**.

➢ Select **Back > End Call**.

When you stop recording, the USB icon displays in the status bar.

The recording also stops when the active call ends, no matter who ended the call.

Caution: Removing a USB flash drive during a recording

Polycom recommends that you do not remove the USB flash drive while recording. The file being recorded will be incomplete and cannot be played back later. When you remove the USB flash drive while recording, you can also damage the flash drive itself.

Record Conference Calls

You can record a conference call in the same way as an active call with the following exceptions:

● All conference call participants are recorded. When a conference participant mutes his or her audio, that participant is not recorded.

● When you place a conference call on hold, the recording pauses. You can place or answer other calls, which are recorded in the same file. When you resume the conference call, the recording resumes.

To record a conference call:

» During an active conference call, select **Record > Start**.

An R displays on the USB icon and the message "Recording in progress" displays in the status bar.

Play Recorded Calls

You can play back calls that you recorded on your USB drive on your phone. You can also play recorded files on a Windows or Apple computer using an application capable of playing .wav files.

Browse, Edit, and Open Recorded Calls

On your phone, you can browse, open, delete, and rename the recorded files stored on the USB drive.

To browse recorded files:

» Select **Settings > Features > Removable Storage Media > Browse Recordings**.

For VVX 1500 phones, select **Menu > Features > Removable Storage Media > Browse Recordings**.

A list of recordings displays, as shown next.
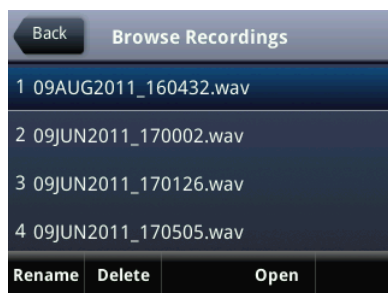
To play a recorded call:

1 Select **Settings > Features > Removable Storage Media > Browse Recordings**.

For VVX 1500 phones, select **Menu > Features > Removable Storage Media > Browse Recordings**.

2 From the **Browse Recordings** screen, select a file, and select **Open**.

3 Select **Play**.

The length of the recording and a progress bar displays as the recording plays, as shown next.
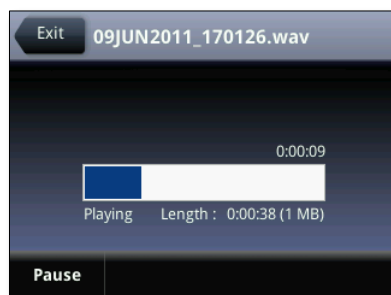
If the handset is off-hook when you play a recording, the audio plays through the handset. If the handset is on-hook when you play a recording, the audio plays through the speaker.

Note: You cannot play recordings during active calls

You cannot open and play recordings when you are in an active call or if you're recording a call. If you try to, the message "Action aborted" displays. Place the call on hold before playing the recordings. The recording stops playing when you resume the call.

To pause and resume a recording:

1   While the recording plays, select **Pause**.

2   Select **Resume** to continue playing the recording.

When you receive an incoming call while playing a recording, the recording is paused automatically. If you do not answer or reject the incoming call, the recording remains paused until you select **Resume**.

To stop playing a recording:

»   Select **Exit**.

To rename a recording:

1   Select **Settings > Features > Removable Storage Media > Browse Recordings**.

For VVX 1500 phones, select **Menu > Features > Removable Storage Media > Browse Recordings**.

2   From the **Browse Recordings** screen, select a recording.

3   Select **Rename**, update the filename, and select **OK**.

To delete a recording:

1   Select **Settings > Features > Removable Storage Media > Browse Recordings**.

For VVX 1500 phones, select **Menu > Features > Removable Storage Media > Browse Recordings**.

2   From the **Browse Recordings** screen, select a recording.

3   Select **Delete**.

Video Calls

Your administrator can enable your VVX 500, 600, and 1500 phone to receive and transmit video during calls. The VVX 1500 phones have a built-in camera, but the VVX 500 and 600 phones need a VVX Camera to transmit video. The VVX Camera is an optional accessory that attaches to the USB port on the VVX 500 and 600 phones. See the VVX Camera Support page for information on how to attach the camera to your phone.

If you do not have a VVX Camera attached to your VVX 500 or 600 phone when you receive video during calls, you can see your contact's video, but your contact cannot see video from you.

The following sections are included:

- Tips for Video Calls
- Use a VVX Camera with the VVX 500 and 600 Phones
- Change Video Call Settings
- Place a Video Call on VVX 500, 600, and 1500 Phones
- Manage Video Calls Without a VVX Camera
- Place Audio-Only Calls

Tips for Video Calls

Use these tips when you're in a video call:

- Check your video image to make sure it's clear, bright, and sharp. For information on adjusting camera settings, see Change Video Clarity.
- Avoid bright lights or windows behind you. If the camera faces a window or bright lights, you may have to adjust the camera settings. To adjust camera settings, see Change Video Call Settings.
- Avoid wearing bright colors, all-light or all-dark clothing, or busy patterns, such as small checks or narrow stripes. Pastels and muted colors look best on the screen.
- Use natural gestures and speak in a natural tone without shouting.
- Pause between sentences to allow for possible audio delay.
- During a conference call, mute your microphone when not speaking.
- Avoid tapping or rustling papers near the microphone.

Web Info: Video conferencing etiquette

For more tips on proper video conferencing etiquette, see Polycom's The Etiquette of Video Conferencing and Telepresence.

Use a VVX Camera with the VVX 500 and 600 Phones

With the Polycom VVX Camera attached to your phone, you can transmit video to contacts during calls. VVX Cameras are compatible with VVX 500 and 600 phones running UC software 4.1.3 or later. For information on attaching the VVX Camera to your phone, see the *VVX Camera Quick Start Guide* on the VVX Camera Support page. Check with your system administrator to make sure your phone has the correct software and is enabled to handle video calls.

The following figure shows the VVX 500 phone with a VVX Camera attached.

VVX 500 phone and VVX Camera

After the camera is attached to your phone, a message indicating that your camera firmware is updating and syncing with your phone displays. Do not remove the camera during this process. After your phone and camera sync, the message "Camera ready" displays, and your camera is ready to use.

On your VVX Camera, you can control the lens angle for video calls and use the privacy shutter to stop transmitting video during a call.

To control the lens angle for video calls:

» On the top of the camera, slide the **Lens Adjuster** backward or forward slowly until the camera is at the desired angle.

To use the privacy shutter:

» On the side of the camera lens, rotate the **Privacy Shutter Adjuster** from the left to the right.

View Status Indicators and Messages for the VVX Camera

This section includes the status indicators and messages that display on your phone for the VVX Camera connected to your VVX 500 or 600 phone.

VVX Camera LED Indicators

LED State	Phone State
No LED	One of the following: ● Phone has no power ● Camera shutter is closed
Flashes red and green, and then turns off	Camera is booting up
Flashes amber and green	Camera firmware is updating
Flashes green	Incoming video call
Green	Video call is connected
Amber	One of the following: ● Incoming call (no video or audio-only) ● Outgoing call ● Audio call is connected ● Video is muted ● Held call ● Camera shutter is open, but video is not enabled and camera is not selected

VVX Camera Messages

Message	Action
VVX Camera attached. Firmware sync in progress, do not remove camera.	Your camera is upgrading. Do not remove your camera during this process. The upgrade is complete when you receive a message stating that either "firmware sync complete" or "upgrade failed". For more information on the "firmware sync complete" or "upgrade failed" message, locate the message in this table.
VVX Camera firmware sync complete. Camera ready.	Indicates that your camera is ready to use.
VVX Camera firmware sync complete. Contact administrator to enable video.	Indicates that your camera is ready to use. However, your phone is not enabled to send and receive video. See your system administrator.
VVX Camera firmware sync complete. Camera rebooting.	Indicates that the camera firmware sync is finished, and your camera is in the process of rebooting.
VVX Camera firmware sync complete. Video available when next idle.	Indicates that your camera is ready to use for your next video call.
VVX Camera attached, camera ready.	Indicates that your camera is ready to use.

Message	Action
VVX Camera attached. Contact administrator to enable video.	Indicates that your camera is ready to use. However, your phone isn't enabled to send and receive video. See your system administrator.
VVX Camera attached. Video available when next idle.	Indicates that your camera is ready to use for your next video call.
VVX Camera removed.	Indicates that you have detached your camera from your phone.
VVX Camera is not connected	Indicates that a VVX Camera is not attached to your phone, but you are accessing a feature or function that requires that the camera be attached.

Change Video Call Settings

When you update video settings, you change the way all video calls display on your VVX 500, 600, and 1500 phone. If you update settings during a call, the new settings apply to the next call and not the current call.

You can update the following video settings on your phone:

- Set the Call Rate for Video Calls
- Stop Video for All Calls
- Change Video Clarity
- Change the Video Call and PIP Displays

Set the Call Rate for Video Calls

You can set the maximum bandwidth to use for a video call. The call rate you select applies to your next video call. Your system administrator can set a maximum call rate for video calls. If your system administrator sets a call rate limit, you cannot select a call rate above this limit.

To set the maximum call rate to use for video calls:

  1 Select **Settings > Basic > Call Rate**.

   For VVX 1500 phones, select **Menu > Settings > Basic > Call Rate**.

  2 From the **Call Rate** screen, select the maximum call rate you want to use for video calls. You can choose a call rate between 128 kbps and 768 kbps. The default setting is 512 kbps.

Stop Video for All Calls

You can stop your phone from automatically transmitting your video at the start of all calls by disabling the Auto Start Video Tx setting. The default setting is enabled, which automatically transmits video at the start of every call.

Note: Does stopping video create an audio-only call?

Stopping video doesn't create an audio-only call. Even if you stop video, video information is still transmitted to the far side as a still picture, and the call is still a video call. To dial an audio-only call, see Place Audio-Only Calls.

To disable the transmission of your video for all calls:

1 Select **Settings > Basic > Video > Video Call Settings**.

   For VVX 1500 phones, select **Menu > Settings > Basic > Video > Video Call Settings**.

2 From the **Video Call Settings** screen, select **Auto Start Video Tx > Disabled**.

   When disabled, your phone does not automatically transmit video at the start of all calls, and displays next to your video during video calls.

Change Video Clarity

You can change the clarity of your video, including the brightness, contrast, and sharpness of your video stream. If your camera faces a bright light source, such as a bright window, you may need to increase the camera's brightness, contrast, and sharpness levels so the far side can see you better. To see how you look to the far side, view the picture-in-picture (PIP).

To change the clarity of your video:

1 Select **Settings > Basic > Video > Camera Settings**.

   For VVX 1500 phones, select **Menu > Settings > Basic > Video > Camera Settings**.

2 From the **Camera Settings** screen, select and adjust the following camera settings:

   ➢ **Target Frame Rate**   Sets how smoothly your video displays. You can set a rate between 5 (least smooth) and 30 (smoothest). The default rate is 25.

   ➢ **Brightness Level**   Sets how brightly your video displays. You can set a level between 0 (dimmest) and *6* (brightest). The default level is *3*.

   ➢ **Saturation Level**   Sets how much color your video displays. You can set a level between 0 (lowest) and 6 (highest). The default level is 3.

   ➢ **Contrast Level**   Sets the difference in brightness between the light and dark areas of your video. You can set a level between 0 (no contrast increase) and Auto (noise reduction contrast). The default level is 0.

   ➢ **Sharpness Level**   Sets the clarity of detail in your video. You can set a level between 0 (lowest) and 6 (highest). The default level is 3.

   ➢ **Flicker Avoidance**   Adjusts the flickering of your video captured by the camera sensor. Select **50** Hz (flicker avoidance for Europe and Asia) or **60** Hz (flicker avoidance for North America). The default is 50 Hz.

Change the Video Call and PIP Displays

You can set up your phone so that it displays all video during calls in specific ways. You can choose to do the following:

- Display all incoming video calls on the full screen

- Change the way non-PIP video displays

- View full-screen video with or without the PIP

- Display the PIP next to, or over, full-screen video

Your video image displays at the top-right of the screen in a picture-in-picture (PIP) video, as shown next. The PIP displays on your Home screen and during video calls.

Picture-in-Picture video on the Home screen

When you're in a call with a person that has video-enabled, your video displays in the PIP, and the person you're talking with (the far-side) displays in the call window.

Call window with PIP and far-side video

You can customize how and where you see your PIP video and the far-side video. For example, you can swap the windows in which the video displays, or even start and stop the transmission of your video. The following sections show you how to customize video on your phone.

Note: The way far-side video displays on your phone may vary

Depending on the phone or system that is sending video, black bars might appear on the top, bottom, or sides of the video image. This occurs because the aspect ratio of the sent video does not match the display area on your phone, and the portions of the video that are not being received display as black bars. If the received video matches your phone's display area, the received video fills the screen. If black bars display, you can remove them by selecting cropped video screen mode (see Change How Far-Side Video Displays).

Change How PIP Video Displays

You can update the way the PIP displays when you're in full screen mode, when you view the far-side, or when you view your video on the full screen. You can do the following to change the PIP display:

● Disable the PIP so the PIP doesn't display.

● Enable the PIP to display next to full-screen video (side-by-side mode).

● Enable the PIP to display over full-screen video (PIP mode).

To change the way the PIP displays:

1 Select **Settings > Basic > Video > Local Camera View**.

For VVX 1500 phones, select **Menu > Settings > Basic > Video > Local Camera View**.

2 From the **Local Camera View** screen, select and adjust the following settings:

➢ **Local Camera View (Full Screen)**   Enables or disables the PIP from displaying when you view video on the full screen. The default setting is Enabled.

➢ **Local Camera View Mode (Full Screen)**   Sets whether you want the PIP to display over, or next to, full-screen video. Select one of these settings:

♦ **Side-by-Side**   Displays the PIP next to, rather than over, full-screen video.

♦ **PIP**   Displays the PIP over full-screen video.

The default setting is Side-by-Side.

3 Select **Save**.

Change How Far-Side Video Displays

You can adjust the appearance of non-PIP video so that it displays as one of the following:

● **Normal**   The video image displays with correct proportions. Black bars appear on the top, bottom, or sides of the area to maintain the correct aspect ratio if the aspect ratio of the sent video does not match the display area on your phone. The portions of the video that are not being received display as black bars.

● **Full**   If the received video image is not the same aspect ratio as the phone's display area, the video image is stretched to fill the area. If the aspect ratios match, no stretching occurs.

● **Crop**   The video image is resized to maintain the correct aspect ratio. Any parts of the image that do not fit within the area are cropped.

You can also choose to apply the same settings for video that displays on the full screen and in the call window. The following pictures show how normal, full, and cropped modes display in the call window.

Far-side video display settings

| Normal | Full | Cropped |

To change the way far-side video displays:

1   Select **Settings > Basic > Video > Video Screen Mode**.

 For VVX 1500 phones, select **Menu > Settings > Basic > Video > Video Screen Mode**.

2   From the **Video Screen Mode** screen, select and adjust the following settings:

 ➢ **Video Screen Mode (Window)**   Adjusts the video image that displays in the call window. Select from **Normal**, **Full**, or **Crop**. The default setting is Normal.

 ➢ **Video Screen Mode (Full Screen)**   Adjusts the video image that displays on the full screen. Select from **Normal**, **Full**, or **Crop**. The default setting is Normal.

3   Select **Save**.

Display All Video Calls in Full Screen Mode

By default, the far-side video always displays in the call window. You can enable your phone to display all incoming videos on the full screen.

To display all incoming video in full screen:

1   Select **Settings > Basic > Video > Video Call Settings**.

 For VVX 1500 phones, select **Menu > Settings > Basic > Video >Video Call Settings**.

2   From the **Video Call Settings** screen, select **Auto Video Full Screen**, and **Enable**.

 When enabled, this setting automatically enables your phone to display far-side video in full screen. When disabled, far-side video displays in the smaller call window.

3   Select **Save**.

Place a Video Call on VVX 500, 600, and 1500 Phones

This section explains how to transmit video during a video call. During a video call, you can stop sending your video, swap video, or view full-screen video. All these actions affect only the call you're in and not future video calls. To customize video settings, see the section Change Video Call Settings.

To place a video call:

1   Tap **New Call,** enter a number or select a contact, and tap **Send**.

2   After your contact answers, press the **Video** or **Start Video** soft key.

    Your camera transmits video to your contact. On phones with the VVX camera, the LED light is green when video is transmitting.

During a video call, including a conference call, a **Video** soft key displays. You can select this soft key to access video functions that can stop video transmission, display video in full screen, and swap the windows in which the video displays.

You can stop transmitting video at any time during a call. For information on how to prevent video from transmitting for all calls, see the section Stop Video for All Calls.

To stop sending video during a call:

»   Do one of the following:

    ➢   Press the **Stop Video** or **Video Mute** soft key.

        On VVX 500 and 600 phones with a VVX Camera, the LED light is amber when video is not transmitting.

    ➢   Close the **Privacy Shutter**.

        On VVX 500 and 600 phones with a VVX Camera, no LED light shows when the shutter is closed.

    The stop video icon displays next to your PIP video and the far-side cannot see you.

Stopping video or closing the camera shutter does not create an audio-only call. Even if you stop video, video information is still transmitted to the far side as a still picture, and the call is still a video call. To dial an audio-only call, see Place Audio-Only Calls.

Note: How can I stop far-side video?

You can't start and stop far-side video. If your phone is set up to receive far-side video, the far-side video always displays.

If the far side cannot send video, or stops sending video, a No Video icon displays on your phone, as shown in the next figure. If the far side is unable to send video, a thunderbolt icon displays next to the No Video icon, as shown next.

Call window with No Video icon
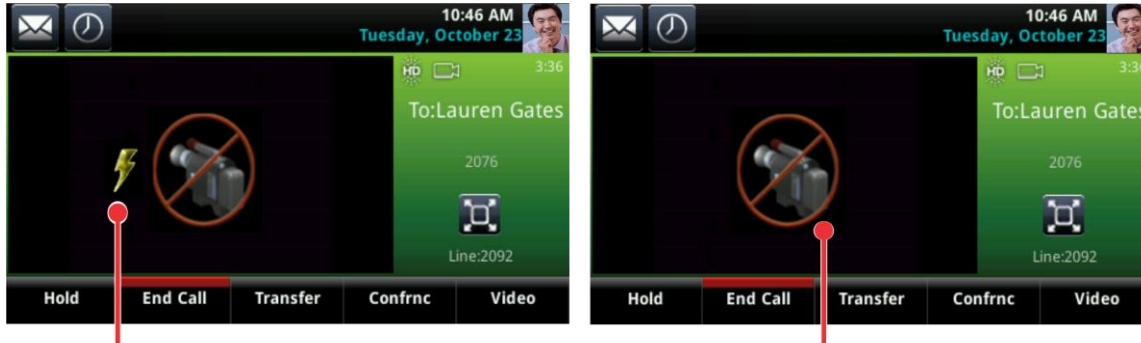
Indicates that the far side can't send video

Indicates that the far side has stopped sending video

> **Note: Why do I see a different No Video icon?**
>
> Depending on the phone or system that has stopped sending video, you may see a different icon than the one shown above.

Display Video Calls in Full Screen

You can display the far-side video on the full screen, and your PIP continues to display in the corner with the soft keys hidden. In full screen, call details display along the bottom of the screen, including an icon that you can select to exit full screen mode. The following figure displays full screen video on the VVX 600 phone.

Full screen mode on VVX 600 phone

Tap to exit full screen mode

To view video in full screen:

» Do one of the following:

➢ Tap **Video > Full Screen**.

➢ Tap [icon].

To exit full screen view:

» Tap [icon]. If you don't see [icon], press your finger at the bottom of the screen until it displays.

Swap Video

You can switch the locations of your video and the far-side video. If you do this, your PIP displays in the call window, and the far-end video, previously displayed in the call window, displays in the PIP location. When you swap video so that your video displays in the call window, rather than in the PIP, "Local camera" displays next to your video, as shown next.

Swapped video screens

To swap where video displays:

» During a video call, do one of the following:

➢ Tap **Video > Swap**.

➢ Tap the PIP.

Handle Video and Audio Calls

When you have multiple calls, you can easily manage a video call from the Calls screen. In the Calls screen on VVX 500 and 600 phones, you can identify the video call by the video stream that displays next to the call's details. On VVX 1500 phones, the active video call displays on the Home screen, and all held calls display above the soft keys.

When two or more calls are video calls, only the active call displays video. On VVX 500 and 600 phones, all other video calls show a paused grayscale image of the far side taken just before the call was held, as displayed next. When you resume a held video call, the held call becomes active and displays video.

Multiple video calls on the Calls screen on the VVX 600 phone
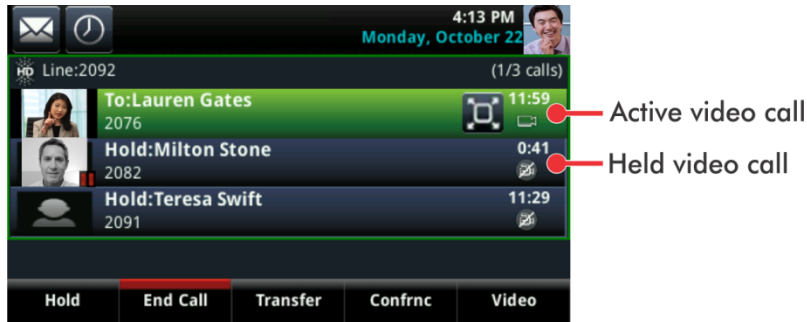
Handle Conference Calls with Video

When you set up a conference, your phone displays video for only one conference participant at a time, even if more than one participant can send video. The person whose video you see is the last person with video enabled who joined the conference. If you use the **Join** soft key to set up the conference, you see the video of the person who was held just prior to joining the conference.

> **Note: Is it possible to view all video participants?**
>
> Viewing all video participants requires the use of a Polycom Video Conference Bridge. For more information, contact your Polycom reseller.

When your system administrator enables the conference management feature on your phone, you can select whose video to see. For more information on managing conference participants, see Manage Conference Call Participants.

To change which conference participant's video you see:

1 During a conference call, select **Manage**.

2 From the **Conference** window, select a contact and tap **Select Video**.

The person who previously displayed video is replaced with the person you selected.

The Select Video soft key does not display when you're currently exchanging video with the selected party, or when the party does not have video capability.

Manage Video Calls without a VVX Camera on VVX 500 and 600 Phones

When you do not have a VVX Camera attached to your VVX 500 or 600 phone, you can receive video, but you cannot send video. Video always displays when the person you are talking with can send video, and your phone is enabled to receive video.

> **Note: Video from different endpoints display differently on your phone**
>
> Depending on the phone or system that is sending video, black bars may appear on the top, bottom, or sides of the video image. This occurs because the aspect ratio of the sent video doesn't match the display area on your phone, and the portions of the video that aren't being received display as black bars. If the received video matches your phone's display area, the received video fills the screen. If black bars display, you can remove them by selecting the cropped video screen mode (see Displaying Video in Normal, Full, and Cropped Modes.)

Manage Audio and Video Calls

When you are in a call with a person who has a video-enabled phone, the far side video displays in the call window. You can view the far-side on the Calls screen as well. For more information on viewing and changing how the far-side video displays, see the sections Change How Far-Side Video Displays and Display All Video Calls in Full Screen Mode.

> **Note: Why do I see a different No Video icon?**
>
> Depending on the phone or system that has stopped sending video, you may see a different icon than the one shown in the Place a Video Call on VVX 500, 600, and 1500 Phones section.

If you place a video call on hold, the person's video stream stops and is replaced by a paused grayscale image taken just before you held the call, as displayed next. The person's video stream returns when you resume the call.

Held video call
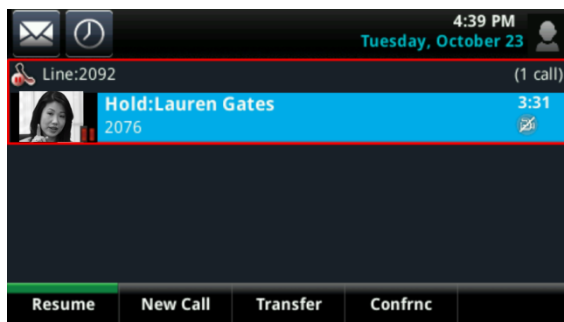
View Video in Full Screen during Calls

During a video call, you have the option of viewing video on the full screen instead of in the smaller call window. To set your video to display in full screen for all video calls, see the section Display All Video Calls in Full Screen Mode.

To view full-screen video:

» Do one of the following:

> ➢ Tap [icon]. You can also select the video area to view video on the full screen.

> ➢ Tap **Video**, and select **Full Screen**.

Full-screen video displays. Call details display at the bottom of the screen, along with an icon that you can select to exit full screen mode, as displayed next. The call details display for five seconds, and then disappear. To see the details again, select the screen.
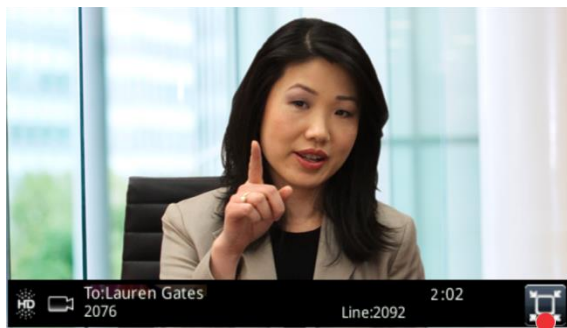
Tap to exit full screen mode

User Tip: Can I automatically view all video calls in full-screen mode?

You can set up your phone to automatically display all video calls in full-screen mode. For more information, see the section Display All Video Calls in Full Screen Mode.

Handle a Mixture of Video and Audio-Only Calls

When you have multiple calls, you can easily manage a video call from the Calls screen. From the Calls screen, you can quickly identify the video call by the video stream that displays next to the call details, as shown next.

Video calls on the Calls screen
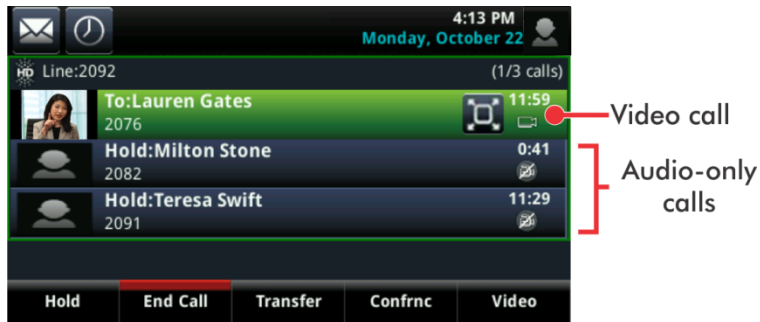
If two or more calls are video calls, only the active call shows a video stream of the far side. All other video calls show a paused grayscale image of the far side. If you resume a held video call, the held call becomes active and displays an active video stream again.

Place Audio-Only Calls

Your system administrator can set up your phone to handle audio and video in the following ways:

- **Video-enabled**   All calls you place or answer are video calls. This means that the person you call sees your video on his or her phone, and you see video on your phone from the other person on the call.

- **Audio only**   All calls are audio only and do not display video information. Your phone screen does not display video in the Active Call screen, and you do not have the option to send video. If the person you call sends video, you do not see them.

- **Video and Audio**   You have the option to choose a call mode, either video or audio-only. If this option is set up on your phone, you can choose the call mode on a call-by-call basis, as well as choose a mode to apply to all the calls you place.

To choose audio-only for all your calls:

1 Select **Settings > Basic > Video > Video Call Settings**.

On VVX 1500 phones, select **Menu > Settings > Basic > Video > Video Call Settings**.

2 From the **Video Call Settings** screen, select **Default Call Mode**, and select **Audio Only**.

The mode you choose applies to your next call and all subsequent calls.

Placing audio-only calls applies to SIP calls only. This feature is not available for H.323 calls. See the section Use H.323 Protocol to Place Audio Calls for more information.

Manage Call Lists and Directories

All VVX phones support a Recent Calls list, a Contact Directory and a Corporate Directory. All phones also support a Lync Directory, a BroadSoft Directory, and the GENBAND Address Books depending on your server. This section describes each of these in the following topics:

- View Recent Calls
- Manage the Contact Directory
- Manage the Corporate Directory
- Search the Lync Directory
- Search the BroadSoft Directory
- Manage the GENBAND Address Books

Note: Feature availability

Your phone may not support all of the features described in this section. Check with your system administrator to find out which features are available on your phone.

View Recent Calls

All VVX phones maintain a Recent Calls list that includes missed, received, and placed calls. Each list holds up to 100 entries.

You can perform the following tasks from the Recent Calls list:

- Sort, order, and filter calls. By default, the list displays all call types with the most recent call displaying first.
- Remove calls from the list.
- Select a call record to view call details and manage the call.
- Select a call record to automatically call a contact.

To view your Recent Calls list:

» Select **Directories > Recent Calls**.

On VVX 1500 phones, select the **Directory** key and tap **Call Lists**.

Timesaver: Quickly accessing the Recent Calls list on VVX 500 and 600 phones

To quickly access recent calls, select [clock icon] in the status bar.

The following icons display next to a call to indicate the call type:

-    Indicates a placed call

-    Indicates a received call

-    Indicates a missed call

In the Recent Calls list, you can view call details, edit call details before calling a contact, save a contact to your directory, and delete call entries.

To view call details:

 »   Select **Info** or tap next to a call record.

From the Call Details screen, you can save or delete a contact.

To save a contact to your Contact Directory:

 »   From the **Call Details** screen, select **Save**.

   If the person is already in your Contact Directory, but is not a favorite, **Add to Favorites** displays.

To delete a contact from the Recent Calls list:

 »   Select **Delete** or tap .

To edit a recent contact's number before calling the contact:

 1   Select **Edit** or tap .

 2   Edit the number, and select **Dial** or tap .

You can also customize the Recent Calls list to view calls by call type, time, and call name.

To sort Recent Calls entries by time or call name:

 1   Select **Sort** or tap .

 2   Under **Sort**, choose **Time** or **Name**.

   When you sort calls by the time of the call, you can order them in ascending (oldest call first) or descending (most recent call first) order.

   When you sort calls by name, you can order them in ascending (alphabetical) or descending (reverse-alphabetical) order.

 3   Under **Order**, choose **Ascending** or **Descending**.

When you filter calls, you can choose to display only missed, received, or placed calls. Or, you can choose to display all call types (the default).

To sort Recent Call entries by call type:

 1   Select **Type** or tap .

 2   Choose **Missed Calls**, **Received Calls**, or **Placed Calls**.

Note: About filtered call lists

You cannot save your filtered call list results. If you filter your Recent Calls list so that only a certain call type—for example, only missed calls—display, the next time you display the list, all call types display (the default filter).

Manage the Contact Directory

You can store a large number of contacts in your phone's Contact Directory. Contact your administrator for the exact number of contacts available on your phone.

You can perform the following tasks in your Contact Directory:

- View contact information.
- Search for contacts.
- Dial contacts.
- Add contacts.
- Update contact information.
- Delete contacts.

To view your Contact Directory:

» Select **Directories > Contact Directory**.

On VVX 1500 phones, press the **Directory** key and tap **Contact Directory**.

From your Contact Directory, you can scroll to view contacts or enter a search criteria to find your desired contact.

To view contact information:

» In your **Contact Directory**, select a contact.

The **Contact Information** screen displays with the contact's name and phone number. Additional information, such as a job title, label, or email address, can also display.

To search for a contact:

1 In the **Contact Directory**, select **Search**.

2 From the **Search** screen, enter your search criteria and select **Search**. If you're using the onscreen keyboard on VVX 500, 600, and 1500 phones, tap ☑ then **Search**.

A list of search results displays.

When you add a contact to your Contact directory, you can choose how much information you want to enter for your contact. You are required to only enter a contact number for each new contact. The following is a list of information you can enter for each contact:

- **First and Last Name** The name of your contact.
- **Contact** Your contact's phone number.
- **Job Title** Your contact's position.
- **Email** A personal or work email address.

- **Favorite Index**   An index number that displays in your Favorites list. For more information about favorites, see Manage Favorites.

- **Label**   A label or title for your contact.

> **Note: Directory Fields are Administrator-Set**
>
> If your phone does not display all the above mentioned contact fields, see your system administrator. The only required field in the Contact Directory is the Contact field, which includes the contact's phone number.

To add a contact to your Contact Directory:

1 In the **Contact Directory**, select **Add** or tap ➕.

2 From the **Add Contact** screen, enter your contact's information in the available fields.

   You are required to only enter a number in the **Contact** field when adding a new contact to the directory. You can choose to enter additionally information.

3 Select **Save**.

> **Timesaver: Saving contacts from the Recent Calls list and Corporate Directory to your Contact Directory**
>
> To save a recent caller to your Contact Directory, see View Recent Calls.
> If a Corporate Directory is available on your phone, you can add contacts from the Corporate Directory to your Contact Directory. For information, see Manage the Corporate Directory.

To edit a contact's information:

1 From the **Contact Directory**, select a contact.

2 From the **Contact Information** screen, select **Edit** or tap ✏️.

   On VVX 300 and 400 phones, select **Info > Edit**.

3 From the **Edit Contact** screen, update the contact's information.

4 Select **Save**.

To delete a contact:

1 From your **Contact Directory**, select a contact.

2 From the **Contact Information** screen, select **Delete** or tap 🗑️.

   On VVX 300 and 400 phones, select **Info > Delete**.

   A confirmation message displays, confirming that you want to delete the contact.

3 Select **Yes** to delete the contact.

Manage the Corporate Directory

Your system administrator can set up your phone so that you can access a Corporate Directory. However, you cannot update your Corporate Directory, and your administrator determines which contacts you can see. Check with your system administrator to find out if this feature is available on your phone.

You can do the following in the Corporate Directory:

● Search for contacts.

● Dial contacts.

● Add contacts to your Contact Directory.

To view the Corporate Directory:

» Select **Directories > Corporate Directory**.

On VVX 1500 phones, press the **Directory** key, and tap **Corporate Directory**.

By default, a blank search screen displays.

In the Corporate Directory, you can perform a quick or advanced search of contacts. A quick search enables you to search for contacts using either their first name, last name, or by typing a few letters in their name. An advanced search enables you to choose to search for contacts by first name, last name, or phone number.

To perform a quick search of the Corporate Directory:

» From the **Corporate Directory**, enter the first few characters of the contact's first or last name, and select **Submit**.

The screen displays a list of contacts, starting with the most successful matches.

To perform an advanced search:

1 In the **Corporate Directory**, select **AdvFind**.

2 From the **Advanced Find** screen, enter your search criteria, and select **Submit**.

The screen displays a list of contacts, starting with the most successful matches.

To view information for the contact:

» Select **View**.

To erase all your search criteria and enter a new criteria:

» Select **Clear**.

To add a contact to your Contact Directory:

1 From the **Corporate Directory**, search for a contact.

2 From the search results, select the contact, and select **View**.

3 From the **Contact Information** screen, select **Save**.

The first name, last name, and phone number of the contact are saved to the Contact Directory. You can go to the Contact Directory to see if the contact was saved correctly and to add additional contact information. See the section Manage the Contact Directory for information on viewing and editing contacts.

You can save your last search results so that the next time you view the Corporate Directory, the results of your last search displays.

To save Corporate Directory search results:

1 Select **Settings > Basic > Preferences > Corporate Directory > View Persistency**.

On VVX 1500 phones, select **Menu > Settings > Basic > Preferences > Corporate Directory > View Persistency**.

2 From the **View Persistency** screen, select **Enabled**.

Each time you view the Corporate Directory, your last search results automatically display.

Search the Lync Directory

The Microsoft Lync Address Book Service (ABS) enables you to search for contacts in the Lync global directory, view a contact's information and presence status, call contacts from the directory search results, and save contacts to your Contact Directory. Check with your system administrator to find out if this feature is available on your phone.

To access the Lync Directory:

» Select **Directories > Lync Directory**.

On VVX 1500 phones, press the **Directory** key and tap **Lync Directory**.

A search screen displays.

Use the Search screen to find contacts in the Lync Directory.

To search the Lync Directory:

» Enter your contact's email address and select **Submit**. If you're using the onscreen keyboard on VVX 500, 600, and 1500 phones, tap ☑ then **Submit**.

The Lync Directory displays your contact and similar contacts.

To save a contact from the Lync Directory:

1 Search for your contact.

2 Select your contact.

3 Select **Add to Contacts**. If you do not see the Add to Contacts soft key, select the **More** soft key.

The first name, last name, and phone number of the contact are saved to the Contact Directory. You can go to the Contact Directory to see if the contact was saved correctly and to add additional contact information. See the section Manage the Contact Directory for information on viewing and editing contacts.

Search the BroadSoft Directory

You can access and search the BroadSoft Directory on your phone, and you can choose to perform a standard or advanced search for contacts. Check with your system administrator to find out if this feature is available on your phone.

To view the BroadSoft Directory:

» Select **Directories > BroadSoft Directory**.

On VVX 1500 phones, press the **Directory** key and tap **BroadSoft Directory**.

A search screen displays, as shown next.

A simple search enables you to search for contacts using either their first name, last name, or by typing a few letters in their name. An advanced search enables you to choose to search for contacts by first name, last name, or phone number.

To perform a standard search:

» Enter your search criteria, and select **Submit**.

Your search results display. The number of records that match your search criteria displays for one second above the soft keys. A maximum of 50 contacts are available for viewing at one time.

> **Troubleshooting: Errors when accessing the BroadSoft Directory**
>
> If the BroadSoft Directory cannot be reached, the message "Server Unavailable" displays. Contact your system administrator.

To perform an advanced search:

1 Select **Advanced Search** in the BroadSoft Directory.

The **Advanced Search** screen displays. In the Advance Search screen, you can choose to search for a contact by his or her first name, last name, or a contact number.

2 Enter your search criteria, and select **Submit**.

Your search results display.

3 Choose your contact.

A contact details screen displays, as shown next.
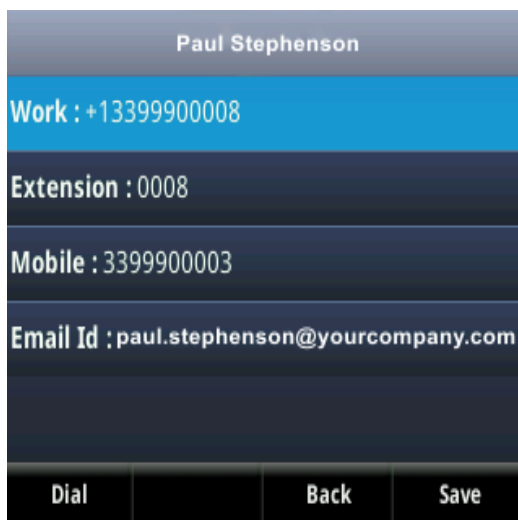
After you find your BroadSoft contact, you can add the contact to your Contact Directory on your phone.

To add a BroadSoft contact to the Contact Directory

» In the contact details screen, select **Save**.

The first name, last name, and phone number of the contact are saved to the Contact Directory. You can go to the Contact Directory to see if the contact was saved correctly and to add additional contact information. See the section Manage the Contact Directory for information on viewing and editing contacts.

Manage the GENBAND Address Books

When your phone is registered with the GENBAND server, you can access your Global Address Book and Personal Address Book on your VVX phone. Check with your system administrator to find out if this feature is available on your phone.

See the following sections for more information on using your GENBAND address books:

- Use the Global Address Book
- Use the Personal Address Book

Use the Global Address Book

GENBAND's Global Address Book (GAB) is a read-only directory similar to the Corporate Directory, which is a company directory enabled and populated with contacts by your system administrator. Using the GAB, you can perform simple and advanced searches and save contacts to the Contact Directory or Personal Address Book.

You can access the GAB from the Features and Directory menu on all VVX phones, or by pressing the Directories key on the VVX 1500 phone.

To access the Global Address Book from the Features menu:

» Select **Directories > Global Address Book**.

On VVX 1500 phones, press the **Directory** key and select **Global Address Book**.

A search screen displays.

You can perform a simple or advanced search of the GAB on your phone. A simple search enables you to search for contacts using either their first name, last name, or by typing a few letters in their name. An advanced search enables you to choose to search for contacts by first name, last name, or phone number.

To perform a simple search of the Global Address Book:

» Enter your search criteria and select **Submit**.

The search results display with a list of contacts that match your search criteria.

To perform an advanced search of the Global Address Book:

1 In the **Global Address Book** screen, select **AdvFind**.

2 Select a search option and select **Next**. You can choose to search by a contact's last name, first name, or phone number.

 3 Enter your search criteria and press **Next**.

   Your search results display with the contact's name and phone number.

If you want to modify a GAB contact's information, you need to save the contact to the Contact Directory or the Personal Address Book, if enabled.

To save contacts to the Contact Directory or Personal Address Book:

 1 After you find your contact, select **View**.

 2 In the **Edit Contact** screen, select **Save**.

   The contact is saved to the Contact Directory or your Personal Address Book.

When you save a contact from the GAB to the Contact Directory or PAB, you can modify the contact's information and save the new contact information in the PAB or Contact Directory. For instructions on editing contacts in the Personal Address Book, see Edit the Personal Address Book. For information on editing contacts in the Contact Directory, see Manage the Contact Directory.

For the GAB, you can also enable or disable View Persistency, which enables you to view your most recent search results in the GAB after you have left the Directory screen.

To enable View Persistency:

 1 Select **Settings > Basic > Preferences > Global Address Book > View Persistency**.

   On VVX 1500, select **Menu > Settings > Basic > Preferences > Global Address Book > View Persistency**.

 2 Select **Enable**.

   View Persistency is enabled and you can view your most recent search each time you return to the GAB.

Use the Personal Address Book

The Personal Address Book (PAB) enables you to import contacts from GENBAND to the Contact Directory on your VVX phone. Additionally, you can search for contacts, edit contact information, and save contacts to the PAB.

> **Note: Adding contacts to address books**
>
> Before importing contacts to your Polycom phone, make sure you save all of your contacts to your PAB using your GENBAND Personal Agent on your computer. Saving all of your contacts to the PAB ensures that your contacts are downloaded to the Contact Directory on your phone.

You can access the PAB from the Features or Directory menu on all VVX phones and by pressing the Directory key on the VVX 1500 phones.

To access the Personal Address Book:

 » Select **Directories > Contact Directory**.

   On your VVX 1500 phones, press the **Directory** key and select **Contact Directory**.

   The **Contact Directory** screen displays with a list of PAB contacts.

To view contact information in the Contact Directory:

» Select a contact and select **Edit**.

The contact's information, including first and last name, directory number, nickname, and other details displays.

You can search for contacts in the PAB by first name or last name.

To search the Personal Address Book:

1 In the **Contact Directory** screen, select **Search**. Select the **More** soft key if you do not see the Search soft key.

The **Directory Search** screen displays.

2 Enter your search criteria and select **Search**.

The search results display with a list of saved PAB contacts.

Edit the Personal Address Book

You can add, edit, and delete contacts and contact information in the PAB on your phone or in your GENBAND Personal Agent on your computer. If you modify a contact's information on your phone or computer, the changes are automatically updated in the Personal Agent and in the PAB on your phone.

Edit Contacts Locally

You can add, edit, and delete contacts in the PAB on your phone. When you add a new contact to the PAB, you must enter a unique nickname that is at least one character long for each new contact. If you try to save a contact without a nickname, a message asking you to enter a nickname displays.

To add a contact to the Personal Address Book on your phone:

1 In the **Contact Directory**, select **Add** or tap [+].

2 Enter your contact's information, create a nickname for the contact, and select **Save**.

The contact is added to the Contact Directory on your phone and to the PAB on the server.

To edit Personal Address Book contacts on your phone:

1 In the **Contact Directory** screen, select a contact and select **Edit**.

2 Edit the information in the contact fields and select **Save**.

The contact's information is updated in the PAB.

To delete a Personal Address Book contact:

1 In the **Contact Directory** screen, select a contact and select **Delete**.

A message asking for confirmation to delete the contact displays.

2 Select **Yes** to delete the contact entry.

The contact is deleted from your PAB on your phone and the GENBAND Personal Agent.

Troubleshooting: Modifying a contact entry fails

If adding, editing, or deleting a contact fails, a message displays with the reason the modification failed. Depending on the reason for the failure, the database state can change to "out of sync". Contact your system administrator if an "out of sync" message displays.

Edit Contacts Remotely

When you edit a contact's information in the GENBAND Personal Agent on your computer, the contact's information is updated on the GENBAND Call Server. After the contact information is updated on the server, your PAB contact's information is updated immediately on your phone, and a notification with the nickname of the modified contact displays on the phone. When a contact is deleted, the phone deletes the contact from the PAB without any notification.

Update Your Presence Status

Polycom phones enable you to sign in to your personal communication software client, such as Microsoft Lync, and update your presence status on your phone. This chapter provides information on how to update your Lync presence status or Buddy status on VVX phones in the following sections:

- Update Your Lync Presence
- Update Your Buddy Status

Note: Feature availability

Your phone may not support all of the features described in this section. Check with your system administrator to find out which features are available on your phone.

Update Your Lync Presence

You can change your Lync presence status and presence information on your phone or in the Lync client on your computer. Your presence status information includes your availability and an activity description. Any Lync contact can view your presence information. When your presence information changes on any device, the information is automatically updated on your phone and in the Lync client.

To change your presence status on your phone:

1 Press the **MyStatus** soft key or select **Settings > Features > Presence > My Status**.

On VVX 1500 phones, tap the **MyStatus** soft key or select **Menu > Features > Presence > My Status**.

2 Choose your desired presence status, as shown next.
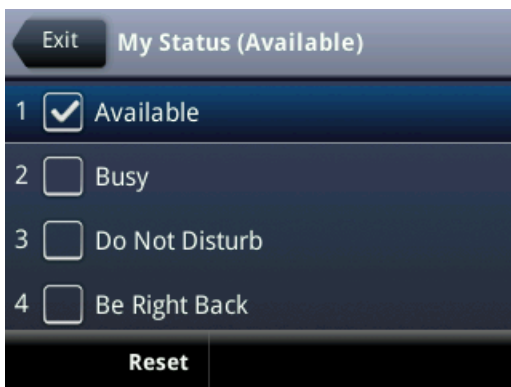
You can change your status to Available from any other status by pressing **Reset**.

For information on viewing your contacts' presence status, see the section View Lync Contacts' Presence Information.

Update Your Buddy Status

You can update your status on your phone so that contacts can monitor your status from their phones. Your updated status displays in the status bar on your phone, and your contacts are automatically notified of your new status.

You can update your status to one of the following:

- Online
- Busy
- Be right back
- Away
- On the phone
- Out to lunch
- Do not disturb

Your phone also sends certain status information to the people watching you automatically—such as if you are in a call, if you enabled Do Not Disturb on your phone, or if your phone is offline because you restarted it.

> **Note: Your presence status when you enable and disable the Do Not Disturb feature on your phone**
>
> If you select the status option *Do Not Disturb*, and enable or disable the Do Not Disturb feature on your phone, your status changes to *Online*.

To update your presence setting:

1   Select **My Status**, or select **Settings > Features > Presence > My Status**.

On VVX 1500 phones, **Menu > Features > Presence > My Status**.

2   From the **My Status** screen, select your desired status.

You can enable your phone to automatically set your status to Away when your phone is idle for a certain length of time. After you touch the screen or press a key on your phone, your status changes to *Available* again.

To enable your phone to automatically change your status when you're away:

1   Select **Settings > Basic > Preferences > Presence > Idle Timeout**.

On VVX 1500 phones, select **Menu > Settings > Basic > Preferences > Presence > Idle Timeout**.

2   From the **Idle Timeout** screen, enable an **Office Hours** and **Off Hours** timeout, and enter the number of minutes your phone should be idle before your status changes to Away.

For steps on how to set your office hours, see the section Change Your Office Hours.

Manage Buddy Lists, Favorites, and Contact Lists

On your VVX phone, you can add contacts as favorites, view and manage Lync contacts, view and manage BroadSoft UC-One contacts, and watch contacts in your Buddy list. This section includes the following topics:

- Manage Favorites
- Use Buddy Lists
- Manage Lync Contacts
- Manage BroadSoft UC-One Favorites and Contacts

Note: Feature availability

Your phone may not support all of the features described in this section. Check with your system administrator to find out which features are available on your phone.

Manage Favorites

Favorites are the contacts in your Contact Directory that you call most often. Contacts that you add as favorites display on the Home screen on VVX 1500 phones, and in the Lines screen on other VVX phones.

To make a contact a Favorite:

1   Select **Directories > Contact Directory** and choose a directory.

On VVX 1500 phones, press the **Directory** key, and select **Contact Directory**.

2   From your **Contact Directory**, select a contact.

3   Select **Add** or **Add to Favorites**.

On VVX 300, 400, 500, and 600 phones, a star displays for contacts saved as favorites.

Power Tip: Manually assigning a favorite index number when you make a favorite

After you select **Add to Favorites**, a dialog displays asking if you want to automatically accept the next available index number, or manually enter your own. Select **Yes** to automatically accept an index number, or select **Edit Index** to enter a unique index number. You can enter a number up to 9999.

View Favorites

You can view favorites in your Favorites list in the Directory, from the Home screen, and from the Lines screen. Favorites display consecutively according to their index number. The contact with the lowest number displays first. To reorder your favorites, assign the contact a different index number.

To see your Favorites list:

   » Select **New Call > Favorites**.

On VVX 1500 phones, favorites display on the Home screen below the phone number. On VVX 500 and 600, you tap the phone line to view favorites from the Home screen. You cannot view favorites from the Home screen on VVX 300 and 400 phones.

To see your favorites from the Home screen on VVX 500 and 600 phones:

   » From the **Home** screen, tap the phone line.

To see your favorites from the Lines screen:

   » From the **Home** screen, press 🏠.

Manage Favorites

To reorder your favorites:

   1 From your **Contact Directory**, select a contact.

   2 From the **Contact Information** screen, select **Edit** or tap ✏️.

   3 From the **Edit Contact** screen, select **Favorite Index**, and enter a new favorite index number.

   4 Select **Save**.

To delete a favorite:

   1 From your **Contact Directory**, select the contact.

   2 From the **Contact Information** screen, select **Edit** or tap ✏️.

   3 From the **Edit Contact** screen, select **Favorite Index**, and delete the favorite index number.

   4 Select **Save**.

User Tip: Quickly deleting a favorite

From the Lines screen, press and hold the favorite until the Contact Information screen displays. Select **Delete** or tap 🗑️. The contact remains in your directory, but is no longer a favorite.

Use Buddy Lists

A Buddy list is a list of users whose status—or *presence*—you can monitor. Users update their presence setting, such as Be right back, Out to lunch, or Busy, and you can view their status in real time from your

Buddy list. You can also view your buddies' status from the Lines and Home screens, if your buddy is a favorite.

In this section, you'll learn how to:

- Update your presence status
- Set up and manage a Buddy list
- Block people from monitoring your status
- Monitor your buddies from your phone

Note: Buddies and Microsoft Lync Server

If your phone is configured to work with Lync Server, the way you manage contacts is different. For more information, see Manage Lync Contacts.

Add Contacts to Your Buddy List

If you want to monitor other people, you need to make sure they are in your Buddy list. You add people to your Buddy list from your Contact Directory, so you must first add them to your Contact Directory before adding them to your Buddy list. For information on adding a person to your contact directory see the section Manage the Contact Directory.

To add a contact to your Buddy list:

1 From your **Contact Directory**, select a contact.

2 From the **Contact Information** screen, select **Edit** or tap ✐.

3 From the **Edit Contact** screen, select **Watch Buddy > Enabled**.

   The default setting is Disabled. When enabled, the contact is added to your Buddy list so you can monitor the contact's status.

4 Select **Save**.

When you enable the Watch Buddy setting for a contact, the contact displays in your Buddy list.

To view your Buddy list:

» From the Lines screen, select **Buddies**.

User Tip: Dialing buddies

You can quickly dial a buddy by accessing your Buddy list. From the Lines screen, select **Buddies**, select the buddy you want to call, and select **Dial**.

Monitor Contacts on Your Buddy List

You can monitor your buddies from your Buddy list. If a buddy is a favorite, you can also monitor the buddy from the Home and Lines screen.

Your buddies display an icon next to their name to indicate their status. The following table shows the icons and the status they represent.

Buddy Status and Icons

Buddy Status	Icon
Available	🟢
Busy	🔴
Away	🟡
Do Not Disturb	⛔
Offline	🟠

To monitor your buddies from the Buddy list:

» Select **Buddies** or select **Settings > Features > Presence > Buddy Status**.

On VVX 1500 phones, select **Menu > Features > Presence > Buddy Status**.

Your Buddy list displays.

To monitor your buddies from the Lines screen:

» From the **Home** screen, press 🏠.

The buddies who are favorites display their status.

Block Contacts from Viewing Your Status

You can prevent someone from monitoring you by blocking the contact in your Contact Directory. If you unblock the contact, the contact can add you to their Buddy list and monitor you.

To block a contact from viewing your status:

1 From your **Contact Directory**, select a contact.

2 From the **Contact Information** screen, select **Edit** or tap 🖉 .

3 From the **Edit Contact** screen, select **Block Buddy**, and **Enabled**.

The default setting is Disabled. When enabled, the contact cannot watch your status, and the contact displays in your Blocked List. When disabled, the contact can watch your status, and the contact displays in your Watcher List.

4 Select **Save**.

Timesaver: How to quickly unblock a contact

You can use your Blocked List to unblock a contact, rather than updating the Contact Directory: Select **Settings** > **Features > Presence > Blocked List**. From the Blocked List, select the contact you want to unblock, and select **Unblock**. The contact can now watch your phone, and displays in your Watcher List.

You can view a list of contact that can or cannot monitor your status.

To display contacts that can view your status:

» Select **Settings > Features > Presence > Watcher List**.

On VVX 1500 phones, select **Menu > Features > Presence > Watcher List**.

A list of contacts that can monitor your status displays.

To display contacts that cannot view your status:

» Select **Settings >Features > Presence > Blocked List**.

On VVX 1500 phones, select **Menu > Features > Presence > Blocked List**.

A list of contacts that cannot monitor your status displays.

From the Blocked list, you can unblock contacts and allow them to monitor your status.

To unblock a contact:

1 Select **Settings >Features > Presence > Blocked List**.

On VVX 1500 phones, select **Menu > Features > Presence > Blocked List**.

2 From the **Blocked List** screen, select a contact.

3 Select **Unblock**.

The contact can now monitor your status and displays in the Watcher list.

Manage Lync Contacts

You can add Lync contacts from the Lync directory to your contact list and call Lync contacts on your phone. Check with your system administrator to find out if this feature is available on your phone.

Manage Your Microsoft Lync Contact List

Contacts you add to your Lync client display alphabetically in the Lync contact list on your phone until the maximum number of contacts is reached. See the following table for the maximum number of contacts you can add to your phone. Note that when you delete a Lync contact from your phone, the contact is deleted from your Lync client as well.

Maximum Number of Contacts Permitted

Phone Models	Maximum Contacts
VVX 300, 310, 400, 410	100
VVX 500, 600, 1500	200

To add a Lync contact to your contact list:

1 Select **Contacts** or press **Settings > Features > Presence > Contacts**.

On VVX 1500 phones, select **Menu > Features > Presence > Contacts**.

2 Select **Add,** enter your contact's email address, and select **Submit**. If you're using the onscreen keyboard on VVX 500, 600, and 1500 phones, tap ☑ then **Submit**.

Your contact is added to your Contact list.

You can also view the Lync contacts you save as favorites on the Lines screen. In the next figure, Betty, Lisa, Michelle, Marie, and Tom are Lync contacts. Note that you can view presence information only for contacts you add as favorites in the Lync client. If you add a Lync contact as a favorite on your phone, presence information for that contact does not display.

Favorite Lync contacts on the Lines screen on VVX 300 and VVX 500 phones
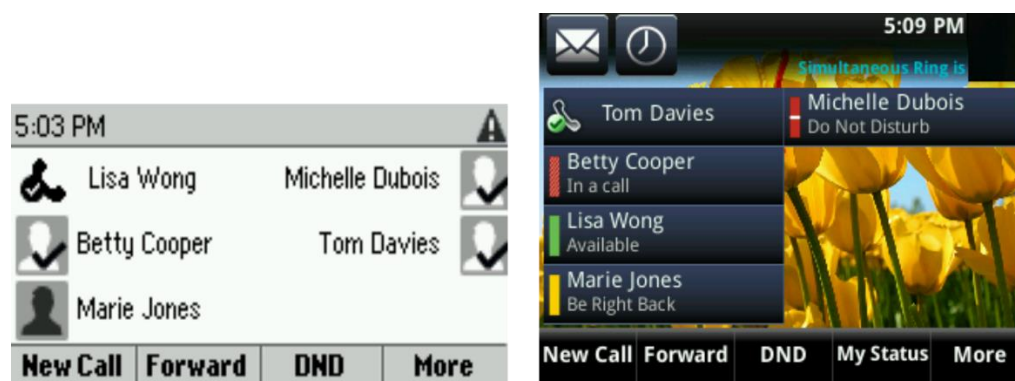
You can also view groups created in your Lync client on your phone. However, you cannot create new groups, delete existing groups, or move contacts between groups on your phone.

To view your Lync groups on your phone:

» Select **Contacts > Groups** or select **Settings > Features > Presence > Contacts > Groups**.

On VVX 1500 phones, select **Menu > Features > Presence > Contacts > Groups**.

All your Lync contact groups display.

View Lync Contacts' Presence Information

You can view a contact's presence information on the Lines screen on your phone or in your Lync client on your computer. Presence information includes your contact's availability and an activity description.

The following table shows the presence icons that display for Lync contacts on the Polycom VVX 400, 410, 500, 600, and 1500 phones.

Presence Icons on VVX Phones

Icons	Description
	Available
	Busy, In a Call, In a Meeting, In a Conference Call
	Away, Be Right Back, Inactive, Off Work
	Do Not Disturb, Presenting, In Presentation
	Offline
	Unknown
	Blocked

The following table shows the presence icons that display for Lync contacts on VVX 300 and 310 phones.

Presence Icons on VVX 300 and 310 Phones

Icons	Description
	Available
	Busy, In a Call, In a Meeting, In a Conference Call
	Away, Be Right Back, Inactive, Off Work
	Do Not Disturb, Presenting, In Presentation

Icons	Description
	Offline
	Unknown
	Blocked

 Note: Out of Office setting in Outlook displayed on presence icons

An asterisk on a presence icon indicates that a contact has set Outlook to Out of Office. For example, if a contact's presence displays as Available with an asterisk, that contact is signed into Lync client as available but has set Outlook to Out of Office.

In the following example figure, Betty Cooper is available, Lisa Wong is Do Not Disturb, Marie Jones is Away, and Michelle Dubois is in a call.

Presence information for Lync contacts
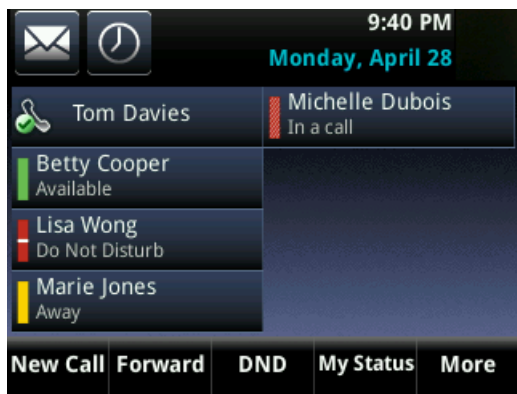
On VVX 300, 310, 400, and 410 phones, only a contact's presence status displays on the Lines screen.

To view your contact's activity description on VVX 300, 310, 400, and 410 phones:

» Press and hold the contact's line key for one second.

The **Contact Information** screen displays with your contact's presence status and activity description, as shown in the next figures.
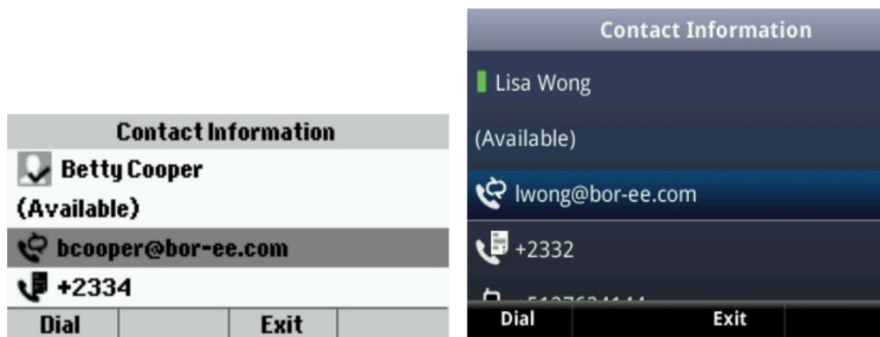
To view the Contact Information screen on VVX 500, 600, and 1500 phones:

» Press and hold a contact's line key for one second.

View the Lync Contact Card for Contact Information

You can view the Lync contact card for each of your Lync contacts and make calls directly to any of the available numbers, including voicemail, from the Contact Information screen on your phone. You can view the following detailed information in the contact card, if available:

● Name

● Presence Status

● Organization

● Email address

● Work number

● Mobile number

● Home number

● Voicemail

In order for you to view detailed information for a contact, that contact must change your privacy relationship to Friends and Family in the Lync client. If your contact does not change your privacy relationship to Friends and Family, you can view only the work number, email address, and voicemail for that contact.

To change the privacy relationship for a contact:

1 In the Lync client, select a contact, right-click, and select **Change Privacy Relationship.**

2 Click **Friends and Family**.

Your contact can now view all of your available contact information.

Note: Changing the privacy relationship for contacts assigned as delegates

You cannot change the privacy relationship for contacts assigned as a delegate for your line. Contacts you assign as delegates must maintain a privacy relationship of Workgroup. If you try to change the privacy relationship for a delegate, a notification displays in the Lync client. See the section Assign Delegates for more information.

To view the contact card:

1 Select the **Contact** soft key.

2 Select a contact and select **Info**.

   The contact card displays with your contact's presence status and contact information, as shown next.
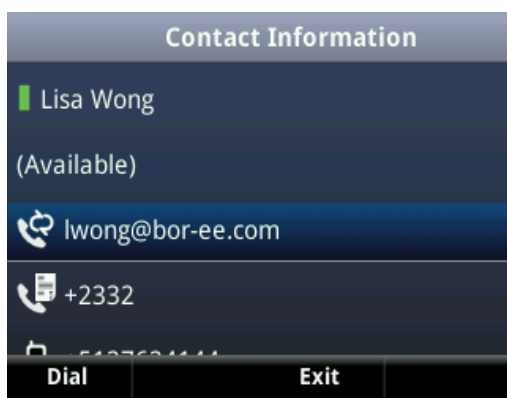
User Tip: Quickly viewing the contact card

You can quickly view the contact card for a Lync contact by pressing and holding a contact's line key. The contact card displays.

From the contact card, you can place a call to one of the available numbers for your contact. You can also place a call directly to a contact's voicemail.

Manage BroadSoft UC-One Favorites and Contacts

You can see your BroadSoft UC-One contacts marked as favorites in the UC-One Contacts list and on the Lines screen on your phone. The VVX 1500 phone does not support BroadSoft UC-One features. Contact your system administrator to find out if this feature is available on your phone.

View BroadSoft UC-One Contacts' Presence Information

UC-One contacts are Enterprise Directory contacts that have Instant Messaging and Presence (IM&P) enabled, and you can view their presence information on your phone. While you can view UC-One

contacts presence information on the Lines screen, you cannot change your presence status on the phone. You can change your presence status only in the BTBC client application on your computer.

The following table shows the presence icons that display for BroadSoft UC-One contacts on your phone.

BroadSoft UC-One Contact Presence Icons

Icon	*Description*
	Visible
	Away
	Do Not Disturb
	Invisible, Offline, Unknown

View BroadSoft UC-One and Enterprise Directory Favorites

In addition to viewing UC-One contacts with presence information, you can also view other Enterprise Directory contacts marked as favorites on the Lines screen. Enterprise Directory contacts who do not have IM&P enabled do not display presence information on your phone and instead display with a flying handset icon .

You cannot mark UC-One contacts and other Enterprise Directory contacts as favorites on your phone. You must mark contacts as favorites in the BroadTouch Business Communicator (BTBC) client on your computer. Contacts marked as favorites in the BTBC client display on your phone after one minute.

To view BroadSoft UC-One and Enterprise Directory favorites on the Lines screen:

» From the **Home** screen, press the **Home** key

UC-One and Enterprise Directory Favorites display on the Lines screen, as shown in the following figure.
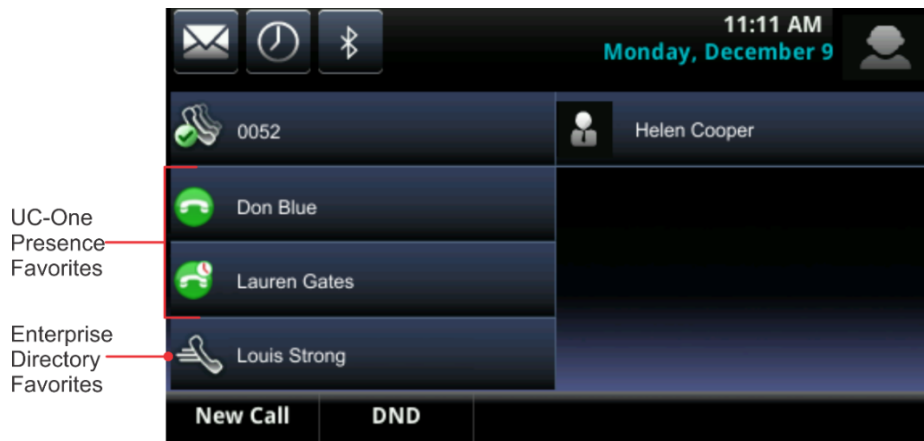
You can also call BroadSoft Favorites from the Lines screen by selecting a contact.

To view BroadSoft UC-One favorites from the UC-One Contacts List:

1 Select **Directories > UC-One Contacts**.

2 Select the group name to view the list of contacts for that group.

In the example shown below, the green star indicates that Lauren is a BroadSoft favorite.
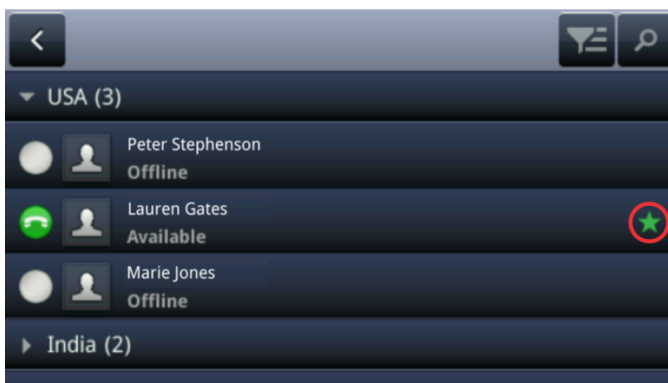
To filter BroadSoft UC-One favorites:

1 Select **Directories > UC-One Contacts**.

2 Select **Filter** or tap ▾≡ .

A filter selection screen displays.

3 Choose your desired filter selection.

If you select **Favorites**, only your BroadSoft UC-One Favorites display on the Home screen and in the UC Contacts list.

If you select **Online**, only the BroadSoft UC-One contacts that are online display on the Home screen and in the UC Contacts list.

View Contacts and Groups

You can access your BroadSoft UC-One contacts and groups on your phone, but you cannot create new groups, delete existing groups, or move contacts from one group to another on your phone. You can alter groups only in the BTBC client on your computer.

To view the BroadSoft UC-One contacts:

» Select **Directories > UC-One Contacts**.

Your UC-One contacts display by groups. Contacts display under the **All Contacts** group if there are no user-defined groups.

Web Info: Additional information on using BroadSoft applications

For information on using BroadSoft applications, refer to the following resources:

- BroadSoft UC-One
- BroadTouch Business Communicator
- BroadCloud Instant Messaging & Presence

Access, Send, and Broadcast Messages

You can send and access a variety of audio, verbal, video, and written messages on VVX phones. This section includes the following topics:

- Access Voicemail and Video Messages
- Send Instant Messages
- Broadcast Messages with Group Paging
- Broadcast Messages with Push to Talk

Note: Feature availability

Your phone may not support all of the features described in this section. Check with your system administrator to find out which features are available on your phone.

Access Voicemail and Video Messages

Voicemail is available on Polycom VVX phones. However, only VVX 1500 phones support video messages. Contact your system administrator to find out if your phone supports video messages.

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

- The Message icon on the Home screen displays the number of new messages you have.
- A Message icon with the number of messages displays in the status bar.
- The Message icon displays next to the phone line on the Lines screen.
- A red flashing Message Waiting Indicator, located at the top-right of your phone.
- An audible alert.

If you are not ready to listen to your messages when you receive new messages, you can temporarily remove the message indicators until you are ready.

To temporarily remove message indicators:

» From the **Home** screen, select **Messages > Message Center** and select **Clear**.

On VVX 1500 phones, press the **Message** key.

All message indicators are removed for about one to two hours.

To access voicemail and video messages:

1 From the **Home** screen, select **Messages > Message Center**.

On VVX 1500 phones, press the **Message** key and select **Message Center**.

2 If you have multiple lines on your phone, select the line that has the new message.

3 From the **Messages** screen, select **Connect** and follow the prompts to access your messages.

Note: Accessing voicemail remotely

Contact your system administrator or service provider for information on remotely accessing your voicemail.

Send Instant Messages

You can send and receive instant messages using your phone. Instant messaging is an optional feature. Contact your system administrator to find out whether instant messaging is enabled on your phone.

When you send a message, you can either select a message from a preset list of short messages, for example, "Call me" and "Can't chat now", or you can use the dialpad to enter a custom message.

To send an instant message

1 From the **Home** screen, select **Messages > Instant Message**.

On VVX 1500 phones, press the **Message** key and select **Instant Message**.

The Instant Messages screen displays.

2 If you have multiple lines on your phone, select a line.

3 From the **Instant Messages** screen, select the **New** soft key.

4 Enter a contact's phone number, URL, or IP address, and select **OK**.

The phone number, URL, or IP address you entered displays on the screen.

5 Do one of the following:

 ➢ Press **Select** to choose a pre-scripted message from the **Message Select** screen.

 ➢ Select **Edit** to compose a custom message, and enter your message.

6 Select **Send**.

You can read, reply to, and delete instant messages. Instant messages display in the order they are received with the first message received displaying first.

To read instant messages:

1 From the **Home** screen, select **Messages > Instant Message**.

On VVX 1500 phones, press the **Message** key and select **Instant Messages**.

2 If you have multiple lines on your phone, select a line.

The first message received displays.

3 Select the **Next** or **Previous** soft key to read additional messages, if available.

To reply to instant messages:

1 From the **Instant Messages** screen, select the **Reply** soft key.

2 Enter a message and select **Send**.

To delete instant messages:

 » Select the **Delete** soft key.

Broadcast Messages with Group Paging

Group Paging enables you to make pages—one-way audio announcements—to contacts subscribed to a page group. Your administrator can enable your phone to operate in a broadcast mode called Group Paging mode. In this mode, you can broadcast one-way announcements to a specified group of phones, called a Paging Group.

Your system administrator can define up to 25 paging groups. Your system administrator can assign a label to each group to identify the phones in the group, such as All, HR Dept, Shipping Staff, or Executives.

Each group has one of the following priorities:

- **Normal**   By default, broadcasts sent to groups 1 to 23 are considered Normal broadcasts. If two users begin a broadcast on the same group at the same time, the phone with the lower serial number continues to transmit while the other phone enters the receiving state. By default, all phones are configured to receive broadcasts sent to group 1.

- **Priority**   By default, broadcasts sent to group 24 are considered Priority broadcasts. A Priority broadcast interrupts Normal broadcasts or active calls. All phones receive Priority broadcasts unless Do Not Disturb is enabled. Phones play Priority broadcasts at the phone's current audio level.

- **Emergency**   By default, broadcasts sent to group 25 are considered Emergency broadcasts. An Emergency broadcast interrupts Normal broadcasts, Priority broadcasts, and active calls and plays out at near maximum volume even if Do Not Disturb is enabled.

Send and Receive Pages

To send and receive pages, you need to subscribe to certain paging groups. By default, you are subscribed to paging groups 1, 24, and 25. This means that you can send and receive pages to paging groups 1, 24, and 25. Contact your system administrator to find out which paging group you are subscribed to.

Send Pages

When you send a group page, it is automatically sent to paging group 1, which is your default paging group.

You can change the default paging group to any group you want. To change the default paging group, see Change the Default Paging Group. If you change your default paging group, you are automatically subscribed to the group you selected.

You cannot send a Page-mode page while you are in an active call.

To send a page:

1 Select **Paging**.

2 From the **Paging Groups** screen, select the paging group to send the page to.

3 To begin a page, select **Page**.

Just before the page starts, you'll hear an alert tone, and then the page begins.

4 Begin speaking.

5 To end the page, select **End Page**.

Receive Pages

To receive a page sent to a particular paging group, you need to be subscribed to that group. To subscribe to a paging group, see Update Paging Group Subscriptions.

How you receive a page depends on the priority of the page, whether you are in an active call, and whether your phone is set to receive a page during an active call. When you receive a page, the page is always played through the phone's speakerphone. You cannot play a page through your handset or headset.

You receive pages on the paging groups you are subscribed to as well as Group 24, Priority pages, and Group 25, Emergency pages. When you enable Do Not Disturb, you only receive Emergency pages. Non-emergency pages do not display or play on your phone.

Receive Pages When You're Not in an Active Call

When you receive a page and you are not in an active call, the page immediately plays, regardless of the paging priority.

While a page plays, you can:

● Hold the page.

● End the page. This ends the page at your phone only.

● Place a new call.

Receive Pages during Active Calls

How you handle a page when you are in an active call depends on the page priority and whether your phone is set up to receive a page when you are in an active call.

The following occurs when you receive a page during a call:

● When your phone is set up to receive Normal pages during active calls, the page immediately plays, and you hear both the original call and the page.

● When your phone is not set up to receive Normal pages during active calls, the page displays as a Pending page.

● When the page is a Priority or Emergency page, the page immediately plays. You hear the original call and the page.

To listen a page during a call:

» Do one of the following,

➢ For pages that play automatically during a call, hold the call to hear only the page.

➢ For Pending pages, select **Accept** or hold the call.

When you adjust the volume of a non-emergency page, your phone uses the adjusted volume for subsequent non-emergency pages. However, only your system administrator can change the volume of an Emergency page.

Change Group Paging Settings

This section provides information on the changing your default paging group, updating page group subscriptions, and enabling pages to play during active calls.

Change the Default Paging Group

When you press and hold **Paging**, your page is automatically sent to the default paging group 1. You can change the default paging group to any other group.

To change the default paging group:

1 Select **Settings > Basic > Preferences > Paging/PTT Configuration > Group Paging**.

    On VVX 1500 phones, select **Menu > Settings > Basic > Preferences > Paging/PTT Configuration > Group Paging**.

2 From the **Group Paging Configuration** screen, select **Default Group**, and select a new paging group number.

    When you press **Paging**, your phone sends pages using the new group.

Update Paging Group Subscriptions

By default you are subscribed to Paging Groups 1, 24, and 25. This means that you can send pages to and receive pages sent from these groups. You can change which groups you are subscribed to. However, you cannot disable your subscriptions to Paging Groups 24 and 25.

To update your Paging Group subscriptions:

1 Select **Settings > Basic > Preferences > Paging/PTT Configuration > Group Paging**.

    On VVX 1500 phones, select **Menu > Settings > Basic > Preferences > Paging/PTT Configuration > Group Paging**.

2 From the **Group Paging Configuration** screen, select **Group Subscriptions**.

3 From the **Group Subscriptions** screen, select the group you want to subscribe to, and select **Yes**.

Enable Pages to Play during Active Calls

The Accept While Busy setting determines what happens when you are in a call and receive a page. When you enable the Accept While Busy setting, a page interrupts telephone calls and you hear the audio of the telephone call and the page. When you disable the Accept While Busy setting, the incoming page is held in a Pending state; it does not disrupt the telephone call, and you cannot hear the page.

To enable or disable pages to play during an active call:

1 Select **Settings > Basic > Preferences > Paging/PTT Configuration > Group Paging**.

    On VVX 1500 phones, select **Menu > Settings > Basic > Preferences > Paging/PTT Configuration > Group Paging**.

2 From the **Group Paging Configuration** screen, scroll to **Accept While Busy**, and enable or disable the setting.

The default setting is Disabled. When enabled, your phone accepts and plays pages while you are in an active call. When disabled, your phone does not play pages while you are in a call, but holds them as Pending instead.

Broadcast Messages with Push to Talk

The Push-to-Talk (PTT) feature is a collaborative tool that enables you to transmit messages and listen to replies, much like a walkie-talkie. Your system administrator can set up both features on your phone.

Your system administrator can define up to 25 channels for PTT mode, and your system administrator can assign a label to each channel that easily identifies the phones in the channel, such as All, HR Dept, Shipping Staff, or Executives.

Each group or channel has one of the following priorities:

- **Normal**   By default, broadcasts sent to channels 1 to 23 are considered Normal broadcasts. If two users begin a broadcast on the same group/channel at the same time, the phone with the lower serial number continues to transmit while the other phone enters the receiving state. By default, all phones are configured to receive broadcasts sent to channel 1.

- **Priority**   By default, broadcasts sent to channel 24 are considered Priority broadcasts. A Priority broadcast interrupts Normal broadcasts or active calls. All phones receive Priority broadcasts unless Do Not Disturb is enabled. Phones play Priority broadcasts at the phone's current audio level.

- **Emergency**   By default, broadcasts sent to channel 25 are considered Emergency broadcasts. An Emergency broadcast interrupts Normal broadcasts, Priority broadcasts, and active calls and plays out at near maximum volume even if Do Not Disturb is enabled.

Send and Receive PTT Broadcasts

By default, you are subscribed to Channels 1, 24, and 25. This means that you can send and receive PTT broadcasts on Channels 1, 24, and 25.

When you end a PTT broadcast, the channel remains open and enters a 10-second waiting period. This waiting period gives people who received the broadcast a chance to respond. If no one responds within the waiting period, the channel closes.

Send PTT Broadcasts

Before you can send a PTT broadcast, you need to choose a channel to broadcast on. Or, you can hold the **Talk** soft key to immediately begin broadcasting on Channel 1, the default channel.

You can change your default channel to any channel you want (see Change the Default Channel). When you change the default channel, you are automatically subscribed to the channel you selected.

While you send a broadcast, you can pick up the handset, or press 🔊 or 🔘, and continue speaking. You can also press 🎤 to mute your audio so that the people receiving your broadcast do not hear anything. This behavior is similar to a phone call.

To send a PTT broadcast:

1   Select **Talk**.

2 From the **PTT Channels** screen, select a channel.

The list displays the default channel, the most recent channel you sent a broadcast on, and other channels you can broadcast on.

3 Press and hold **Talk** to start the broadcast. Be sure to hold **Talk** throughout the entire broadcast.

You hear a transmitting beep, and then the phone displays the channel information such as the channel label.

4 Begin speaking.

5 When you finish your broadcast, do one of the following:

➢ Release **Talk**.

When you release **Talk** while sending the broadcast, the broadcast temporarily stops and enters a 10-second waiting period. During this period, the channel remains open to give others a chance to reply. At any time during the waiting period, you can resume your broadcast by pressing and holding **Talk**. If no one broadcasts during the waiting period, the channel closes and the broadcast ends.

➢ Select **End PTT**.

After you select **End PTT**, you can immediately initiate another broadcast on another channel, even if the previous broadcast is in the waiting period.

Timesaver: Automatically sending a PTT broadcast

To automatically send a PTT broadcast on the default channel, press and hold **Talk**. After the transmitting beep, begin speaking.

Receive PTT Broadcasts

To receive a broadcast sent on a particular channel, you need to be subscribed to that channel. To subscribe to a channel, see Update Channel Subscriptions.

How you receive a PTT broadcast depends on the broadcast priority, whether you are in an active call, and whether your phone is set up to receive broadcasts during active calls.

When you enable Do Not Disturb on your phone, you receive only Emergency broadcasts. Non-emergency broadcasts do not display or play on your phone.

Receive PTT Broadcasts When Not in an Active Call

When you receive a broadcast and you are not in an active call, the broadcast immediately plays, regardless of the broadcast priority.

When you adjust the volume of a non-emergency broadcast, your phone retains the adjusted volume for all subsequent non-emergency broadcasts. However, only system administrators can adjust the volume level of an Emergency broadcast.

Receive PTT Broadcasts during Active Calls

How you handle a broadcast when you are in an active call depends on the broadcast priority and if your phone is set up to receive a broadcast when you are in an active call.

The following occurs when you receive a broadcast during an active call:

- When your phone is set up to receive Normal broadcasts during an active call, the broadcast immediately plays. You hear both the active call and the broadcast.

- When your phone is not set up to receive broadcasts during active calls, the broadcast displays as a Pending broadcast.

- When the broadcast is a Priority or Emergency broadcast, the broadcast immediately plays. You hear the original call and the broadcast.

To listen a broadcast during a call:

» Do one of the following,

➢ For broadcasts that play automatically during a call, hold the call to hear only the broadcast.

➢ For Pending broadcasts, select **Accept** or hold the call.

Reply to PTT Broadcasts

When a broadcast ends, the broadcast enters a 10-second waiting period. During this period, the channel remains open to receive or send additional broadcasts.

To reply to a PTT Broadcast:

1 During the 10-second waiting period, press and hold **Talk**

2 Begin talking.

The broadcast is sent to all people listening on the channel.

3 When you finish talking, release **Talk**.

The broadcast enters another waiting period until someone broadcasts again. If no activity occurs within the waiting period, the channel closes and no more broadcasts can take place.

End PTT Broadcasts

After you end a broadcast, the channel remains open so others can respond.

To end PTT broadcasts:

» Do one of the following:

➢ Release **Talk**:

The broadcast enters a waiting period, and you cannot initiate another broadcast on another channel until the waiting period ends.

➢ Select **End PTT**:

When you select **End PTT**, you cannot resume the broadcast by pressing and holding **Talk** on the same channel. You can immediately initiate another broadcast on another channel.

Change PTT Settings

This section provides information on the changing your default channel, updating channel subscriptions, and enabling broadcasts to play during active calls.

Change the Default Channel

When you press and hold **Talk**, your broadcast automatically transmits on the default channel 1. You can change the default channel to a different channel.

To change the default channel:

1   Select **Settings > Basic > Preferences > Paging/PTT Configuration > PTT Push to Talk**.

    On VVX 1500 phones, select **Menu > Settings > Basic > Preferences > Paging/PTT Configuration > PTT Push to Talk**.

2   From the **PTT Channel Configuration** screen, select **Default Channel**, and select the number of the channel you want to use.

    When you press **Talk**, your phone sends broadcasts using the new channel.

Update Channel Subscriptions

You can subscribe to any channel that has been enabled by your administrator and appears in your channels list. When you subscribe to a channel, you can send and receive PTT broadcasts on that channel.

To subscribe to additional PTT channels:

1   Select **Settings > Basic > Preferences > Paging/PTT Configuration > PTT Push to Talk**.

    On VVX 1500 phones, select **Menu > Settings > Basic > Preferences > Paging/PTT Configuration > PTT Push to Talk**.

2   From the **PTT Channel Configuration** screen, select **Channel Subscriptions**.

3   From the **Channel Subscriptions** screen, select the channel you want to subscribe to, and select **Yes**.

Enable PTT Broadcasts to Play During Active Calls

The *Accept While Busy* setting determines what happens when you are in a call and receive a PTT broadcast. When you enable the *Accept While Busy* setting, a PTT broadcast interrupts telephone calls and you hear the audio of the telephone call and the broadcast. When you disable the *Accept While Busy* setting, the incoming broadcast is held in a *Pending* state; it does not disrupt the telephone call and you cannot hear the broadcast.

To enable PTT broadcasts during an active call:

1   Select **Settings > Basic > Preferences > Paging/PTT Configuration > PTT Push to Talk**.

    On VVX 1500 phones, select **Menu > Settings > Basic > Preferences > Paging/PTT Configuration > PTT Push to Talk**.

2   From the **PTT Channel Configuration** screen, select **Accept While Busy**, and select **Enable**.

The default setting is Disabled. When enabled, your phone accepts and plays broadcasts while you are in an active call. When disabled, your phone does not play broadcasts while you are in a call, but holds them in a Pending state instead.

Use Applications on Your Phone

VVX phones can support optional applications configured by your system administrator. Ask your system administrator if your phone supports any of the applications discussed in this section, which includes the following topics:

- Use the Calendar
- Navigate the Browsers
- Use the Launch Pad on VVX 1500 Phones

Use the Calendar

When your VVX phone is configured to connect to Microsoft Exchange Server, you can view and join meetings scheduled in your Microsoft® Outlook® application from your phone.

Navigate the Calendar

You can access the calendar on your phone to view and join your meetings for the day.

To open the calendar:

» Select Calendar from the Home screen or select **Settings > Features > Calendar**.

On VVX 1500 phones, select **Menu > Features > Calendar**.

The calendar displays your meetings for the day, which is Day view.

Troubleshooting: Why doesn't the calendar display?

If you select **Calendar**, and the Calendar does not display, it is possible your Login Credentials are incorrect. To re-submit or update your Login Credentials, see Troubleshoot Login Issues.

In Day view, you can see your scheduled meetings for the day, and you can navigate to a previous or upcoming day.

To navigate Day view:

» Do one of the following:

➢ To view the previous day, select **Previous** or tap ⟪ .

➢ To view an upcoming day, select **Next** or tap ⟫ .

➢ To view a meeting, use the arrow keys to select a meeting or tap the meeting.

From Day view, you can also access other calendar views: Month and Meeting view. Month view displays all the days in the month, with a dot next to the days that have meetings. The current day displays in a darker color, and days you select display in grey. Meeting view displays the details for a chosen meeting.

To display other calendar views from Day view:

» Do one of the following:

➢ Select **Month** or tap 🗓 to access Month view.

➢ Select a meeting to display Meeting view.

From Month view, you can select a date to view meetings for that day, and you can also view meetings for previous and upcoming months.

To navigate Month view:

» Do one of the following:

➢ To view the previous month, select **Previous** or tap ≪ .

➢ To view an upcoming month, select **Next** or tap ≫ .

➢ To view meetings, use the arrow keys to select a day or tap a day.

From Meeting view, you can view the meeting's start and end time, location, organizer, required attendees, and meeting description; view meeting numbers that you can call to join meetings; and join meetings.

To display Meeting view:

» Do one of the following:

➢ From **Day** view, select a meeting.

➢ From **Month** view, select a date and select a meeting.

To return to Day view:

» Select **Exit** or tap ⬅ .

Use Meeting Reminders

By default, your phone displays a meeting reminder 15 minutes before a meeting starts. Every minute before the meeting starts, the phone emits an alert tone and updates the meeting timer. If a meeting starts and you have not joined the meeting, the reminder indicates that the meeting is overdue.

From the reminder, you can join a meeting, view meeting details, snooze the reminder to temporarily remove the reminder from the screen, and dismiss the reminder to permanently remove the reminder from the screen and stop all future reminders for the meeting. The following figure shows a meeting reminder.

Meeting reminder on VVX 400 phones
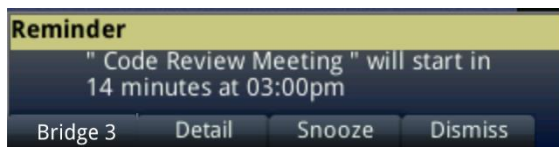
To use the meeting reminder:

» Do one of the following:

- ➢ Select the meeting number to join the meeting.
- ➢ Select **Details** to information for the meeting.
- ➢ Select **Snooze** to temporarily remove the meeting reminder from your screen.

    When you select Snooze, the reminder is removed from your screen for one minute.

- ➢ Select **Dismiss** to permanently remove the reminder for this meeting.

You can choose to disable meeting reminders so they do not display on your phone for any meetings.

To disable meeting reminders:

1 Select **Setting > Basic > Preferences > Calendar Settings**.

    On VVX 1500 phones, select **Menu > Setting > Basic > Preferences > Calendar Settings**.

2 From the **Calendar Settings** screen, select **Reminder > Disable**.

    The default setting is Enabled. When enabled, your phone displays reminders for all meetings. When disabled, the phone does not display reminders for any meeting.

> **Troubleshooting: Why don't my meeting reminders display?**
>
> If you have enabled meeting reminders, but your phone is not displaying them, make sure that your Login Credentials are correct.

Join Meetings from the Calendar

You can join meetings from the Calendar either from a meeting reminder or from Meeting view.

To join a meeting from a meeting reminder:

» Select the meeting number that displays at the far left of the reminder.

To join a meeting from Meeting view:

1 From **Day** view, select the meeting.

2 In **Meeting** view, select a meeting number.

If the meeting organizer has provided alternate numbers you can use to join the meeting, you can choose to view and use alternate numbers to join the meeting.

To join a meeting using an alternate meeting number:

» Do one of the following:

- ➢ From **Meeting** view, Select **More Actions** and choose a number.
- ➢ From the meeting reminder, select **Details > More Actions**, and select a number.

Navigate the Browsers

VVX phones support the following types of browsers:

- **Idle Browser**   Displays non-interactive web content (not supported on VVX 1500).
- **Web Browser**   Enables you to search and navigate web pages.

Ask your system administrator if your phone is configured to view the Idle and Web browsers.

View the Idle Browser

The Idle Browser shows non-interactive web content on the idle screen that displays when your phone is idle. Your system administrator determines what displays on the Idle Browser for your phone.

When your phone is idle, you can view an Idle Browser when you switch between the Home and Lines screens. To see the Idle Browser, you need to enable the screen saver (see Enable Screen Savers). The VVX 1500 phone does not support the idle browser.

To view the Idle Browser:

  » When your phone is idle, press (⌂).

You cannot display the Idle Browser when your phone has calls in progress.

Use the Web Browser

The Web Browser is an interactive browser that you can use to search the Internet and view web pages. From the Web Browser, you can select hyperlinks to view more web pages, enter information into text boxes, and scroll through web pages. There are scrolling indicators on the screen that indicate your position on the web page.

To view the main browser:

  » From the **Home** screen, select **Applications**. On VVX 1500 phone, press the **Applications** key.

A toolbar with navigation and editing icons displays for three seconds along the bottom of the Web Browser, as shown next. You can use the navigation and editing icons to navigate between web pages and enter information into text boxes in the Web Browser.

User Browser Navigation Soft Keys

The navigation icons in the Web Browser enable you to view previous web pages, refresh the current page, return to the browser's Home page, or return to your phone's Home screen. The following table lists the navigation icons that display in the Web Browser.

Navigating the Web Browser

Icon	Action
←	Returns to the previous web page.
↻	Refreshes the current web page.
✋	Stops refreshing.
⌂	Returns to the browser's home page.
⬇	Displays the toolbar permanently so it does not hide every three seconds. When the toolbar is permanently enabled, the icon changes to ⬇.
⬇	Enables the toolbar to hide every three seconds. To display a hidden toolbar, you have to press the touchscreen until the toolbar displays. (VVX 500, 600, and 1500 phones)
✕	Returns to the phone's Home screen.

Enter Information into the Browser

The editing icons in the Web Browser enable you to enter information in text boxes.

To display the editing icons:

» Select a text box in the Web Browser.

The following table lists the editing icons that display in the Web Browser.

Editing Icons in the Web Browser

Icon	Action
🌐	Selects lowercase, uppercase, or numerical mode, or a special character encoding.
⌨	Displays an onscreen keyboard (VVX 500, 600, and 1500 phones).
✎	Hides the editing icons and display the navigation icons.

Use the Launch Pad on VVX 1500 Phones

The Launch Pad on VVX 1500 phones is an optional feature that enables you to access local or web applications, directories, and information feeds from your phone. Ask your system administrator if the Launch Pad is enabled on your phone.

When Launch Pad is enabled on your phone, your system administrator can customize the applications you see. By default, the Launch Pad displays the following applications:

- **Picture Frame**   Displays your pictures stored on a USB flash drive.

  Using the Picture Frame application, you can display your pictures as thumbnails, one-by-one, like a slide show, or display just one picture. You can also use the Picture Frame application to set one of your pictures as the background image on your phone. For information on how to use Picture Frame, see Use Your Phone as a Digital Picture Frame and Add Personal Photos as Your Background.

- **My Info Portal**   Gives you access to a variety of information feeds, for example, sports, news, weather, stock, and traffic.

  My Info Portal demonstrates the use of web services with your phone using Polycom XML APIs. See the section Enable My Info Portal to enable this feature.

Your system administrator can also set up your phone so that you can view feeds from the idle screen, as well as from Launch Pad. When you view feeds, from Launch Pad or from the idle screen, your phone is considered idle and a screen saver displays, if you have set up a screen saver (see Enable Screen Savers).

Use the Launch Pad

You access Launch Pad from the Applications menu.

To access the Launch Pad:

» Select **[icon] > Applications**, or press the **Applications** key.

The Launch Pad's main window displays.

By default, the Picture Frame and My Info Portal applications display.

To open an application from the Launch Pad:

» Do one of the following:

  ➢ Select the **Picture Frame** icon.

  ➢ Select the **My Info Portal** icon, and select the feed you want to view.

    When you haven't enabled the My Info Portal application yet, you have to set up an account before you can access the application. See Enable My Info Portal.

  ➢ Select an additional application to launch.

For information on using custom applications, contact your system administrator.

To navigate the Launch Pad:

» Do one of the following:

  ➢ Tap **Home** to display the Launch Pad's main window, with all the Launch Pad applications.

  ➢ Tap **Refresh** to refresh the Launch Pad window so you can access an updated application.

  ➢ Tap **Back** to launch the previous application you viewed.

  ➢ Tap **Exit** to return to the Home screen.

When you exit a Launch Pad application without returning to the Launch Pad's main window first, or when a Launch Pad window times out, the next time you access Launch Pad, the last window you viewed displays instead of the Launch Pad's main window.

To display the Launch Pad's main window:

» Select the **Home** or **LaunchPad** soft key.

Enable My Info Portal

Before you can access the applications within My Info Portal, you have to sign up for a My Info Portal account.

	Note: Your account information is secure
	Information you provide when you set up an account is securely transmitted using the HTTPS security protocol.

To enable My Info Portal:

1 Select ▭ **> Applications**, or press the **Applications** key.

The Launch Pad's main window displays.

2 Select the **My Info Portal** icon.

3 From the **My Info Portal – Welcome** screen, select **Sign Up**, and enter your account information.

4 After you enter your account information, select **Sign Up**.

You can now access the My Info Portal applications, and view the information feeds.

If your system administrator has set up My Info Portal to display on your idle screen, you can also see information feeds from the idle screen.

Customize Your Phone

This section explains how to customize your phone's touchscreen display so that it is unique to you. Basic customizations include changing the time and date format and updating the screen brightness. You can also set up a screen saver or use your phone as a digital picture frame.

This section includes the following topics:

- Set the Language
- Set the Time and Date Display
- Set the Backlight Intensity and Timeout
- Select a Background Picture
- Enable Screen Savers
- Use Your Phone as a Digital Picture Frame
- Use Power-Saving Mode
- Change Audio Settings
- Use Accessibility Features on Your Phone

Set the Language

Your phone supports several languages that you can choose to display.

To change the language:

1 Select **Settings > Basic > Preferences > Language**.

   On VVX 1500 phones, select **Menu > Settings > Basic > Preferences > Language**.

2 From the **Language** screen, select a language.

   The language on your phone updates automatically.

Set the Time and Date Display

The time and date display in the status bar. When your phone cannot obtain a time and date, the time and date display flashes. If this happens, or if the time and date are incorrect, contact your system administrator.

The following figure displays the default display for the time and date.

You can customize the time and date by choosing between a variety of time and date formats, including options to display the day, month, or year, or by turning the time and date display off, so that they do not display at all.

To update the time and date display:

1 Select **Settings > Basic > Preferences > Time & Date**.

On VVX 1500 phones, select **Menu > Settings > Basic > Preferences > Time & Date**.

2 From the **Time & Date** screen, do one of the following:

➢ Select **Clock Date** to change the date format.

➢ Select **Clock Time** to change the time format.

➢ Select **Clock Order** to change the order of the time and date display.

3 From the **Clock Date**, **Clock Time**, or **Clock Order** screen, select the format you want.

To disable the time and date display:

1 Select **Settings > Basic > Preferences > Time & Date**.

On VVX 1500 phones, select **Menu > Settings > Basic > Preferences > Time & Date**.

2 From the **Time & Date** screen, select **Disable** to turn off the time and date display.

Set the Backlight Intensity and Timeout

Your phone's backlight has the following components:

● **Backlight Intensity**   The brightness of the screen during phone activity and inactivity.

● **Backlight Timeout**   The number of seconds the phone is inactive before the backlight dims to its Backlight Idle intensity. The backlight timeout period begins after your last key press or the last phone event, such as an incoming call.

Backlight Intensity includes the following settings you can choose from:

● **Backlight On**   The brightness of the screen when there is phone activity.

● **Backlight Idle**   The brightness of the screen when there is no phone activity.

● **Maximum Intensity**   The brightness scale that applies to both Backlight On and Backlight Idle intensities.

You can change the Backlight On intensity and the Backlight Idle intensity separately, and you can choose a high, medium, or low intensity, or turn off the backlight entirely. When you change the Maximum Intensity, you modify the entire backlight intensity scale. For example, if you decrease the Maximum Intensity, the low, medium, and high levels for both Backlight On and Backlight Idle intensities decrease.

To change the backlight intensity:

1 Select **Settings > Basic > Backlight Intensity**.

On VVX 1500 phones, select **Menu > Settings > Basic > Backlight Intensity**.

2 From the **Backlight Intensity** screen, select **Backlight On Intensity**.

3 From the **Backlight On Intensity** screen, select the intensity you want, and select **Back**. The default is High.

4 From the **Backlight Intensity** screen, select **Backlight Idle Intensity**.

5 From the **Backlight Idle Intensity** screen, select the intensity you want, and select **Back**. The default is Low.

6 From the **Backlight Intensity** screen, select **Maximum Intensity**.

7 From the **Maximum Intensity** screen, select **Up** or **Down**, or drag your finger along the slider, to increase or decrease the maximum intensity the screen displays.

The backlight automatically turns on with any phone activity. By setting the Backlight Timeout, you can determine how long the phone should be idle before the backlight dims to its Backlight Idle intensity. By default, after the phone is idle for 40 seconds, the backlight dims.

To change the Backlight Timeout:

1 Select **Settings > Basic > Backlight Timeout**.

On VVX 1500 phones, select **Menu > Settings > Basic > Backlight Timeout**.

2 From the **Backlight Timeout** screen, select the number of seconds the phone is idle before the backlight dims. The default is 40 seconds.

Select a Background Picture

By default, your screen displays a blue background that is named Default. You can change the background picture that displays on your phone to any image set up by your system administrator. If no background images are set up, only the Default is available.

You can also use a picture of your own as the background image for your phone. For more information, see Add Personal Photos as Your Background.

To change the background picture:

1 Select **Settings > Basic > Preferences > Background**.

On VVX 1500 phones, select **Menu > Settings > Basic > Preferences > Background**.

The Background screen displays.

Depending how your system is set up, you might have to select **Settings > Basic > Preferences > Background > Select Background**. The Select Background screen displays instead.

2 Select a background image, if available.

Add Personal Photos as Your Background

You can upload a personal photo to use as your background using the Web Configuration Utility or using a USB flash drive on VVX 500, 600, and 1500 phones. When you set one of your pictures as the background picture, the picture displays as *Local File* in the Backgrounds list.

Note: Restrictions for background images

Keep in mind the following when you use a personal photo as the background image:

- Progressive or multiscan JPEG images are not supported.
- The phone screen sizes vary by phone:
  - ➢ VVX 300 and 400 phone screens are 220 x 108 pixels
  - ➢ VVX 500 phone screens are 320 x 240 pixels
  - ➢ VVX 600 phone screens are 480 x 272.
- Smaller images are centered and surrounded with black space.
- Larger images are scaled proportionally to fit the screen.
- Horizontal or vertical black bars are added to preserve the original aspect ratio.

Use the Web Configuration Utility

In the Web Configuration Utility, you can upload pictures to your phone to save as your background. To access the Web Configuration Utility, you need your phone's IP address.

Settings: Accessing the Web Configuration Utility Disabled by Default

On Polycom phones with UC Software 5.1.1 or later and registered with Lync Server, access to the Web Configuration Utility is disabled by default as a security precaution. Contact your system administrator for help enabling the Web Configuration Utility.

To find your phone's IP address:

» Navigate to **Settings > Status > Platform > Phone**.

On VVX 1500 phones, navigate to **Menu > Status > Platform > Phone**.

To add your own picture using the Web Configuration Utility:

1 Enter your phone's IP address into the web browser on your computer.

2 Select **User**, and enter **123** for the **Password**.

3 From the menu bar, select **Preferences > Background**.

4 Click **+ Add a new background image**.

5 Click **Select a file from PC/Desktop**, and **c**lick **Choose File** for **Phone Image**.

6 Choose your picture file, and click **Open**.

7 Click **Save**.

The file is added to the list of possible backgrounds.

8 On your phone, navigate to **Settings > Basic > Preferences > Background**.

On VVX 1500 phones, select **Menu > Settings > Basic > Preferences > Background**.

9 Select your background image.

The image displays as your background.

Use a USB Flash Drive

Before you can set a picture on your USB flash drive as the background picture, make sure the picture is on a USB flash drive and is not in a folder on the drive.

To use a picture on your USB flash drive as the background picture:

1 Attach a USB flash drive to the USB port on your phone.

2 Select **Settings > Features > Removable Storage Media > Picture Frame**. On VVX 1500 phones, select **Menu > Features > Removable Storage**.

   Your pictures display, one-by-one.

3 Tap the arrow icons ⬅️ ➡️ to find your picture, and tap 🖼️ .

   The picture you selected displays on the Home and Lines screens.

To reset your background image to the default:

1 Select **Settings > Basic > Preferences > Background**.

   On VVX 1500 phones, select **Menu > Settings > Basic > Preferences > Background**.

2 From the **Background** screen, select **Default**.

Troubleshooting: Why aren't the pictures on my flash drive displaying on the phone?

If your pictures on the flash drive are in a sub folder and not in the root directory, the phone displays a message stating that there are no available photos. Make sure the picture you want to display on your phone is not in a sub folder on the flash drive.

Enable Screen Savers

Another way to personalize your phone is to enable a screen saver that can either show default pictures stored on your phone, the idle browser, or pictures stored on a USB flash drive. Ask your system administrator if this feature is available on your phone.

This section includes the following topics:

● Enable Screen Savers

● Use Personal Photos as Screen Savers

● Disable Screen Savers

Enable Screen Savers

The screen saver automatically starts each time your phone is idle a certain amount of time. When you enable the screen saver, you can choose to have your phone either display default photos stored on the phone, or the idle browser (see View the Idle Browser).

To enable a screen saver:
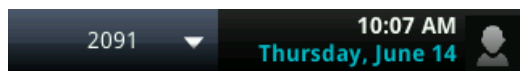
1 Select **Settings > Basic > Preferences > Screen Saver**.

On VVX 1500 phones, select **Menu > Settings > Basic > Preferences > Screen Saver**.

2 From the **Screen Saver** screen, select **Screen Saver** and select **Enabled**.

3 Select **Wait Time** and enter the number of minutes the phone can wait after no activity before displaying the screen saver.

You can enter any time between one and 9999 minutes. The default time is 15 minutes.

4 Select **Type** and select either **Default** or **Idle Browser**.

5 Press **Save**.

You can stop the screen saver at any time by pressing any key or touching the screen. When your phone is idle again for a specified period of time, the screen saver starts again.

Use Personal Photos as Screen Savers

On VVX 500, 600, and 1500 phones, you can enable your phone to display your personal photos as a screen saver. To set up a screen saver of your pictures, you need to set up certain screen saver settings, place your pictures on a USB flash drive, and attach the USB flash drive to the phone. See the section View Your Phone Keys and Hardware for the location of the USB port on your phone.

> **Web Info: Supported USB flash drives**
>
> For a list of supported USB flash drives, see *Technical Bulletin 38084: Supported USB Devices for Polycom Phones*.

The pictures you use must have the following file type and size properties:

● **File type**: BMP, JPEG, or PNG

● **Maximum size**: 9999 x 9999 pixels

To set up a screen saver of your pictures:

1 Place one or more pictures on a USB flash drive, either in the root directory or in a folder.

2 Attach the USB flash drive to your phone.

The USB icon, , displays on the status bar.

3 Select **Settings > Basic > Preferences > Picture Frame**.

On VVX 1500 phones, select **Menu > Basic > Preferences > Picture Frame**.

4 From the **Picture Frame** screen, select **Folder**, and enter the name of the folder you placed your images in on the USB flash drive.

If you did not place the pictures in a folder, but placed them in the root directory instead, do not enter a folder name.

5 Select **Time Per Image**, and enter the number of seconds you want each picture to display.

You can enter a minimum of 3 seconds and a maximum of 300 seconds. The default is 5 seconds.

6 Select **Save**.

If the message "No pictures found" displays after you select **Save**, there are no pictures in the folder you specified or in the root directory. Go back and make sure the information you entered is correct.

7 Select **Settings > Basic > Preferences > Screen Saver**.

8 From the **Screen Saver** screen, select **Screen Saver**, and select **Enabled**.

9 Select **Wait Time**, and enter the number of minutes the phone should wait, after no activity, before displaying the screen saver.

You can enter any time between one minute and of 9999 minutes. The default is 15 minutes.

10 Select **Save**.

Your phone displays the screen saver after the number of minutes you specified in the Wait Time field.

You can stop the screen saver at any time by touching the screen, but the screen saver re-starts when your phone is idle again. The phone can only display the photos as your screen saver when the USB flash drive is attached to the phone.

User Tip: Using your phone as a digital picture frame

You can set up your phone to use a single picture to display or have all pictures display in slide-show style. This is an alternative to setting up a screen saver, and it automatically starts each time your phone is idle a certain amount of time. For more information, see the section Use Your Phone as a Digital Picture Frame.

Disable Screen Savers

You can stop a screen saver at any time by touching the screen. After your phone is idle for the specified period of time, the screen saver starts again.

You can disable a screen saver—prevent it from starting, even if your phone has been idle for the specified period of time—by doing the following:

* Removing the USB flash drive. The screen saver does not display until you attach the USB flash drive again, and your phone is idle for the period of time you specified.

* Disabling the *Screen Saver* setting. When you disable the setting, the screen saver does not display, even though the USB flash drive is still attached.

To disable the Screen Saver setting:

1 Select **Settings > Basic > Preferences > Screen Saver**.

On VVX 1500 phones, select **Menu > Basic > Preferences > Picture Frame**.

2 From the **Screen Saver** screen, select **Screen Saver**, and select **Disabled**.

3 Select **Save**.

Use Your Phone as a Digital Picture Frame

You can use the Picture Frame to view pictures stored on your USB flash drive at any time, without setting up a screen saver. You can display your pictures as thumbnails, one-by-one like a slide show, or display just one picture.

Before you can display your pictures, confirm the following:

* Your pictures are on the USB flash drive, and the USB flash drive is attached to your phone.

To display the pictures on your USB flash drive:

» Select **Settings > Features > Removable Storage Media > Picture Frame**.

On VVX 1500 phones, select **Menu > Features > Removable Storage Media > Picture Frame**.

Your pictures display one-by-one, like a slide show, and six icons display beneath your pictures, as shown next.

A photo and icons in the Picture Frame
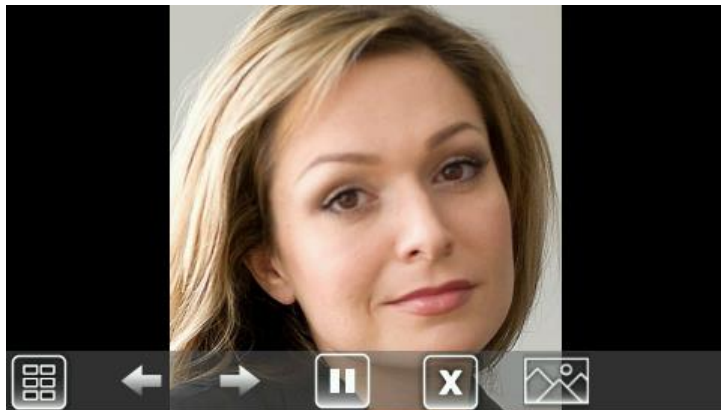
Use the icons in the following table to perform actions in the Picture Frame.

Selecting Icons to Display Your Pictures

Icons	Action
	View thumbnails of your pictures.
	View the previous picture.
	View the next picture.
	Pause and display the current picture only.
	Starts the display of pictures one-by-one again.

Icons	Action
	Stop displaying the pictures. The pictures do not display again until you access the Picture Frame feature (unless you have a screen saver enabled).
	Set the picture that currently displays as the background picture for your phone.

Use Power-Saving Mode

By default, your phone is set up with a power-saving mode that turns off the screen to conserve energy. Your phone enters power-saving mode after it has been idle for a certain period of time. You can configure the period of time that the phone is idle before the screen turns off. You can configure different idle timeouts for office hours and off hours, such as evenings and weekends.

During off hours, the message "Off Hours Mode" scrolls on the status bar. Your phone exits power-saving mode if a phone event occurs—for example, if the phone has an incoming call or message, or you press a key or tap the screen. If a screen saver is enabled on your phone, power-saving mode still occurs.

You can update the following power-saving settings:

- **Office Hours** When you start work and how long you're in the office each day (see Change Your Office Hours).
- **Timeouts** The period of time the phone should be idle before the screen turns off (see Change Timeouts).

Change Your Office Hours

When you update your office hours, you specify when you start, and how long you work each day. The phone is idle in during the hours outside of your office hours.

To change your office hours:

1 Select **Settings > Basic > Power Saving > Office Hours > Start Hour**.

On VVX 1500 phones, select **Menu > Settings > Basic > Power Saving > Office Hours > Start Hour**.

2 From the **Start Hour** screen, select a day of the week.

3 Enter a start time using the 24-hour clock. You can enter a start time from 0 to 23.

4 Select **Save**.

5 From the **Office Hours** screen, select **Duration**.

6 From the **Duration** screen, select a day of the week.

7 Enter a duration of 0 to 12 hours per day.

8 Select **Save**.

Change Timeouts

You can update the period of time the phone is idle before the screen turns off. You can specify different timeouts for office hours (Office Hours Idle Timeout) and non-office hours (Off Hours Idle Timeout). By default, the Office Hours Idle Timeout is much longer than the Off Hours Idle Timeout.

You can also specify a separate timeout period that applies after you press a key or select the screen. This is called the User Input Idle Timeout. You can choose to set a higher User Input Idle Timeout than the Office Hours and Off Hours Idle Timeouts so that when you're actively using the phone, power-saving mode doesn't initiate as often.

User Tip: Determining which idle timeout applies

If you press a key or tap the screen, the idle timeout period that applies (User Input Idle Timeout or Office Hours/Off Hours Idle Timeout) is the timeout with the highest value.

To change timeouts:

1   Select **Settings > Basic > Power Saving > Timeouts**.

    On VVX 1500 phones, select **Menu > Settings > Basic > Power Saving > Timeouts**.

2   Select **Office Hours Idle Timeout**, and enter the number of minutes the phone should wait, during office hours, before starting power-saving mode. Enter a number between 1 minute and 600 minutes. The default is 10 minutes.

3   Select **Off Hours Idle Timeout**, and enter the number of minutes the phone should wait, during off-hours, before starting power-saving mode. Enter a number between 1 minute and 10 minutes. The default is 1 minute.

4   Select **User Input Idle Timeout**, and enter the number of minutes the phone should wait after a key press or screen select before starting power-saving mode. Enter a number between 1 minute and 10 minutes. The default is 10 minutes.

5   Select **Save**.

Change Audio Settings

You can change the following audio settings for your phone:

● Change Incoming Call Notifications

● Set a Ringtone for Incoming Calls

● Set a Ringtone for Individual Contacts

● Change the Volume

Change Incoming Call Notifications

You can choose whether you hear sound effects—all phone sounds except call audio—from the handset, headset, or speaker. For example, you can configure your phone to ring on your headset instead of the speaker. By default, you hear all sound effects from the speaker.

To change your incoming call notifications:

1 Select **Settings > Basic > Preferences > Audible Ringer**.

   On VVX 1500 phones, select **Menu > Settings > Basic > Preferences > Audible Ringer**.

2 From the **Audible Ringer** screen, select a location to hear sound effects:

   ➢ Select **Speaker** to hear sound effects only from the phone's loudspeaker.

   ➢ Select **Handset** to hear sound effects only from the handset.

   ➢ Select **Headset** to hear sound effects only from the headset.

   ➢ Select **Active** to hear sound effects only from the device you're currently using to hear call audio.

   The default destination is Speaker.

Set a Ringtone for Incoming Calls

A simple way to personalize your phone is to change your phone's ringtone. You can pick unique ringtones for the different lines on your phone.

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

1 Select **Settings > Basic > Ring Type**.

   On VVX 1500 phones, select **Menu > Settings > Basic > Ring Type**.

2 When multiple lines are configured on your phone, select a line.

3 From the **Ring Type** screen, select a ringtone. The default ringtone is Low Trill.

> **User Tip: Listening to a ringtone before you save it**
>
> To listen to a ringtone before you save it, select the ring type and select **Play** or tap ![icon].

Set a Ringtone for Individual Contacts

You can select unique ringtones for various contacts in your directory. This helps you quickly identify callers as your phone rings.

To select a ringtone for a contact:

1 From your **Contact Directory**, select a contact.

2 From the **Contact Information** screen, select **Edit** or tap ![icon].

3 From the **Edit Contact** screen, select **Ring Type**, select a ringtone.

4 From the **Edit Contact** screen, select **Save.**

> **User Tip: Listening to a ringtone before you save it**
>
> To listen to a ringtone before you save it, select the ring type and select **Play** or tap [♪].

Change the Volume

You can increase the volume of your ringtone and the audio during a call.

To change the volume of what you hear during a call:

» Press one of the Volume keys ⊖▭⊕ to increase or decrease the call audio.

To change the volume of the incoming call ringtone:

» When your phone is idle or ringing, press one of the Volume keys ⊖▭⊕ to increase or decrease the volume.

Use Accessibility Features on Your Phone

This section provides information for the accessibility features available on VVX business media phones, as listed below:

● Features for Hearing-Impaired Users

● Features for Vision-Impaired and Blind Users

● Features for Mobility-Impaired Users

Features for Hearing-Impaired Users

The following table lists the accessibility features on VVX business media phones for hearing-impaired users.

Accessibility Features on VVX Business Media Phones for Hearing-Impaired Users.

Accessibility Feature	Description
Visual Message Waiting Indicator (MWI)	An indicator light on the phone indicates that new messages are waiting. Icons on the phone screen also indicate that the phone has new messages.

Accessibility Feature	Description
Adjustable ring tone and volume	You can choose from a variety of ring tones for your phone. You can also change the volume of the ringer to suit your needs, and choose different ring tones for contacts (see Control Audio Sounds).
Adjustable call volume	If you're in a call, you can raise or lower the volume of the voice on the far end and of other phone sounds you hear (see Change the Volume).
Visual notifications	Indicators on the phone screen (such as flashing bars or icons) let you know when calls are incoming are outgoing, or if a call is active or held. Indicators can also indicate phone status and if certain features are activated (see Understand Phone Icons and Status Indicators).
Visual ringing	Certain VVX models have visual ringing that enables the screen to flash bright orange for incoming calls (contact your system administrator).
Electronic hookswitch support	If you use a headset that supports electronic hookswitch (EHS), you can use the controls on your headset to answer and end calls. In addition, you may be able to mute calls and control volume from your headset (see Enable Electronic Hookswitch).
Headset Memory Mode	If you use a headset, you can set up your phone so that all calls use your headset (see Use Your Headset for All Calls).
Hearing Aid Compatible (HAC) handsets	All VVX handsets are Hearing Aid Compatible (HAC) and have telecoils that magnetically couple to most forms of wearable hearing aids per FCC section 508 (compliant to ADA Section 508 Recommendations: Subpart B 1194.23).
TTY support	VVX phones support commercial TTY devices such as Ultratec Superprint. In addition, VVX phones provide acoustic coupled TTY support.

Features for Vision-Impaired and Blind Users

The following table lists the accessibility features on VVX business media phones for visually-impaired and blind users.

Accessibility Features on VVX Business Media Phones for Vision-Impaired and Blind Users

Accessibility Feature	*Description*
Adjustable backlight settings	You can change the brightness of the screen by adjusting backlight intensity settings (see Set the Backlight Intensity and Timeout).
Tactile "5" key with raised bumps	The "5" key has two bumps that let you easily discern the position of other keys on the keypad.
Large keys	Large keys on the phone console enable you to easily access phone features and functions.
Physical line keys	VVX 300 and 400 phones have physical line keys that you can press to answer and end calls.
Variety of feature keys that you can press	Many features on VVX phones are accessible by pressing feature keys on the phone console.
Tactile-discernible number, feature, and navigation keys	Keys on the phone console are easily discernible by their size and shape.
Illuminated feature keys	Many feature keys are illuminated when activated, so you're easily alerted when a feature is enabled.

Features for Mobility-Impaired Users

The following table lists the accessibility features on VVX business media phones for mobility-impaired users.

Accessibility Features on VVX Business Media Phones for Mobility-Impaired Users

Accessibility Feature	*Description*
Auto-answer feature	VVX phones can auto-answer calls, so you don't have to lift a handset, push a button, or select a key to answer a call (see Answer Calls Automatically.
Dedicated headset jack that enables the auto-answer function	If you use a headset, you can set up your phone so that all calls use your headset (see Use Your Headset for All Calls).
Touchscreen	VVX 500, 600, and 1500 phones have large touchscreens that you can select, swipe, and press to perform phone functions and activate features.

Accessibility Feature	Description
Large keys	VVX phones have large keys that are well-spaced on the phone console.
Built-in speakerphone	A built-in speakerphone allows you to use the phone without having to use a handset or headset.
Adjustable phone stand	VVX phones have stands that you can adjust to various angles so your phone sits at a comfortable angle on your desktop (see your phone's *Quick Start Guide* on Polycom Voice Support web page).
Polycom Desktop Connector application	You can use your computer's mouse and keyboard to enter information and navigate screens on your VVX phone (see Use the Polycom Desktop Connector).

Extend Your Phone's Capabilities with Accessories

This section includes accessories and applications that you can use to extend your phone's capabilities. The following topics are included in this section:

- Use a Headset with Your VVX Phone
- Use the Polycom Desktop Connector
- Connect a Wi-Fi Adapter to Your Phone
- Connect Polycom VVX Expansion Modules to Your Phone
- Connect to Better Together over Ethernet

Note: Feature availability

Your phone may not support all of the features described in this section. Check with your system administrator to find out which features are available on your phone.

Use a Headset with Your VVX Phone

This section describes how to place and answer calls using the headset, use your headset for all calls, use an electronic hookswitch (EHS), and use a Bluetooth headset with your VVX 600 phone.

You can connect analog and USB headsets to your VVX phone. For setup information on how to connect a headset to your phone, see the *Quick Start Guide* for your phone on the Business Media Phones Support page. See *Feature Profile 37477: Using Headsets with Polycom Phones* for a list of compatible headsets.

Your phone does the following when connected to analog and USB headsets:

- When an analog headset is connected and in use, the headset key glows green.
- When an USB headset is connected and in use, the headset key glows blue (For VVX 1500 phones, the headset key glows green).
- When both an analog and USB headset are connected, the USB headset is used automatically for all calls.
- When two USB headsets are connected, the headset you connected first is used automatically for all calls.

After you connect a headset to your phone, you can set up your phone to use the headset automatically when answering and placing calls. To enable this feature, see the section Use Your Headset for All Calls.

When you use a headset that supports electronic hookswitch (EHS), you can use the controls on your headset to answer and end calls. In addition, you can mute calls and control the volume from your headset, if supported on your chosen headset. To learn how to use this feature, see the section Use Electronic Hookswitch.

You can also use Bluetooth headsets with VVX 600 phones. To use a Bluetooth headset, see Use Bluetooth Headsets with Your VVX 600 Phone.

> **Note: Features available on your headset**
>
> For information on your headset's features, as well as how to sync your headset with your phone, see your headset's documentation.

Use Your Headset for All Calls

You can set up your phone so that all incoming and outgoing calls automatically use your headset. To use this feature, you must enable and activate Headset Memory Mode.

To enable Headset Memory Mode:

1　Navigate to **Settings > Basic > Preferences > Headset > Headset Memory**.

　For VVX 1500 phones, navigate to **Menu > Settings > Basic > Preferences > Headset > Headset Memory**.

2　From the **Headset Memory Mode** screen, select **Enabled**.

To activate Headset Memory Mode:

»　Press the headset key twice.

　The headset key flashes to indicate that Headset Memory Mode is now activated. All calls placed or answered on your phone use your headset automatically.

Switching to the speakerphone or the handset deactivates Headset Memory Mode.

To reactivate Headset Memory Mode:

»　Press the headset key twice.

Use Electronic Hookswitch

When you use a headset that supports electronic hookswitch (EHS), you can place, answer, and end calls by using controls on your headset. To use EHS, you need a headset that includes a serial control interface in addition to the standard analog headset jack (RJ-9) interface. The serial control interface requires an EHS adapter that you can purchase from your headset manufacturer.

Headsets that support EHS include a base unit that connects to your phone. The headset connects to the base unit wirelessly, which enables you to use your headset even if you're some distance away from your phone. Typically, you can work wirelessly up to 300 feet (91 meters) from your phone and still use the EHS controls. Check with your headset's user guide for the precise range restrictions.

See *Feature Profile 37477: Using Headsets with Polycom Phones* for a list of compatible headsets.

Set the Headset Base Unit Options

Before you connect your headset to your phone and use EHS, you need to set the following options for your specific headset model:

● For Jabra headsets, change the headset mode to **DHSG** on the headset base unit. For details, refer to your headset documentation or contact Jabra support.

● For Plantronics headsets, change the coarse receive level to **3** and the transmit level to **B** on the headset base unit. For details, refer to the *Universal EHS Adapter Getting Started* guide which comes with your headset.

● For Sennheiser headsets, set the first DIP switch—labeled **1** (DHSG)—to the down position on the back of the headset base unit. For additional details, see your headset's documentation or contact Sennheiser support.

Enable Electronic Hookswitch

After you set the base unit options for your headset and connect your headset, you can enable EHS on your phone.

To enable electronic hookswitch on your phone:

1 Connect your headset and EHS adapter to your phone.

See the Quick Start Guide for your phone on Polycom Voice Support for information on connecting a headset to your phone.

2 Navigate to **Settings > Basic > Preferences > Headset > Hookswitch Mode**.

For VVX 1500 phones, navigate to **Menu > Settings > Basic > Preferences > Headset > Hookswitch Mode**.

3 Select one of the below modes for your specific headset:

➢ Choose **Jabra** if an EHS-compatible Jabra headset is attached with an EHS cable or adapter.

➢ Choose **Plantronics** if an EHS-compatible Plantronics headset is attached with an EHS cable or adapter.

➢ Choose **Sennheiser** if an EHS-compatible Sennheiser headset is attached with an EHS cable or adapter. If your phone does not have a menu selection for **Sennheiser**, select **Jabra** instead.

➢ Choose **Regular Mode** (default) if another headset is attached.

Headsets that come with a docking station have two modes: soft phone and desk phone mode. In order for you to control your phone using your headset, your headset must be in soft phone mode. If you cannot operate the phone from your headset, it is possible your headset is in desk phone mode.

To switch to soft phone mode:

» Press and hold the headset hookswitch until you hear a sound or message on the headset.

Refer to the section Disconnect Your Headset for information on properly disconnecting your headset.

Use Electronic Hookswitch

After you have followed the procedures for connecting your headset and enabled EHS, you can use the controls on your headset to answer, mute, and end calls. If supported on your headset, you can also

place calls on hold. See your headset's user documentation for information on controlling calls from your headset.

When you are in an active call and you receive an incoming call, you cannot use the hookswitch control on your headset to place the active call on hold and answer the incoming call. Pressing the hookswitch control on the headset ends the active call and answers the incoming call. To place the existing call on hold and answer the incoming call, answer the call on your phone.

Disconnect Your Headset

If you want to disconnect or change your headset, you need to properly detach your headset from your phone.

To disconnect a headset:

1 Navigate to **Settings > Basic > Preferences > Headset > Hookswitch Mode**.

   For VVX 1500 phones, navigate to **Menu > Settings > Basic > Preferences > Headset > Hookswitch Mode**.

2 Select **Regular Mode**.

3 Remove the EHS adapter from the serial port on the back of the phone.

Use Bluetooth Headsets with Your VVX 600 Phone

VVX 600 phones also support Bluetooth headsets as well as analog and USB headsets. If your system administrator has enabled Bluetooth capability for your phone, you can use a Bluetooth device to handle calls. When a Bluetooth headset is connected and in use, the headset key glows blue. If you have multiple types of headsets connected to your phone, the Bluetooth headset is used automatically for all calls.

This section provides you with information on how to enable Bluetooth on your VVX 600, how to pair and connect your Bluetooth headset, how to use your Bluetooth headset with your phone, and how to disconnect and remove your Bluetooth headset.

Enable Bluetooth and Connect a Headset

In order to use a Bluetooth headset with your phone, you need to enable Bluetooth, pair your headset, and connect your Bluetooth device to your phone. You can pair up to four Bluetooth headsets with your phone; however, you can connect only one headset at a time.

The following instructions are intended as a guide, and do not apply to all Bluetooth devices. You can usually find instructions for your headset on the device manufacturer's web site.

To enable, pair, and connect your Bluetooth headset to your phone:

1 Navigate to **Settings > Basic > Bluetooth Settings > Bluetooth Radio**.

   The Bluetooth Radio screen displays.

2 Tap **On**.

   The Bluetooth icon displays in the status bar. After the icon displays, you can pair and connect your Bluetooth headset.

3 Turn your Bluetooth headset on and place the headset in **Discovery** mode.

Refer to your headset documentation for information on how to place your headset in discovery mode.

4 Navigate to **Settings > Basic > Bluetooth Settings > Manage BT Headsets**.

5 Tap **Scan** to find your headset.

All nearby devices in discovery mode are added to the list, and a red Bluetooth icon displays next to each unpaired headset.

6 Select your headset and tap **Add** to begin the pairing process.

After your headset is added, the **Manage BT Headsets** screen displays. Your headset is paired, and the Bluetooth icon displays next to the headset.

7 Select your headset and select **Connect**.

The Bluetooth Headset icon displays next to your headset after the headset is paired and connected. The Bluetooth Headset icon also displays in the status bar. If you select the icon, the Bluetooth Settings screen displays.

You can now use your headset to handle calls.

Manage Calls with Your Bluetooth Headset

When your Bluetooth headset is turned on, paired, and connected with your phone, you can perform the following tasks:

● Use the headset to handle calls, including muting and adjusting the call volume.

● Initiate and end calls on your headset by pressing , or using a control on the headset.

● Switch to handset or speakerphone mode during a headset call by picking up the handset or pressing .

When you turn the headset off, the headset is no longer connected but remains paired to your phone. When you turn the headset back on, the headset is reconnected.

Disconnect and Remove Your Bluetooth Headset

You can disconnect your headset from your phone, but still keep it paired. When you disconnect a headset, it remains paired so you can easily connect it to your phone again.

You can also remove your headset so that it is no longer paired or connected. When you remove your headset, it won't display in the Manage BT Headsets screen. To connect it back to your phone, you'll need to scan for the device, add it, and connect it again.

To disconnect your headset:

1 Navigate to **Settings > Basic > Bluetooth Settings > Manage BT Headsets**.

2 From the **Manage BT Headsets** screen, select your headset, and select **Disconnect.**

Your headset remains paired to your phone but is no longer connected. To connect it to your phone again, select **Connect**.

Timesaver: How to quickly connect and disconnect your headset

You can quickly disconnect your headset by turning your headset off. When you turn it off, the message "Headset removed" displays. When you turn your headset back on, the headset is connected again.

To remove your headset:

1 Navigate to **Settings > Basic > Bluetooth Settings > Manage BT Headsets**.

2 From the **Manage BT Headsets** screen, select your headset, and select **Remove**.

Your headset is removed from the list and is no longer paired or connected with your phone.

Use the Polycom Desktop Connector

The Polycom Desktop Connector (PDC) enables you to use your computer mouse and keyboard to navigate and enter information on your phone. This feature is especially useful when you are working with built-in applications such as the Web Browser (see Use the Web Browser). The PDC is compatible with any language your phone and computer supports, including most Asian and Central European character sets. Contact your system administrator to find out if your phone supports the PDC.

Before you can enable and use the PDC, you need to download the PDC program from the Polycom Voice Applications website, install the application on your computer, and activate PDC on your phone.

Set Up and Enable the Polycom Desktop Connector

To enable the PDC, you need to enter your computer access credentials to the phone. You can provide this information to your phone using one of two methods: Direct or Indirect. The method you use depends on how your phone and computer are set up.

After you install the software, you need to make changes to your phone to establish a connection to your computer and provide an exception to your firewall or anti-virus software to unblock the PDC program.

Use the Direct Method

If your phone and computer are connected using an Ethernet cable, use the direct method to enable the PDC. Using this method, your phone automatically detects your computer access credentials.

To connect using the direct method:

1 Run the PDC program on your computer by clicking **Start > Programs > Polycom > Polycom Desktop Connector.**

The PDC icon displays as an active program on your taskbar, as shown next.
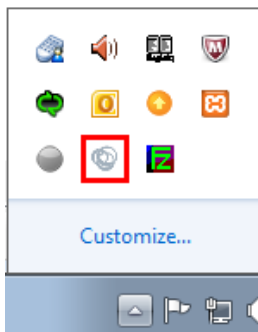
2 Navigate to the **PDC Configuration** screen on your phone:

> ➢ For VVX 1500 phones, press the **Menu > Settings > Basic >PDC Configuration**.

> ➢ For other VVX phones, select **Settings > Basic >PDC Configuration**.

The PDC Configuration screen displays on your phone screen.

3 From the **PDC Configuration** screen, set the **Status** field to **Enabled** and select **Save**.

Your settings are saved and the **Basic** screen displays.

4 Navigate to the **PDC Configuration** screen and select **Reconnect**.

5 A dialog displays on your phone screen asking if you wish to share your remote keyboard and mouse. Select **Yes**.

6 A dialog displays asking you to specify your phone's position. Specify whether your phone is to the left or right of your computer monitor.

7 A dialog displays on your computer, asking to allow remote control of your phone. Click **OK** to complete the setup process.

The PDC icon turns red, shown next, indicating that you have successfully enabled the PDC program.
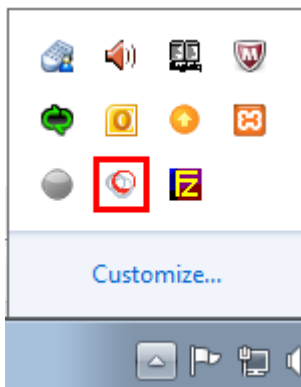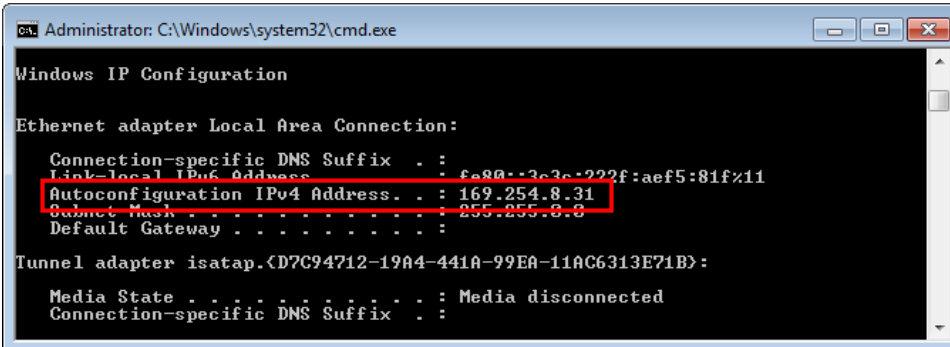
Use the Indirect Method

If your phone and computer are connected through a switch, use the indirect method to enable the PDC. This method requires you to find your computer's IP address and manually enter your computer access credentials.

To find your computer's IP address:

   1 In the **Start** menu, select **All Programs > Accessories > Command Prompt**.

   2 In the **Command Prompt**, type **ipconfig** and press **Enter**.

   3 Note your server address on the **IP Address** line, as shown next.

To connect using the indirect method:

   1 Run the PDC program on your computer by clicking **Start > Programs > Polycom > Polycom Desktop Connector**.

      The PDC icon will display as an active program on your taskbar as shown next.
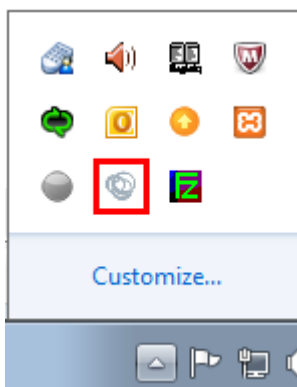
   2 Navigate to the **PDC Configuration** screen on your phone:

     ➢ For VVX 1500 phones, press the **Menu > Settings > Basic >PDC Configuration**.

     ➢ For other VVX phones, select **Settings > Basic >PDC Configuration**.

   3 From the **PDC Configuration** screen, set the **Status** field to **Enabled**.

   4 In the **Phone Orientation** field, specify whether your phone is to the left or right of your computer monitor.

5　In the **Desktop User** field, enter your Windows login name.

6　In the **Server Address** field, enter your computer's IP address or FQDN. The IP address enables your phone to locate and identify your computer on the network.

7　Select **Save**.

Your settings are saved and the Basic screen displays.

8　 A message displays asking you to allow sharing with your computer. Select **Yes**.

9　A dialog displays on your computer asking if you wish to allow remote control of your phone. Click **OK** to complete the setup process.

The PDC icon turns red, shown next, indicating that you have successfully enabled the PDC program.
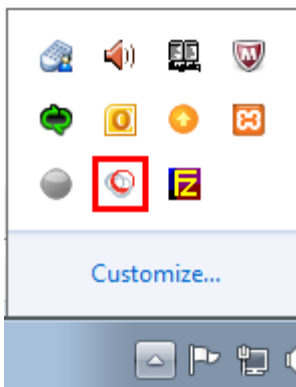
Disable the Polycom Desktop Connector

If the PDC is enabled and you wish to disable it, you can use one of the following methods:

To disable the PDC:

»　Do one of the following:

➢　On your computer, right-click the PDC icon on your taskbar and click **Exit**.

➢　On your phone, navigate to the PDC Configuration menu and set the **Status** to **Disabled**.

> **User Tip: Understand the PDC icon colors**
>
> When you enable the PDC program, the PDC icon turns red. When you disable the PDC program, the PDC icon turns grey.

Use the Polycom Desktop Connector

After you've configured and enabled the PDC, you can use your computer mouse and keyboard to click menus and enter text in the editable fields—the fields with a flashing cursor—on your phone.

To access your phone's screen using your mouse:

» Move your mouse pointer off the edge of your computer monitor in the direction of your phone—left or right—that you indicated in the setup process.

The pointer leaves your computer monitor and appears on the phone's screen.

Troubleshooting: Why can't I access the phone's display screen?

If your computer taskbar is on the same side as your phone, the taskbar will block your cursor from accessing your phone. Move your computer taskbar elsewhere to allow your cursor to access the phone.

The PDC extends your keyboard and mouse functionality onto your phone, enabling you to do the following:

● Cut, copy and paste text from your computer onto your phone using keyboard shortcuts to cut (Ctrl+X), copy (Ctrl+C), and paste (Ctrl+V). Or, right-click a field and select the **Cut**, **Copy**, or **Paste** icon. You cannot cut, copy, and paste text from your phone to your computer.

● Copy and paste information between fields on your phone screen by right-clicking the field and choosing a clipboard command (Ctrl+X, Ctrl+C, or Ctrl+V).

● Delete information on your phone by highlighting the information using your mouse and pressing the **Delete** or **Backspace** key.

● Use the **Home** and **End** keys on your keyboard to position your cursor at the beginning or the end of fields on your phone.

● Enter numeric information such as phone numbers using the number keys above the alphabetic keys.

● Use the Arrow keys to move within and between text fields.

● Use your mouse scroll wheel to navigate through menus.

● Hold **Alt** + **Up Arrow** key and **Alt + Down Arrow** key to adjust the volume level.

Note: PDC limitations

When you use PDC, you cannot perform the following actions:

● Enter information in phone fields that don't have a flashing cursor.

● Place calls using the New Call soft key.
For more information, see the Troubleshoot Polycom Desktop Connector Issues section.

In addition, your keyboard function keys are mapped to specific phone keys and soft keys, as outlined in the following tables: Function and Alt Key Mappings for VVX 1500 Phones and Function and Alt Key Mappings for VVX Phones. The key mappings vary by phone model.

To use the Function and Alt key mappings, your cursor must be on the phone's display screen.

Function and Alt Key Mappings for VVX 1500 Phones

Function Key	Phone Key		Alt Key	Phone Key
F1	Left-most soft key		Alt + F1	
F2	Second soft key from the left		Alt + F2	
F3	Third soft key from the left		Alt + F3	
F4	Fourth soft key from the left		Alt + F4	
F5	Right-most soft key		Alt + F5	
F6	or		Alt + F6	
F7			Alt + F7	
F8			Alt + F8	New Call soft key
F9	Talk soft key (if PTT is enabled)		Alt + F9	End Call soft key
F10	NA		Alt + F10	Settings
F11			Alt + F11	
F12			Alt + F12	N/A

Function and Alt Key Mappings for VVX Phones

Function Key	Phone Key		Alt Key	Phone Key
F1	First soft key from the left on your phone's current screen		Alt+F1	N/A
F2	Second soft key from the left on your phone's current screen		Alt+F2	Redial
F3	Third soft key from the left on your phone's current screen		Alt+F3	Transfer
F4	Fourth soft key from the left on your phone's current screen		Alt+F4	Conference

Function Key	Phone Key		Alt Key	Phone Key
F6			Alt+F6	Do Not Disturb
F7	Directories menu		Alt+F7	
F8	Messages menu		Alt+F8	New Call soft key
F9	Talk soft key (if PTT is enabled)		Alt+F9	End Call soft key
F10	ACD Sign In (if enabled)		Alt+F10	Settings.
F11	Applications		Alt+F11	
F12			Alt+F12	ACD Sign Out (if enabled)

Enter Text in a Different Language

You can also enter text in different languages onto your phone using your keyboard.

To enter text in a different language:

1   Change your computer keyboard language to the language that you wish to enter text in.

The keyboard languages settings are found in the **Control Panel > Change keyboards or other input methods > Change keyboards**. For example, set your computer keyboard language to Russian, as shown next.
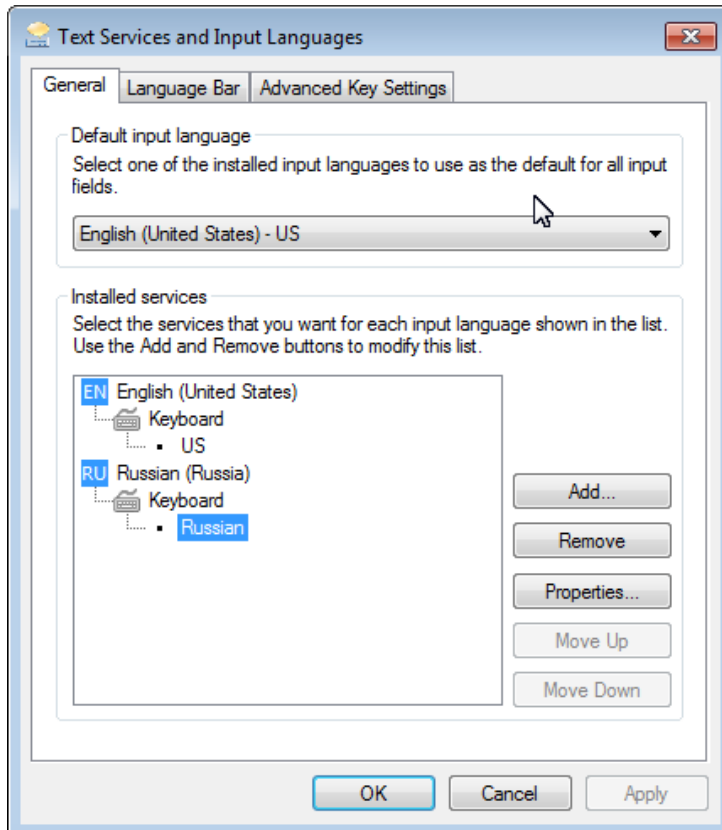
2   Move your cursor onto your phone's display screen.

The PDC program can cause your keyboard language to change when you move your cursor onto your phone's screen.

3   On the phone, enter text in your chosen language.

In the following graphic, Russian characters are entered on the VVX 500.
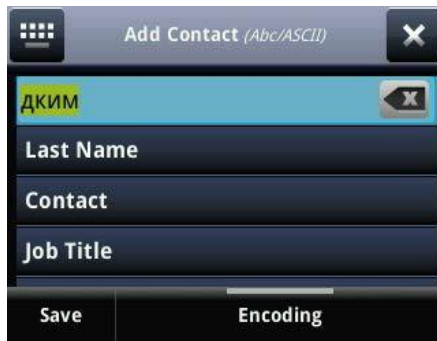
Note: You can't use the PinYin character entry method

The PDC does not allow you to type Chinese characters into fields on your phone using the PinYin character entry method on your computer keyboard. Instead, copy and paste these Chinese characters from a computer document into the applicable phone fields using your Windows clipboard functions.

See the section Troubleshoot Polycom Desktop Connector Issues for solutions to possible troubleshooting issues.

To change your keyboard language back to the original:

» Press the keyboard shortcut **Left Alt** + **Left Shift** to toggle your keyboard language.

Connect a Wi-Fi Adapter to Your Phone

A Wi-Fi adapter can connect any device with an Ethernet port to your existing wireless network. Use a Wi-Fi adapter with a VVX phone to wirelessly connect your VVX phone to your existing wireless network environment.

Connect the Wi-Fi Adapter

This section takes you through the steps to connect a VVX phone to a Wi-Fi adapter. The NETGEAR WNCE2001 is supported by Polycom and is used as the Wi-Fi adapter in the procedure.

Note: Powering the Wi-Fi adapter

Depending on the peripheral devices you have attached to with VVX phone, the phone may not have enough power for the Wi-Fi adapter through the USB port. Therefore, Polycom recommends you use the external power supply that comes with the adapter. This is also a requirement when using a phone without a USB port.

To connect the Wi-Fi adapter to the VVX phone:

1 Disconnect any wireless connection to the router and/or remove the Ethernet cable currently connected to the computer.

You can restore the connection after the adapter installation is complete.

2 Connect the adapter to your computer using the Ethernet cable and USB cable. If your computer does not have a USB port, you can use the power adapter that comes with the Wi-Fi adapter for power.
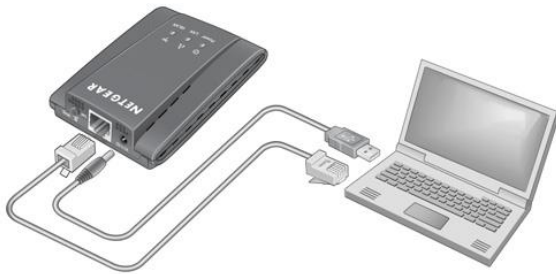
3 Wait until both the Power and LAN LEDs on the Wi-Fi adapter are solid green.

4 Make sure the computer gets the IP address.

5 Open your browser.

The NETGEAR WNCE2001 Wi-Fi adapter setup page display automatically. Refer to the *Troubleshooting* section of the NETGEAR WNCE2001 User Guide if you open your browser and do not see the WNCE2001 Wi-Fi Adapter set up page.

6 Follow the instructions on the setup page.

7 After completing the setup, go to **Step 6**.

8 Disconnect the Ethernet and USB cables from your computer.

9 Connect the WNCE2001 to the VVX phone.

If your VVX phone doesn't have a USB port—for example, a VVX 300/310 or 400/410, you can use the power adapter that comes with the Wi-Fi adapter to power the unit.

Your installation is now complete.

Note: Wi-Fi Protected Setup

Wi-Fi Protected Setup (WPS) is a simple and secured way to connect a device to an existing network. If you have a NETGEAR router, this feature is called Push 'N' Connect. Look for the symbol on the router to make sure the NETGEAR router supports WPS. For non-NETGEAR routers, refer to the user manual to determine if the router supports WPS.

Connect Polycom VVX Expansion Modules to Your Phone

The Polycom VVX Expansion Modules are consoles you can connect to Polycom VVX Business Media phones to add additional lines. VVX Expansion Modules enable you to handle large call volumes on a daily basis and expand the functions of your phone. VVX 1500 phones do not support VVX Expansion Modules.

Note: VVX Expansion Modules not supported in UC Software 5.0.x

The VVX Expansion Modules are not supported on VVX phones running UC Software 5.0.x. The expansion modules are supported only on VVX phones running UC Software 4.1.6, 4.1.7, 5.1.x, and 5.2.x.

The following features are available on the VVX Color Expansion Modules and VVX Expansion Modules with a paper display:

- **VVX Color Expansion Modules**   VVX Color Expansion Modules feature an easy-to-navigate 480x272 LCD display. Each color expansion module provides you with 28 line keys and three display pages, supporting a total of 84 lines that you can set up as registrations, favorites, busy lamp field contacts, or Microsoft Lync presence contacts. You can connect up to three color expansion modules to your phone to support an additional 252 line keys per phone.

- **VVX Expansion Modules**   VVX Expansion Modules provide you with 40 line keys that you can set up as registrations, favorites, or busy lamp field contacts. You can connect up to three expansion modules to your phone to support an additional 120 line keys per phone.

Set Up VVX Expansion Modules

The VVX Expansion Modules are powered and signaled by VVX business media phones and require minimal setup. After you connect an expansion module to a VVX phone, the module is automatically configured to work with the phone. Note that you cannot connect paper display and color display expansion modules together on the same phone.

Web Info: Setting up Expansion Modules

For more information on setting up VVX Expansion Modules, see the *Quick Start Guide for Polycom VVX Expansion Modules*.

To connect the VVX Expansion Module to your phone:

» Connect an auxiliary cable from the **AUX** port on the phone to the **AUX 1** port on the expansion module.

The LED lights on the module's line keys flash red and green as the module starts up. The VVX Color Expansion Modules takes approximately 20 seconds to power up, and the VVX Expansion Modules with a paper display take approximately three seconds to power up.

After the first module is on, you can connect up to two additional modules to your VVX phone.

To connect multiple VVX Expansion Modules:

1 Connect an auxiliary cable from the **AUX 2** port on the first module connected to the phone to the **AUX 1** port on the second module.

2 Connect an auxiliary cable from the **AUX 2** port on the second module to the **AUX 1** port on the third module.

The LED lights on the line keys light up for each connected module as the expansion modules start up.

After you connect your expansion modules to your VVX phone, you can begin using your expansion modules.

Use VVX Expansion Modules

This section includes the following topics on how to use the VVX Expansion Modules with your VVX phone:

- View VVX Expansion Module Hardware Features
- Assign Busy Lamp Field Contacts, Microsoft Lync Contacts, and Favorites
- Generate the VVX Expansion Module Directory Card
- Navigate VVX Color Expansion Module Paging
- Change the Backlight

View VVX Expansion Module Hardware Features

The following figure illustrates the features, components, and keys available on the VVX Color Expansion Modules. The table lists each numbered feature shown in this figure.

VVX Color Expansion Module features
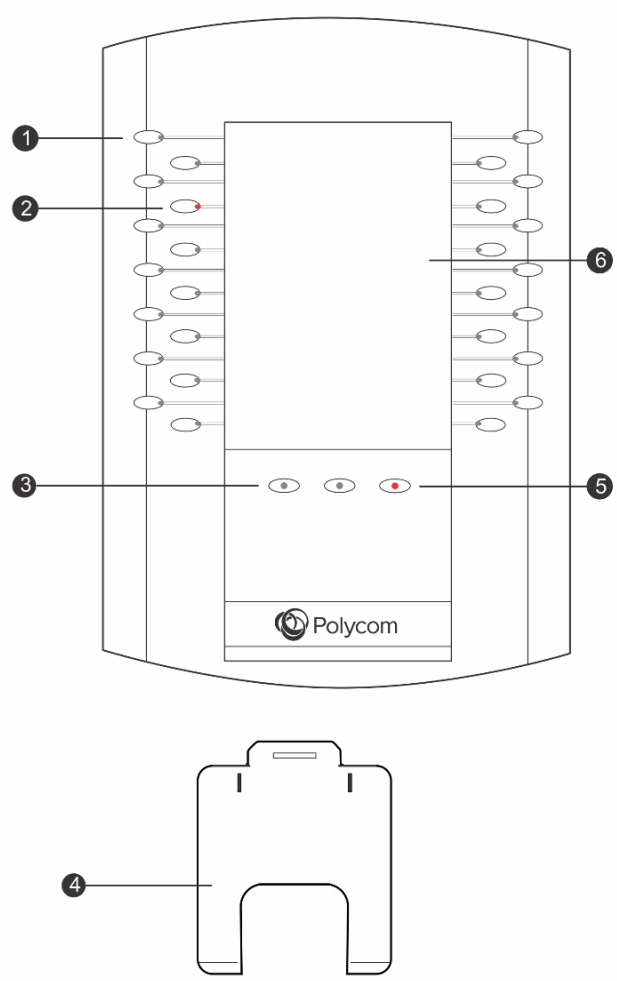
VVX Color Expansion Module Hardware Feature Descriptions

Reference Number	Feature	Feature Description
1	Line Key	Selects available line key contacts, functions, and assignments.

Reference Number	Feature	Feature Description
2	LED Indicators	Indicates a line or busy lamp field contact's status. The following lists the LED Indicator behaviors shown on the expansion modules: • **Solid Green** Indicates an active call in progress. • **Fast-Flashing Green** Indicates an incoming call. • **Flashing Green** Indicates the remote party placed the call on hold. • **Solid Red** Indicates the phone of a monitored busy lamp field contact is placing a call or is in a call. • **Flashing Red** Indicates a held call. • **Flashing Green and Red** Indicates the phone of a monitored busy lamp field contact is on an active call or is receiving an incoming call.
3	Page Keys	Navigates between pages on the expansion module.
4	Base Stand	Hooks into the back of the expansion module to stand up the display.
5	LED Page Indicators	Indicates a page's status. • **Fast-Flashing Green** Indicates an incoming call on a page not currently displayed. Press the page key with the fast-flashing green LED indicator to view the contact with an incoming call. • **Slow-Flashing Green** Indicates a monitored busy lamp field contact on a page not currently displayed is receiving an incoming call. • **Solid Red** Indicates the current page displayed.
6	Color Display	Displays line numbers, busy lamp field contacts, Microsoft Lync presence contacts and favorites.

The next figure illustrates the features, components, and keys available on the expansion modules with a paper display. The table lists each numbered feature shown in this figure.

VVX Expansion Module features

VVX Expansion Module Hardware Feature Descriptions

Reference Number	Feature	Feature Description
1	Line key	Selects available line key contacts, functions, and assignments.
2	LED Indicators	Indicates a line or busy lamp field contact's status. The following lists the LED Indicator behaviors shown on the expansion modules: • **Solid Green** Indicates an active call in progress. • **Fast-flashing Green** Indicates an incoming call. • **Flashing Green** Indicates the remote party placed the call on hold. • **Solid Red** Indicates the phone of a monitored busy lamp field contact is placing a call or is in a call. • **Flashing Red** Indicates a held call.
3	Base Stand	Hooks into the back of the expansion module to stand up the display.

Reference Number	Feature	Feature Description
4	Plastic Cover Overlying Directory Card	Protects the directory card. The directory card is a paper sheet that displays line numbers, busy lamp field contacts, favorites, and line key functions.
5	Plastic Cover Cut Out	Helps insert or remove the plastic cover.

Assign Busy Lamp Field Contacts, Microsoft Lync Contacts, and Favorites

The default view on your phone screen, which is called the Lines screen, displays line registrations, busy lamp field contacts, Microsoft Lync presence contacts, and favorites. Each function occupies a display space on the Lines screen. VVX phones support a maximum number of display spaces, which are listed in the table Maximum Number of VVX Phone Display Spaces. When you reach the maximum number of display spaces on your phone, the next function you add is assigned to the first available line on your expansion module.

Maximum Number of VVX Phone Display Spaces

VVX Phone Model	Maximum Display Spaces Supported
VVX 300/310	6
VVX 400/410	12
VVX 500	12
VVX 600	16

Note: Additional favorites and Lync contacts display in your Contact Directory

After you fill all the display spaces on your phone and assign functions to all the lines on your expansion module, you can find additional favorites or Lync contacts in the Contact Directory.

Assign Favorites

You can assign favorites to line keys on VVX Expansion Modules and automatically call contacts using the line keys on the expansion modules. When you assign favorites on your phone, favorites are assigned to the next available line key on the expansion module regardless of the index number. You can reorder your favorites once they are created by changing the value of their index number. See section Manage Favorites for more information.

You can also assign favorites directly to line keys on the VVX Expansion Modules.

To assign a favorite directly to a line key:

1 Press and hold an available line key on your expansion module.

2 From the **Add Contact** screen, enter the contact's information, including a unique favorite index, and select **Save**.

    VVX 500 and 600 phones automatically assign a favorite index. The favorite is assigned to the next available line on your expansion module and not necessarily the line corresponding to the line key you pressed to assign the favorite.

Assign Microsoft Lync Presence Contacts

When your phone is registered with Microsoft Lync Server, you can assign Lync contacts to line keys on your VVX Color Expansion Module. You can quickly call Lync contacts by pressing the corresponding line key on the expansion module. You can also monitor your Lync contacts' presence status from your expansion module.

Note: Microsoft Lync Presence contacts not supported on VVX Expansion Modules

You cannot assign Lync contacts to line keys on VVX Expansion Modules with a paper directory card. This feature is supported only on VVX Color Expansion Modules.

VVX Color Expansion Modules automatically assign Lync contacts to the first available line key. See the section Manage Lync Contacts for information on adding Lync contacts.

Identify Line Key Assignments

You can identify which registrations, busy lamp field contacts, Lync contacts, and favorites are assigned to each line key on your expansion module in the Status menu on your VVX phone.

To identify line key assignments:

1 Select **Settings > Status > Line Key Information**

2 Press a line key on the expansion module.

    The assignment and line number for the line key you pressed displays on your phone's screen.

3 Press the line key twice to return to the previous menu, or select **Back**.

Generate the VVX Expansion Module Directory Card

Using the Polycom Web Configuration Utility, you can generate and download a PDF file with your VVX Expansion Module line key information. You can print and insert the PDF file as a directory card on your expansion module.

Settings: Accessing the Web Configuration Utility Disabled by Default

On Polycom phones with UC Software 5.1.1 or later and registered with Lync Server, access to the Web Configuration Utility is disabled by default as a security precaution. Contact your system administrator for help enabling the Web Configuration Utility.

To generate and download the directory card using the Web Configuration Utility:

1 In your Internet browser, enter your phone's IP address into your browser's address bar.

To find your phone's IP address, navigate to **Settings > Status > Platform > Phone**.

2 Log in as a **User**, enter the default password **123**, and click **Submit**.

3 Click **Utilities > EM Directory**.

4 Select the VVX Expansion Module you want to generate a PDF for. For example, *EM1* is chosen in the following figure.
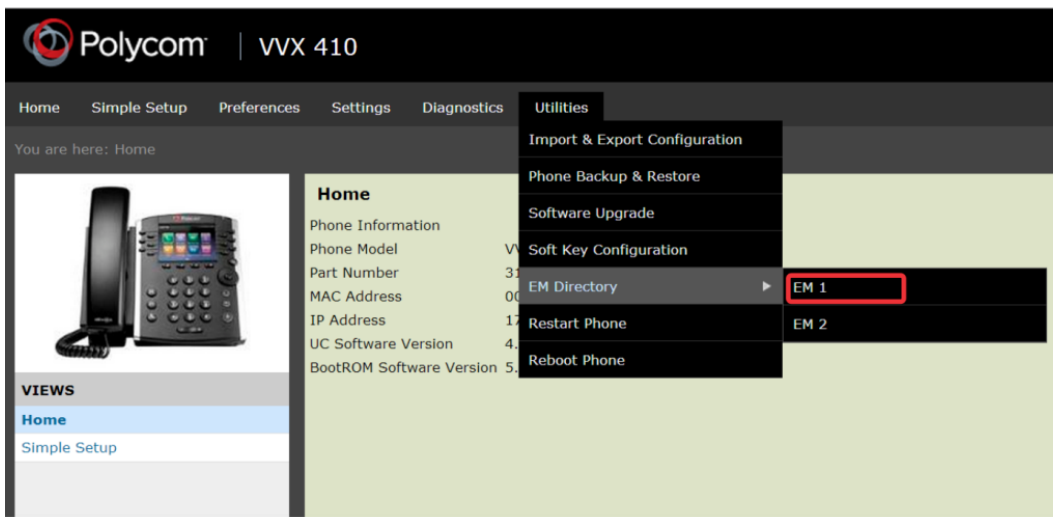
5 In the confirmation dialog, select **Yes** to download the directory card.

6 Select **Save > Open**.

The directory card displays.

After you download the directory card, you can print and insert the directory card in your VVX Expansion Module.

To insert the directory card on the VVX Expansion Module with a paper display:

1 Place the tip of a paper clip under the plastic cover cut out of the VVX Expansion Module plastic cover to remove the plastic cover.

2 Place the directory card on your VVX Expansion Module.

3 Align the tabs on either side of the plastic cover with the corresponding indents on the expansion module and bend the plastic cover into place to reinsert the cover over the directory card for protection.

Navigate VVX Color Expansion Module Paging

The VVX Color Expansion Modules display three pages of line information on the LCD screen for each module connected to a VVX phone. Each page of the expansion module contains 28 registrations, busy lamp field contacts, Lync contacts, or favorites assigned to line keys.

To navigate between VVX Color Expansion Module pages:

» Press a **Page** key beneath the screen on the VVX Color Expansion Module.

Use the Smart Paging Feature

The Smart Paging feature arranges line key assignments and distributes pages on the VVX Color Expansion Modules based on the number of expansion modules connected to a VVX phone. Smart Paging is automatically enabled for VVX Color Expansion Modules connected to VVX phones with UC Software 5.1.0 or later. Note that Smart Paging does not affect how pages are ordered on VVX Expansion Modules with paper displays.

> **Note: Smart Paging does not affect Flexible Line Key assignments**
>
> If you assigned functions to line keys using the Flexible Line Key feature, the line key assignments display on the designated line key on the expansion module and are not affected by Smart Paging.

When Smart Paging is enabled, the pages on the VVX Color Expansion Module are distributed across all connected expansion modules. This feature is described and shown in the following scenarios:

● If you only have one expansion module connected to your VVX phone, the pages are ordered sequentially on the module, as shown in the next figure. Press the first, second, or third **Page** key to view the corresponding pages.

Smart Paging on one connected VVX Color Expansion Module

● If you have two expansion modules connected to your VVX phone, the pages are ordered non-sequentially. As shown in the next figure, the pages display on the two expansion modules in the following order:

  ➢ Pages 1, 3, and 4 display on the first expansion module.

> ➢ Pages 2, 5, and 6 display on the second expansion module.

Smart Paging on two connected VVX Color Expansion Modules
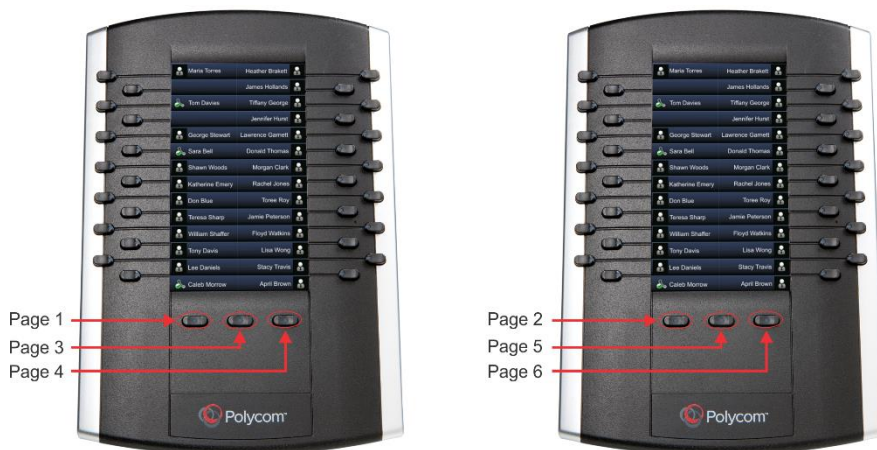
- If you have three expansion modules connected to your VVX phone, the pages are ordered non-sequentially. As shown in the next figure, the pages display on the three expansion modules in the following order:

  > ➢ Pages 1, 4, and 5 display on the first expansion module.

  > ➢ Pages 2, 6, and 7 display on the second expansion module.

  > ➢ Pages 3, 8, and 9 display on the third expansion module.

Smart Paging on three connected VVX Color Expansion Modules
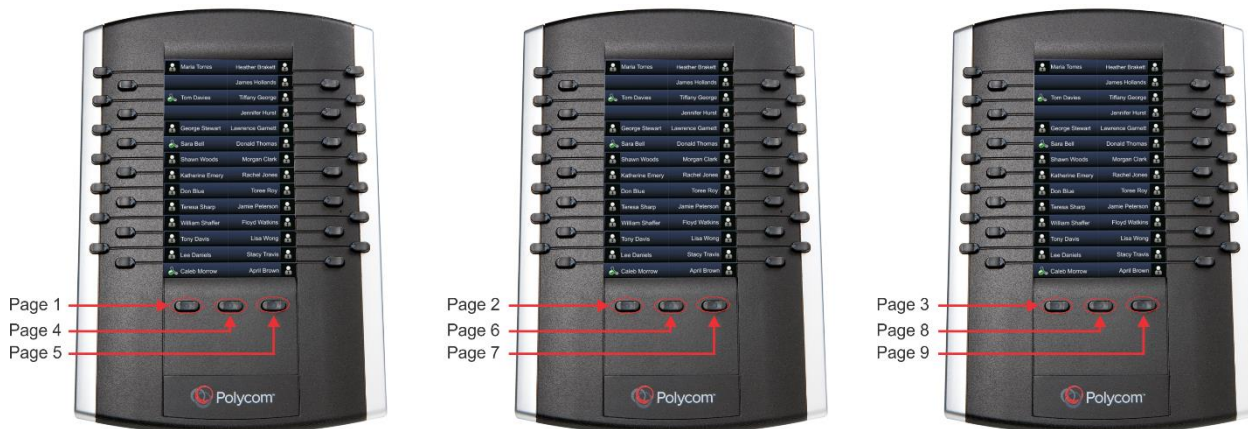
Use Alternate Paging

When Smart Paging is disabled, the ordering of the pages on the expansion modules is not affected by the number of expansion modules connected to your VVX phone. With Alternate Paging, the expansion modules' pages are ordered sequentially from 1 to 9. The next figure shows Alternate Paging on three expansion modules.

Alternate Paging on VVX Color Expansion Modules
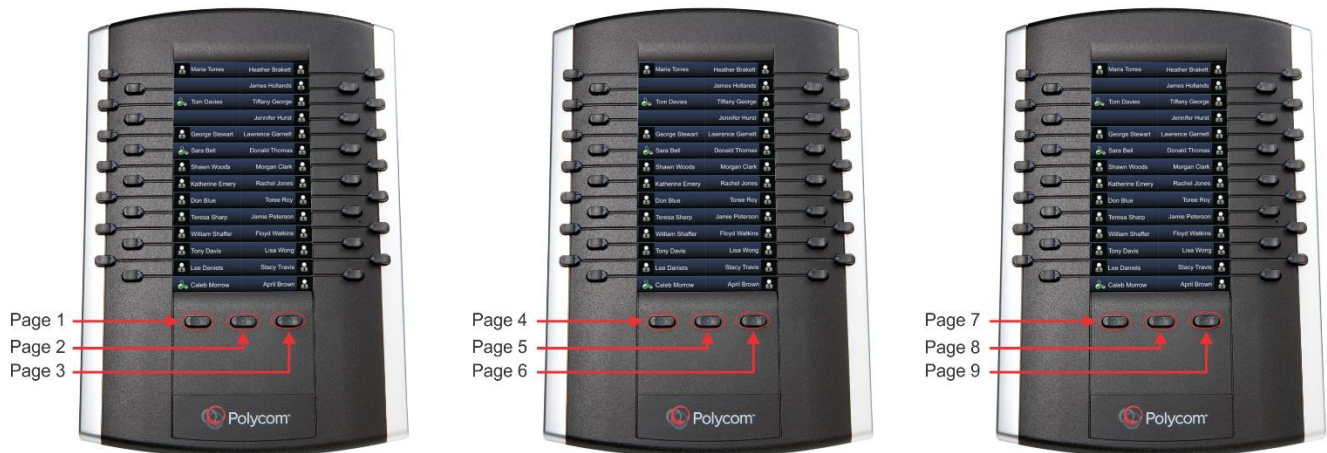
Change the Backlight Intensity

When you change the backlight intensity settings on your VVX phone, the backlight on your VVX Color Expansion Module connected to your phone automatically changes to match the new settings. See the section Set the Backlight Intensity and Timeout for information on changing this setting.

Connect to Better Together over Ethernet

Microsoft Lync Better Together over Ethernet (BToE) on VVX business media phones enables you to control phone activity from your computer using your Lync client. The BToE feature enables you to place, answer, and hold audio and video calls from your VVX phone and your Lync client on your computer. In order to use BToE, you need to download and install the Polycom BToE Connector application.

Install the Polycom Better Together over Ethernet Connector

The Polycom BToE Connector enables you to use the BToE feature on your computer and Polycom phone. You must download, install, and start the Polycom BToE Connector application before enabling and pairing BToE on your phone and computer. This section shows you how to download and install the Polycom BToE Connector application on your computer.
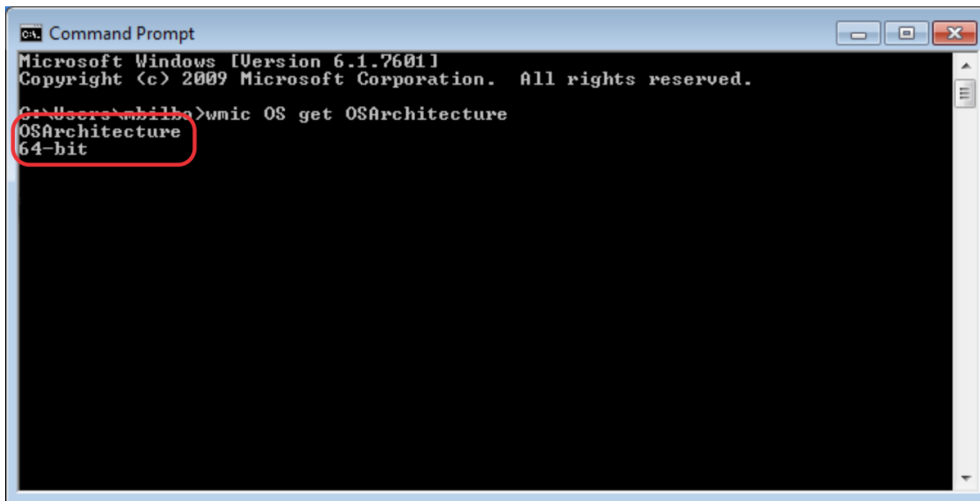
Download Polycom BToE Connector

There are two versions of the Polycom BToE Connector on Polycom Support: 32-bit and 64-bit. Before you download the Polycom BToE Connector, you need to determine whether your computer has a 32- or 64-bit operating system to ensure you download the application compatible with your computer.

To determine whether your system has a 32- or 64-bit operating system:

    1 In the **Start** menu, select **All Programs > Accessories > Command Prompt**.

    2 In the **Command Prompt**, type `wmic OS get OSArchitecture`.

        Your operating system's information displays, as shown next.

To download the Polycom BToE Connector:

    » On the support site, agree to Polycom's user terms and conditions and click **Submit**.

Install the Polycom BToE Connector

After you have downloaded the Polycom BToE Connector installer, you can install the application on your computer.

To install the Polycom BToE Connector:

    1 Unzip the downloaded file and select the application that corresponds to your operating system. For example, select *Polycom BToE Connector (32-bit)*.

        The Microsoft Lync BToE Connector Setup dialog displays.

    2 Click **Agree and Install** to continue.

    3 Choose an installation folder and click **Install**. By default, the Polycom BToE Connector application installs in the `C:\Program Files (X86)\` folder.

        A User Account Control dialog displays.

4 Ensure that the dialog lists **Polycom Inc.** as the verified publisher and click **Yes**. If Polycom Inc. is not listed as the publisher, click **No** and download the application again from the Polycom Support site.

A Windows Security dialog displays.

5 Ensure that the dialog lists **Polycom Inc.** as the publisher and click **Install.** Select the **Always trust software from Polycom Inc.** check box if you want your computer to automatically allow future software downloads from Polycom.

A dialog showing the Polycom BToE Connector installation's progress displays.

6 After the software has finished installing, click **Finish**.

Make sure the **Reboot PC** check box is selected. By default, **Reboot PC** is selected. You need to reboot your computer to complete the installation process.

7 After your computer reboots, click the **Polycom BToE Connector** desktop icon or open the **Start** menu and select **Polycom > Polycom BToE Connector**.

The Polycom BToE Connector application starts on your computer and the icon displays in the notification area of your system tray, as shown below.
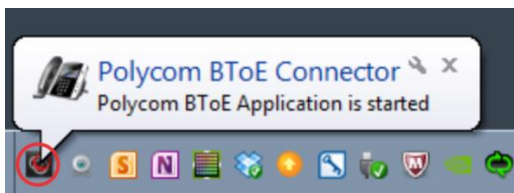
After you start the application the first time, the Polycom BToE Connector automatically launches when you start your computer. If you do not want the application to automatically start on your computer, you can disable the auto-start feature for the application.

To disable auto-start for the Polycom BToE Connector:

1 On your computer, open the **Start** menu and select **Control Panel > System and Security > Administrative Tools > Task Scheduler**.

2 In the **Task Scheduler Library** tab, find **Polycom BToE Connector**, right click the application, and select **Disable**, as shown next.
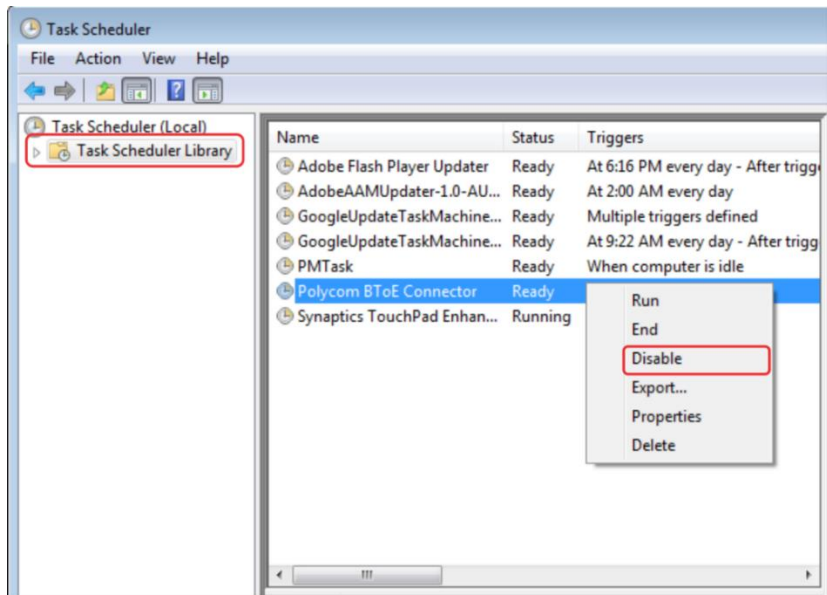
The application's auto-start feature is disabled, and the Polycom BToE Connector doesn't automatically launch when you start your computer.

Now that the application is running on your computer, see Enable and Pair Better Together over Ethernet to begin learning how to pair your phone with your computer and use BToE.

If you have problems installing the Polycom BToE Connector or the application doesn't start, see Troubleshoot Better Together over Ethernet Issues.

Enable and Pair Better Together over Ethernet

Before you can begin using BToE, you must pair your Polycom phone and your computer to enable BToE. After you sign in to Lync on your phone (see Sign In and Out of Lync on Your Phone), you can pair your Polycom phone and your computer to enable BToE.

To pair your phone with your computer and enable BToE:

1 Connect an Ethernet cable from your computer to the PC port on your Polycom phone.

The messages "Successfully Paired" and "Better Together Activated" display on your phone, the BTOE soft key displays on the idle screen, and the Polycom VVX phone's driver is installed on your computer.

2 If prompted, choose **Skip Searching Windows Update for Drive**.

Polycom VVX Phone displays in your list of audio devices in your Lync client.

If your phone does not pair with your computer, see the section Troubleshoot Better Together over Ethernet Issues.

Before you begin using the BToE feature, you need to ensure that your Polycom VVX phone is set as your primary device in your Lync client on your computer.

To select Polycom VVX Phone as your primary device:

1   In your Lync client, click the audio device icon, as shown next.
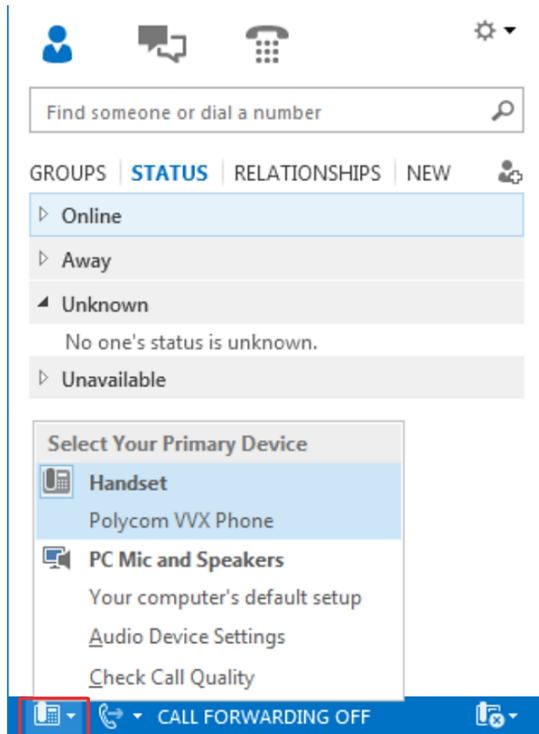
2   Select **Polycom VVX Phone** as your primary device.

Now that your Polycom phone and computer are paired and enabled with BTOE, you can begin placing, answering, and holding/resuming calls on your phone and Lync client.

If you have trouble pairing your Polycom phone and computer, see Troubleshoot Better Together over Ethernet Issues for help.

Use Better Together over Ethernet

After your Polycom phone is enabled and paired with your computer, you can answer, place, and hold and resume audio and video calls with your Lync contacts on your phone and the Lync client on your computer. BToE enables you to communicate with Lync contacts using your Lync client while providing you with quality audio through your Polycom phone.

To answer an incoming call:

»   Press the **Answer** soft key on your phone or click **Answer** in the Lync client.

The call displays on your Polycom phone and the Lync client. When you answer incoming calls in your Lync client, the audio plays through your computer's speakers. If you want to play the audio from incoming calls on your phone's handset or speakerphone, answer incoming calls on your phone.

To place a call from your Lync client:

» Choose a contact and select **Call**.

Note: Conference calling not available on VVX Phones with BToE enabled

You cannot make conference calls and the Conference and Join soft keys do not display on your BToE-enabled Polycom phone running UC software 5.0.x or 5.1.x. However, you can make conference calls using your Lync client. To make a conference call in your Lync client, add a participant during an active call. To make a conference call on your phone, you need to disable BToE. To disable BToE, press the **BTOE** soft key and press **Disable**.

To hold a call:

» Select **Hold** on your Lync client or phone.

The call is on hold on your computer and your phone.

To resume a call:

» Press **Resume** on your phone or click **Resume Call** in your Lync client.

Note: Video calls on paired devices not compatible with Microsoft Lync 2013

BToE-enabled Polycom phones running UC software 5.0.x or 5.1.x cannot receive incoming video calls sent from contacts using Microsoft Lync 2013. However, you can receive video calls from contacts using Lync 2010. If you receive an incoming video call from a contact using Lync 2013, the call drops.

Disable BToE on Your Phone and Computer

You can disable the BToE feature on your phone and unpair your phone and computer. When you disable BToE, you can no longer use the feature on your Polycom phone and Lync client on your computer.

To disable BToE:

» Do one of the following

➢ Press the **BTOE** soft key and press **Disabled**.

➢ Disconnect the Ethernet cable from the PC port on your phone.

BToE is disabled on your phone, and you can no longer use the BToE feature.

Stop the Polycom BToE Connector

You can stop the Polycom BToE Connector at any time. When you stop the application, you can no longer use the BToE functions on your Polycom phone and computer.

To stop the Polycom BToE Connector:

» Right-click in the system tray and select **Exit**.

The Polycom BToE Connector is no longer active on your computer and you cannot use the BToE feature.

Uninstall the Polycom BToE Connector

You can uninstall the Polycom BToE Connector at any time. Note that after you uninstall the Polycom BToE Connector, you can no longer use BToE. If you decide to start using the BToE feature again, you must reinstall the Polycom BToE Connector and repeat the steps for enabling and pairing your Polycom phone and computer.

Before uninstalling the Polycom BToE Connector, you need to disable BTOE and unpair your phone and computer.

To uninstall the Polycom BToE Connector:

1 In the **Start** menu, select **All Programs > Polycom > Polycom BToE Connector > Uninstall Polycom BToE Connector.**

   A dialog asking if you're sure you want to uninstall this product displays.

2 Choose **Yes** to uninstall the Polycom BToE Connector.

   A dialog showing the progress of the uninstall displays. When the application is uninstalled, a dialog asking to reboot your computer displays.

3 Choose **Yes** to restart your computer immediately, or choose **No** to restart your computer later.

   You must restart your computer to fully uninstall the application.

Maintenance Tasks

When your phone is unable to operate properly, you need to investigate or troubleshoot issues among other tasks your administrator may ask you to perform. This section shows you how to perform the following tasks:

- Investigate Phone Warnings
- Restart the Phone
- Update the Phone Configuration
- Test Phone Hardware
- Clean the Touchscreen

Investigate Phone Warnings

When your phone is unable to perform certain tasks, a warning icon ⚠️ displays in the status bar. The warning icon lets you know that your phone has one or more important issues. You can view details about the issues from the Warnings screen. If you have a VVX 600, the icon has a counter indicating the number of warning messages you have, and you can select the icon to automatically view the messages.

To view a detailed list of phone issues:

» Select **Settings > Status > Diagnostics > Warnings**.

On VVX 1500 phones, select **Menu > Status > Diagnostics > Warnings**.

The **Warnings** screen displays listing any phone issues.

After you view the phone warnings, you can choose to remove the warning icon from the status bar. However, the warning still displays in the Warnings list until the phone issue is fixed. The Warning icon displays each time your phone has a warning that you haven't viewed.

To temporarily remove warnings:

» In the **Warnings** scree, select **Clear Icon** to remove the warning icon from the status bar.

Restart the Phone

Your system administrator may ask you to restart your phone if your phone malfunctions or to assist in troubleshooting.

> ⚠️ **Caution: Restarting your phone**
>
> Before you restart your phone, contact your system administrator. If your phone is malfunctioning, you may be able to restore normal operation without restarting the phone. In addition, your administrator may want to troubleshoot your phone before you restart it.
> If you need to update your phone's configuration, don't restart your phone. Instead, see the section Update the Phone Configuration.

To restart the phone:

1 Select **Settings > Basic > Restart Phone**.

On VVX 1500 phones, select **Menu > Settings > Basic > Restart Phone**.

A confirmation message displays.

2 Select **Yes**.

The restart process begins, and the process ends when the Home screen displays.

Update the Phone Configuration

Your system administrator may ask you to update your phone configuration, which you can do without restarting your phone.

To update your phone's configuration:

1 Select **Settings > Basic > Update Configuration**.

On VVX 1500 phones, select **Menu > Settings > Basic > Update Configuration**.

A confirmation message displays.

2 Select **Yes**.

The configuration is updated. Your phone may restart, depending on the phone settings that have changed.

Test Phone Hardware

Your system administrator may ask you to access a diagnostics menu on your phone to test its hardware. You can test your phone's microphones, speaker, handset, third-party headset (if present), keypad mappings, touchscreen, and LEDs. See your system administrator for instructions on how to perform these tests.

To test your phone hardware:

1 Select **Settings > Status > Diagnostics > Test Hardware**.

On VVX 1500 phones, select **Menu > Status > Diagnostics > Test Hardware**.

2 From the **Test Hardware** screen, select one of the following:

> ➢ **Audio Diagnostics**
> ➢ **Keypad Diagnostics**
> ➢ **Display Diagnostics**
> ➢ **Touch Screen Diagnostics**
> ➢ **Brightness Diagnostics**
> ➢ **LED Diagnostics**

Clean the Touchscreen

The touchscreen on VVX 500, 600, and 1500 phones requires minor maintenance, but you may periodically need to clean the touchscreen. Use a clean, dry, microfiber cloth—the kind you would use to clean glass surfaces—to wipe the touchscreen.

Before you clean the screen, disable it so you don't activate phone functions while you wipe the touchscreen.

To clean the touchscreen:

1 Select **Settings > Basic > Screen Clean**.

     On VVX 1500 phones, select **Menu > Settings > Basic > Screen Clean**.

2 Wipe the screen with a clean, dry, microfiber cloth.

3 Press any key on the phone console to enable the touchscreen again.

Note: What happens if I clean the touchscreen, but it's still dirty?

Dampen a soft, lint-free cloth with an isopropyl alcohol and water solution of 50:50, and then wipe the screen with the cloth. Always use the dampened cloth to apply the solution; never apply the solution directly, which could seep inside the screen or stain the phone. In addition, do not use chemicals to clean the touchscreen.

Troubleshoot Issues

This section lists potential issues, problems, and common difficulties and possible solutions to guide you towards resolving those issues. This section includes the following troubleshooting topics:

- Troubleshoot General Phone Issues
- Troubleshoot Application Issues
- Troubleshoot Login Issues
- Troubleshoot GENBAND Address Book Issues
- Troubleshoot Polycom Desktop Connector Issues
- Troubleshoot Headset Issues
- Troubleshoot Recording Issues
- Troubleshoot Better Together over Ethernet Issues

Troubleshoot General Phone Issues

This section includes potential issues and solutions for general phone issues.

Speakerphone Issues

If your speakerphone doesn't work, your system administrator may have disabled it. If this is the case, a message displays informing you that handsfree is disabled after you press the speakerphone key. In this case, use the handset or a headset to handle calls.

Troubleshoot Application Issues

This section includes solutions to troubleshooting issues for applications on your phone.

Calendar

When you do not see the Calendar icon on the Home screen, or you are not receiving meeting reminders, it is possible that your phone is not connected to the Microsoft Exchange Server.

To reconnect to the server and use the Calendar feature again:

1 Select **Settings > Features > Calendar**.

    On VVX 1500 phones, select **Menu > Features > Calendar**.

2 From the **Calendar** screen, select **Connect**.

Troubleshoot Login Issues

If your phone has incorrect login credentials, or if you need to re-submit Login Credentials, one of the following messages or icons display on your phone:

● The message "Login Credentials have failed/Please update them if information is correct" displays on the screen.

● An icon displayed under the time in the status bar warns you that your credentials have failed.

● The message "Invalid login credentials" scrolls under the time in the status bar.

● The Calendar icon that displays on the Home screen is not available.

Re-enter your login credentials or contact your system administrator.

Troubleshoot GENBAND Address Book Issues

If you are having issues accessing the Global Address Book (GAB), you can view the status of the GAB in the Status menu on your phone and contact your system administrator for further troubleshooting help.

To view the status of the Global Address Book:

» On your phone, select **Settings > Status > Global Address Book**.

On VVX 1500 phones, select **Menu > Status > Global Address Book**.

The status information and the server URL for the GAB displays.

You can view the status of the Personal Address Book on your phone to determine any issues with the PAB. Contact your system administrator for further troubleshooting help.

To view the status of the Personal Address Book:

» Select **Settings > Status > Contact Directory**.

On VVX 1500 phones, select **Menu > Status > Contact Directory**.

The following information displays:

➢ Status

➢ Server Control Method

➢ Server URL

➢ Registration Index and User ID

Troubleshoot Polycom Desktop Connector Issues

If you encounter any issues using the Polycom Desktop Connector, see the following table for possible solutions to common problems.

Common PDC Problems and Solutions

Issue	Corrective Action
The computer and phone cannot establish a connection.	Verify the Polycom Desktop Connector settings on your phone. You may need to reboot your phone or press the **Reconnect** soft key.

Issue	Corrective Action
I can't enter information in a phone field using my computer keyboard.	Check to see if the phone field has a flashing cursor. You can use PDC only to enter information in a phone field if the field has a flashing cursor.
I can't place a call.	If you're using PDC, you can't place a call using the **New Call** soft key. To place a call, enter the phone number and select the **Dial** soft key or tap ![dial icon].
I want to change the phone that is connected to the Polycom Desktop Connector.	Follow the instructions described in the section Disable the Polycom Desktop Connector and disable the Polycom Desktop Connector which is already connected to your computer, and is in active state on your phone.
	Setup and enable the phone you want to connect to Polycom Desktop Connector. Once your computer receives an initial communication from the newly configured phone, it asks you to confirm the connection by displaying the dialog "You were controlling *<MACaddress1>* with your computer. Do you want to change to controlling *<MACaddress2>*?" Click **OK**.

Troubleshoot Headset Issues

This section includes solutions to troubleshooting issues when using a headset with your VVX phone.

Echo Cancellation Issues

In some cases when you are using your headset, your contacts may experience audio or echo issues, such as feedback of your voice or of their own voice, during the call. If your contacts hear an echo during a call when using your headset, you need to enable echo cancellation on your phone.

To enable echo cancellation on your phone:

    1 Navigate to **Settings > Basic > Preferences > Headset > Echo Cancellation**.

        For VVX 1500 phones, navigate to **Menu > Settings > Basic > Preferences > Headset > Echo Cancellation**.

    2 Select **Enabled**.

Bluetooth Headset Issues

If you encounter any issues using a Bluetooth headset, see the following table for possible solutions to common problems.

Common Bluetooth Headset Issues and Solutions

Issue	Corrective Action
The Bluetooth settings do not display on my phone	Do one of the following: • Check with your system administrator to see if the Bluetooth feature is enabled on your phone. • Make sure the Bluetooth Radio setting is on. See Enable Bluetooth and Connect a Headset.
My headset doesn't pair automatically.	If your headset is an older model, you may need to enter a password before the headset can pair with your phone.

Troubleshoot Recording Issues

If you encounter any issues recording calls, see the following table for possible solutions to common problems.

Common Recording Issues and Solutions

Issue	Corrective Action
The message "USB device is full/Recording cancelled" displays when I pressed Start.	Check that there is sufficient space on the USB flash drive.
The recording stopped during a call.	If the USB flash drive becomes full during recording, recording stops and the message "USB device is full/Recording stopped" displays. Delete previous recording to make space on the USB drive. See the section Browse, Edit, and Open Recorded Calls for information on deleting recordings.
The message "USB device removed unsafely/Recording cancelled" displayed when I removed my USB flash drive during a call.	Do not remove the USB flash drive while recording. If you want to remove the drive during a call, press **Stop**, and then remove the drive.
The message "Unsupported USB device attached" displayed.	Refer to *Technical Bulletin 38084: Supported USB Devices* for a list of USB devices supported on Polycom phones.

Troubleshoot Better Together over Ethernet Issues

Use the following solutions as a guide to resolving issues, problems, or common difficulties while installing the Polycom BToE Connector or pairing your devices.

The Polycom BToE Connector installation failed.

If the Polycom BToE Connector fails to install, download and reinstall the application from Polycom Support on your computer. If the application continues to fail to install, find the log file for the installation error and call Polycom Technical Support. The technical support representative needs the log file to understand why the installation failed.

To find the log file:

1 Open the **Start** menu and select your user name.

2 Select the folders **AppData > Local > Temp > MSI*.LOG**.

The Polycom BToE Connector failed to start.

If the Polycom BToE Connector successfully installs, but the application fails to start or you experience other application-related failures, uninstall the Polycom BToE Connector and reinstall the application.

If the application still does not start or you experience other related issues, find the log file showing the failed to start error and call Polycom Technical Support. The technical support representative needs the log file to understand why the application failed to start.

To find the log file:

1 From the **Start** menu, select **Computer > OSDisk (C:) > Program Files (X86) > Polycom > Polycom BTOE Connector.**

2 Click the file **polycom_BTOE_log**

My phone isn't pairing with my computer.

Make sure that the Ethernet cable is plugged into the PC port on the phone. If a warning icon displays in your phone's status bar, see the section Investigate Phone Warnings for information on viewing warnings. If the warning message states that the phone was unable to pair, you need to ensure that Polycom BToE Connector is an allowed program in your system's firewall on your computer.

To check whether Polycom BToE Connector is an allowed program:

1 Select **Start > Control Panel > System and Security > Windows Firewall > Allow a program through Windows Firewall.**

2 Click **Change Settings**.

3 Search for **Polycom BTOE Connector** in the list of applications and check **Domain**, **Home/Work**, and **Public** networks.
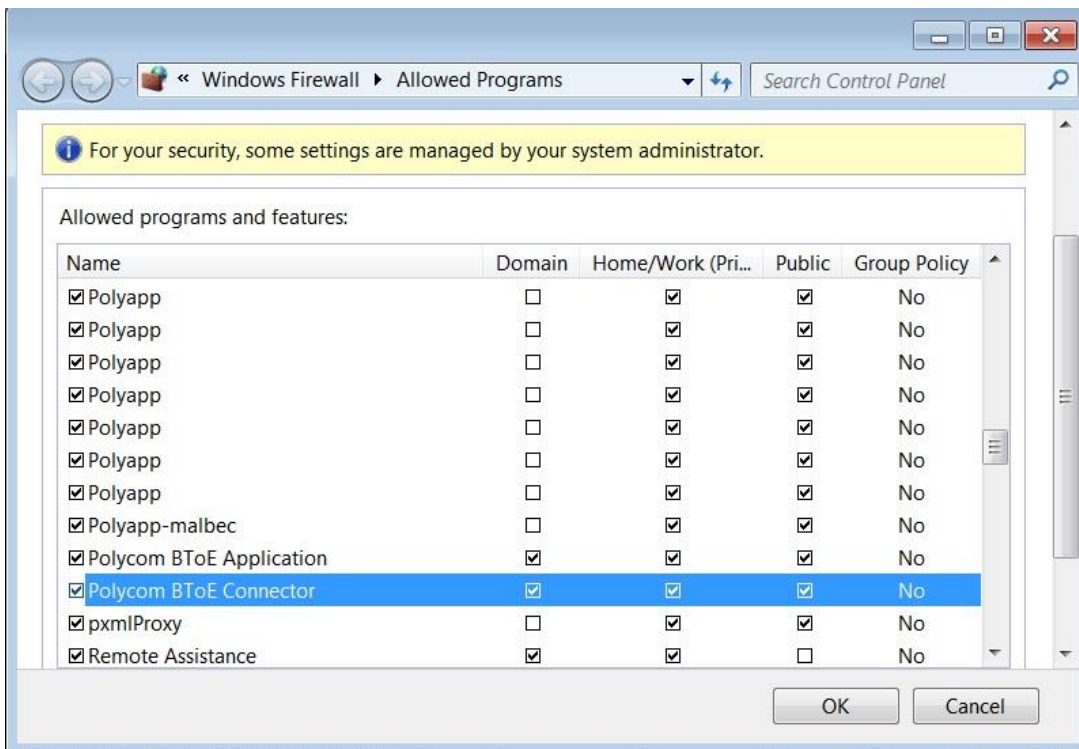
4 Click **OK**.

Return to and follow the steps for pairing your Polycom phone with your computer.

Get Help

For additional information about the Polycom VVX Business Media Phones, the VVX Camera, and the VVX Expansion Modules, view the following support pages:

- Polycom VVX 300 and 310
- Polycom VVX 400 and 410
- Polycom VVX 500
- Polycom VVX 600
- Polycom VVX 1500
- Polycom VVX Camera
- Polycom VVX Expansion Modules

You can view the following types of documents on each product page:

- **User Documents**:
  - ➢ *Quick User Guide*   A quick reference on how to use the phone's most basic features.
- **Setup and Maintenance Documents**:
  - ➢ *Quick Start Guide*   This guide describes the contents of your package, how to assemble the phone or accessory, and how to connect the phone to the network. The quick start guide is included in your phone package.
  - ➢ *Wallmount Instructions*   This document provides detailed instructions for mounting your phone on the wall. To install your phone on the wall, you need the optional wallmount package, which includes the wallmount instructions.
  - ➢ *Administrator's Guide*   This guide provides detailed information about setting up your network and configuring phone features.
- **Feature Descriptions and Technical Notifications**   These documents describe workarounds to existing issues and provide expanded descriptions and examples for phone settings and features. You can find these documents on the Polycom Profiled UC Software Features and Polycom Engineering Advisories and Technical Notifications support pages.

Copyright, Safety, and Regulatory Notices

Service Agreements

Please contact your Polycom Authorized Reseller for information about service agreements applicable to your product.

Governing Law

This Limited Warranty and Limitation of Liability shall be governed by the laws of the State of California, U.S.A., and by the laws of the United States, excluding their conflicts of laws principles. The United Nations Convention on Contracts for the International Sale of Goods is hereby excluded in its entirety from application to this Limited Warranty and Limitation of Liability.

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Polycom Limited Warranty and Limitation Liability

LIMITED WARRANTY. Polycom warrants to the end user ("Customer") that this product is expected to be free from defects in workmanship and materials, under normal use and service, for one year from the date of purchase from Polycom or its authorized reseller.

Polycom's sole obligation under this express warranty is at Polycom's option and expense, to repair the defective product or part, deliver to Customer an equivalent product or part to replace the defective item, or if neither of the two foregoing options are reasonably available, Polycom may, on its sole discretion, refund to Customer the purchase price paid for the defective product. All products that are replaced will become the property of Polycom. Replacement products or parts may be new or reconditioned.

Polycom is expected to warrant any replaced or repaired product or part for ninety (90) days from shipment, or the remainder of the initial warranty period, whichever is longer. Products returned to Polycom must be sent prepaid and packaged appropriately for safe shipment, and it is recommended that they be insured or sent by a method that provides for tracking of the package. Responsibility for loss or damage does not transfer to Polycom until the returned item is received by Polycom. The repaired or replaced item will be shipped to Customer, at Polycom's expense, not later than thirty (30) days after Polycom receives the defective product, and Polycom will retain risk of loss or damage until the item is delivered to Customer.

The product software comes with 90-day software warranty, providing for software updates (minor releases/bug fixes). To continue to receive support, purchasing a maintenance contract is the most economical solution.

Exclusions

Polycom will not be liable under this limited warranty if its testing and examination disclose that the alleged defect or malfunction in the product does not exist or results from:

- Failure to follow Polycom's installation, operation, or maintenance instructions.

- Unauthorized product modification or alteration.

- Unauthorized use of common carrier communication services accessed through the product.

- Abuse, misuse, negligent acts or omissions of Customer and persons under Customer's control; or

- Acts of third parties, acts of God, accident, fire, lightening, power surges or outages, or other hazards.

Warranty Exclusive

IF A POLYCOM PRODUCT DOES NOT OPERATE AS WARRANTED ABOVE, CUSTOMER'S SOLE REMEDY FOR BREACH OF THAT WARRANTY SHALL BE REPAIR, REPLACEMENT, OR REFUND OF THE PURCHASE PRICE PAID, AT POLYCOM'S OPTION. TO THE FULL EXTENT ALLOWED BY LAW, THE FOREGOING WARRANTIES AND REMEDIES ARE EXCLUSIVE AND ARE IN LIEU OF ALL OTHER WARRANTIES, TERMS, OR CONDITIONS, EXPRESS OR IMPLIED, EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES, TERMS, OR CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, SATISFACTORY QUALITY, CORRESPONDENCE WITH DESCRIPTION, AND NON-INFRINGEMENT, ALL OF WHICH ARE EXPRESSLY DISCLAIMED. POLYCOM NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY OTHER LIABILITY IN CONNECTION WITH THE SALE, INSTALLATION, MAINTENANCE OR USE OF ITS PRODUCTS.

Safety, Compliance, and Disposal Information

Part 15 FCC Rules

This device is compliant with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- This device may not cause harmful interference, and

- This device must accept any interferences received, including interference that may cause undesired operation.

Class B Digital Device or Peripheral

Note: This equipment is tested and complies with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.

- Increase the separation between the equipment and receiver.

- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

- Consult the dealer or an experienced radio/TV technician for help.

Modifications

In accordance with Part 15 of the FCC Rules, the user is cautioned that any changes or modifications not expressly approved by Polycom, Inc. could void the user's authority to operate the equipment. This equipment may not be used on a coin service or party line.

Installation Instructions

Installation must be performed in accordance with all relevant national wiring rules.

L'Installation doit être exécutée conformément à tous les règlements nationaux applicable au filage électrique.

When using Power over Ethernet (PoE), the equipment is to be connected only to PoE networks without connections to the outside plant.

Plug Acts as Disconnect Device

The socket outlet to which this apparatus is connected must be installed near the equipment and must always be readily accessible.

La prise électrique à laquelle l'appareil est branché doit être installée près de l'équipement et doit toujours être facilement accessible.

Industry Canada (IC)

This Class [B] digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe [B] est conforme à la norme NMB-003 du Canada.

CE and VCCI Mark

This VVX 300 and 310 phone is marked with the CE mark. This mark indicates compliance with EC Directive 1999/5/EC.

This VVX 400 and 410 phone is marked with the CE mark. This mark indicates compliance with EC Directive 1999/5/EC.

The VVX 500 and VVX 600 are marked with the CE mark. This mark indicates compliance with EC Directive 1999/5/EC.

This Polycom VVX 1500 phone is marked with the CE mark. This mark indicates compliance with EC Directives 2006/95/EC and 2004/108/EC.

The VVX Camera is marked with the CE mark. This mark indicates compliance with LVD & EMC Directives 2006/95/EC & 2004/108/EC.

A full copy of the Declaration of Conformity can be obtained from Polycom Ltd., 270 Bath Road, Slough, Berkshire, SL1 4DX, UK.

CE Mark R & TTE Directive (EU only)

Česky [Czech]: Polycom (UK) Ltd tímto prohlašuje, že tento VVX 300/VVX 310/VVX 400/VVX 410/500/VVX 600 je ve shodě se základními požadavky a dalšími příslušnými ustanoveními směrnice 1999/5/ES.

Dansk [Danish]: Undertegnede Polycom (UK) Ltd erklærer herved, at følgende udstyr VVX 300/VVX 310/VVX 400/VVX 410/500/VVX 600 overholder de væsentlige krav og øvrige relevante krav i direktiv 1999/5/EF.

Deutsch [German]: Hiermit erklärt Polycom (UK) Ltd, dass sich das Gerät VVX 300/VVX 310/VVX 400/VVX 410/500/VVX 600 in Übereinstimmung mit den grundlegenden Anforderungen und den übrigen einschlägigen Bestimmungen der Richtlinie 1999/5/EG befindet.

Eesti [Estonian]: Käesolevaga kinnitab Polycom (UK) Ltd seadme VVX 300/VVX 310/VVX 400/VVX 410/500/VVX 600 vastavust direktiivi 1999/5/EÜ põhinõuetele ja nimetatud direktiivist tulenevatele teistele asjakohastele sätetele.

English: Hereby, Polycom (UK) Ltd. declares that this VVX 300/VVX 310/VVX 400/VVX 410/500/VVX 600 is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

Español [Spanish]: Por medio de la presente Polycom (UK) Ltd declara que el VVX 300/VVX 310/VVX 400/VVX 410/500/VVX 600 cumple con los requisitos esenciales y cualesquiera otras disposiciones aplicables o exigibles de la Directiva 1999/5/CE.

Ελληνική [Greek]: ΜΕ ΤΗΝ ΠΑΡΟΥΣΑ Polycom (UK) Ltd ΔΗΛΩΝΕΙ ΟΤΙ VVX 300/VVX 310/VVX 400/VVX 410/500/VVX 600 ΣΥΜΜΟΡΦΩΝΕΤΑΙ ΠΡΟΣ ΤΙΣ ΟΥΣΙΩΔΕΙΣ ΑΠΑΙΤΗΣΕΙΣ ΚΑΙ ΤΙΣ ΛΟΙΠΕΣ ΣΧΕΤΙΚΕΣ ΔΙΑΤΑΞΕΙΣ ΤΗΣ ΟΔΗΓΙΑΣ 1999/5/ΕΚ.

Français [French]: Par la présente Polycom (UK) Ltd déclare que l'appareil VVX 300/VVX 310/VVX 400/VVX 410/500/VVX 600 est conforme aux exigences essentielles et aux autres dispositions pertinentes de la directive 1999/5/CE.

Italiano [Italian]: Con la presente Polycom (UK) Ltd dichiara che questo VVX 300/VVX 310/VVX 400/VVX 410/500/VVX 600 è conforme ai requisiti essenziali ed alle altre disposizioni pertinenti stabilite dalla direttiva 1999/5/CE.

Íslenska (Icelandic): Hér með lýsir Polycom (UK) Ltd yfir því að VVX 300/VVX 310/VVX 400/VVX 410/500/VVX 600 er í samræmi við grunnkröfur og aðrar kröfur, sem gerðar eru í tilskipun 1999/5/EC

Latviski [Latvian]: Ar šo Polycom (UK) Ltd deklarē, VVX 300/VVX 310/VVX 400/VVX 410/500/VVX 600 atbilst Direktīvas 1999/5/EK būtiskajām prasībām un citiem ar to saistītajiem noteikumiem.

Lietuvių [Lithuanian]: Šiuo Polycom (UK) Ltd deklaruoja, kad šis VVX 300/VVX 310/VVX 400/VVX 410/500/VVX 600 atitinka esminius reikalavimus ir kitas 1999/5/EB Direktyvos nuostatas.

Nederlands [Dutch]: Hierbij verklaart Polycom (UK) Ltd dat het toestel VVX 300/VVX 310/VVX 400/VVX 410/500/VVX 600 in overeenstemming is met de essentiële eisen en de andere relevante bepalingen van richtlijn 1999/5/EG.

Malti [Maltese]: Hawnhekk, Polycom (UK) Ltd, jiddikjara li dan VVX 300/VVX 310/VVX 400/VVX 410/500/VVX 600 jikkonforma mal-ħtiġijiet essenzjali u ma provvedimenti oħrajn relevanti li hemm fid-Dirrettiva 1999/5/EC.

Magyar [Hungarian]: Alulírott, Polycom (UK) Ltd nyilatkozom, hogy a VVX 300/VVX 310/VVX 400/VVX 410/500/VVX 600 megfelel a vonatkozó alapvetõ követelményeknek és az 1999/5/EC irányelv egyéb elõírásainak.

Norsk [Norwegian]: Polycom (UK) Ltd erklærer herved at utstyret VVX 300/VVX 310/VVX 400/VVX 410/500/VVX 600 er i samsvar med de grunnleggende krav og øvrige relevante krav i direktiv 1999/5/EF.

Polski [Polish]: Niniejszym Polycom (UK) Ltd oświadcza, że VVX 300/VVX 310/VVX 400/VVX 410/500/VVX 600 jest zgodne z zasadniczymi wymaganiami oraz innymi stosownymi postanowieniami Dyrektywy 1999/5/WE

Português [Portuguese]: Polycom (UK) Ltd declara que este VVX 300/VVX 310/VVX 400/VVX 410/500/VVX 600 está conforme com os requisitos essenciais e outras disposições da Directiva 1999/5/CE.

Slovensko [Slovenian]: Polycom (UK) Ltd izjavlja, da je ta VVX 300/VVX 310/VVX 400/VVX 410/500/VVX 600 v skladu z bistvenimi zahtevami in ostalimi relevantnimi določili direktive 1999/5/ES.

Slovensky [Slovak]: Polycom (UK) Ltd týmto vyhlasuje, že VVX 300/VVX 310/VVX 400/VVX 410/500/VVX 600 spĺňa základné požiadavky a všetky príslušné ustanovenia Smernice 1999/5/ES.

Suomi [Finnish]: Polycom (UK) Ltd vakuuttaa täten että VVX 300/VVX 310/VVX 400/VVX 410/500/VVX 600 tyyppinen laite on direktiivin 1999/5/EY oleellisten vaatimusten ja sitä koskevien direktiivin muiden ehtojen mukainen.

Svenska [Swedish]: Härmed intygar Polycom (UK) Ltd att denna VVX 300/VVX 310/VVX 400/VVX 410/500/VVX 600 står I överensstämmelse med de väsentliga egenskapskrav och övriga relevanta bestämmelser som framgår av direktiv 1999/5/EG.

この装置は、クラスB情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。
取扱説明書に従って正しい取り扱いをして下さい。　　　VCCI－B

WARNING Electrical Safety

VVX 300 and 310 Phones

To avoid electric shock, do not connect safety extra low voltage (SELV) circuits to teleconference station network (TNV) circuits. LAN ports contain SELV circuit, and WAN ports contain TNV circuits. Some LAN and WAN ports both use RJ-45 connectors. Use caution when connecting cables.

This product is rated 48Vdc, 0.25A. When used with the optional external power supply (PSA15A-480PV, or similar rated PSU), the power supply shall be a Listed power supply with a LPS output, rated 48V, min. 0.25A.

VVX 400 and 410 Phones

To avoid electric shock, do not connect safety extra low voltage (SELV) circuits to teleconference station network (TNV) circuits. LAN ports contain SELV circuit, and WAN ports contain TNV circuits. Some LAN and WAN ports both use RJ-45 connectors. Use caution when connecting cables.

This product is rated 48Vdc, 0.25A. When used with the optional external power supply (PSA15A-480PV, or similar rated PSU), the power supply shall be a Listed power supply with a LPS output, rated 48V, min. 0.25A.

VVX 500 and 600 Phones

To avoid electric shock, do not connect safety extra low voltage (SELV) circuits to teleconference station network (TNV) circuits. LAN ports contain SELV circuit, and WAN ports contain TNV circuits. Some LAN and WAN ports both use RJ-45 connectors. Use caution when connecting cables.

These products are rated 48Vdc, 0.375A. When used with the optional external power supply (PSC18U-480, or similar rated PSU), the power supply shall be a Listed power supply with a LPS output, rated 48V, min. 0.38A. The VVX Camera is USB powered (5VDC 0.5A) only.

VVX 1500 Phones

To avoid electric shock, do not connect safety extra low voltage (SELV) circuits to teleconference station network (TNV) circuits. LAN ports contain SELV circuit, and WAN ports contain TNV circuits. Some LAN and WAN ports both use RJ-45 connectors. Use caution when connecting cables.

This product is rated 48Vdc, 0.375A. When used with the optional external power supply, the power supply shall be a Listed power supply with a LPS output, rated 48V, min. 0.375A.

Russian Compliance

VVX 300: Ministry of Information Technologies & Communication of the Russian Federation – Declaration of Conformity. Д- СПД-6090 valid till 01/March/2016.

VVX 310: Ministry of Information Technologies & Communication of the Russian Federation – Declaration of Conformity. Д- СПД-6091 valid till 01/March/2016.

VVX 400: Ministry of Information Technologies & Communication of the Russian Federation – Declaration of Conformity. Д- СПД-6089 valid till 01/March/2016.

VVX 410: Ministry of Information Technologies & Communication of the Russian Federation – Declaration of Conformity. Д- СПД-6092 valid till 01/March/2016.

VVX 500: Ministry of Information Technologies & Communication of the Russian Federation – Declaration of Conformity. Д- СПД-5520 valid until 15/11/2014.

VVX 600: Ministry of Information Technologies & Communication of the Russian Federation – Declaration of Conformity. Д-СПД-6013 valid until 27/11/2015.

VVX 1500: Ministry of Information Technologies & Communication of the Russian Federation - Declaration of Conformity. Д-СПД-2626. Valid until 17/11/2011.

Ukrainian Compliance

Инструкции по установке

Установка должна быть выполнена в полном соответствии со всеми действующими государственными нормами прокладки кабелей.
При питании оборудования по сети Ethernet (PoE), оборудование должно подключаться только к сетям, поддерживающим PoE. Оборудование
нельзя подключать к цепям линейных сооружений.

Вилки в качестве разъединителя

Розетка, к которой подключается данный аппарат, должна устанавливаться вблизи соответствующего оборудования
и всегда быть легко доступной для подключения.

ПРЕДУПРЕЖДЕНИЕ. Электробезопасность

Во избежание поражения электрическим током не подключайте цепи с малым по условиям безопасности напряжение (БСНН) к сети станции телеконференции.
Цепи (НТС). Порты LAN содержат цепи БСНН, порты WAN содержат цепи НТС. Для некоторых портов LAN и WAN
используются разъемы RJ-45. Соблюдайте осторожность при подключении кабелей.
Напряжение питания данного изделия составляет 48 В, 0,375 А постоянного тока. При использовании дополнительного внешнего источника питания, он должен быть
внесен в списки UL, иметь ограниченную выходную мощность (LPS), номинальное напряжение 48 В и минимальный ток 0,375 А.

New Zealand Telepermit

VVX 300: PTC 220/12/085
VVX 310: PTC 220/12/086
VVX 400: PTC 220/12/087
VVX 410: PTC 220/12/088

VVX 500: PTC 220/11/098

VVX 600: PTC 220/12/058

Special Conditions for this User Guide

- **PTC General Warning**

The grant of a Telepermit for any item of terminal equipment indicates only that Telecom has accepted that the item complies with minimum conditions for connection to its network. It indicates no endorsement of the product by Telecom, nor does it provide any sort of warranty. Above all, it provides no assurance that any item will work correctly in all respects with another item of Telepermitted equipment of a different make or model, nor does it imply that any product is compatible with all of Telecom's network services.

- **Echo Cancellation**

    Echo cancellers are not normally required in the Telecom PSTN because geographic delays are acceptable where CPE return loss is maintained within Telepermit limits. However, those private networks making use of Voice over IP technology are required to provide echo cancellation for all voice calls. The combined effect of audio / VoIP conversion delay and IP routing delay can cause the echo cancellation time of 64 mS or more to be required.

- **Software Versions in the Polycom VVX VoIP Desktop Telephones When Used on the Telecom Network**

    - ➤ The VVX 300 and 310 must be equipped with the software installed during the PTC testing (version 6.4.1.0008) for compliance to be guaranteed.

    - ➤ The Polycom VVX 400 and 410 must be equipped with the software installed during the PTC testing (version 6.4.1.0008) for compliance to be guaranteed.

    - ➤ The Polycom VVX 500 must be equipped with the software installed during the PTC testing (version 6.4.1.0008) for compliance to be guaranteed.

    - ➤ The Polycom VVX 600 must be equipped with the software installed during the PTC testing (version 4.1.0.xxxx) for compliance to be guaranteed.

Connection of this Polycom VVX 1500 VoIP Video Telephone to the Telecom network

All samples of this Polycom VVX 1500 VoIP Video Telephone connected to the Telecom network must be modified as described in KTL Test Report number 8A1710ANZ1 failure to do so will lead to the cancellation of this Telepermit.

UAE

TRA Registered No: 0017802/09

Dealer No: 0017133/09

Australia

Warning: This equipment will not operate when main power fails.

WARNING FOR ALL POLCOM PHONES THAT USE HANDSETS

With respect to section 5.4.3.11 of the Australian Communications Authority as Telecommunications Technical Standard AS/ACIF S004 2006:

You should be aware that, under certain operating conditions, the handset earpiece may retain small metallic objects. If this occurs, these objects should be removed before using the handset.

Operating Ambient Temperatures

- Operating temperature: +32 to 104°F (0 to 40°C)

- Relative humidity: 5% to 95%, noncondensing

- Storage temperature: -40 to +160°F (-40 to +70°C)

Hearing Aid Compatibility (HAC)

This product is hearing aid compatible.

Waste Electrical and Electronic Equipment (WEEE)

All Polycom products that fall within the scope of the EU WEEE Directive carry the crossed wheelie bin symbol which advises customers not to recycle electronic products in the domestic waste stream but to recycle them safely as e-waste.

Restriction of Hazardous Substances Directive (RoHS)

All Polycom products comply with the requirements of the EU RoHS Directive. Statements of compliance can be obtained by contacting TypeApproval@polycom.com.

Polycom Take Back

In addition to any mandated take back requirement, Polycom offers free recycling of its branded products to business users. Detailed information is available at http://www.polycom.com/company/about-us/recycle-program.html.

Applies to VVX 600 Phones Only

Radiation Exposure Statement: The antenna used for this transmitter must be installed to provide a separation distance of at least 20 centimeters from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter.

FCC Radiation Exposure Statement: This portable device with its antenna complies with FCC's RF radiation exposure limits set forth for an uncontrolled environment. To maintain compliance this transmitter must not be co-located or operating in conjunction with any other antenna or transmitter. FCC registration number: M72-VVX600.

This device complies with RSS-210 of Industry Canada. Operation is subject to the following two conditions: 1) This device may not cause interference, and 2) this device must accept any interference, including interference that may cause undesired operation of the device. Privacy of communications may not be ensured when using this telephone. Certification Number IC: 1849C-VVX600.