



* 300 and 400 models only.

** Polycom VVX-400 model shown. Buttons and screen vary by model.

Use the web based User Portal to program your own phone keys with the features you use the most (custom Speed Dials and more).

<https://tows.univoip.com/webadmin/login>

Welcome to UniVoIP OfficeConnect. Enter your user ID and PIN below.

Your main company phone number	Incoming Number	<input type="text"/>	
	User ID (Extension)	<input type="text"/>	
Your User Extension Number	PIN	<input type="text"/>	Forgot Your PIN?
Your User PIN Number		<input type="checkbox"/> Remember my User ID	
		<input type="button" value="Login"/>	

Installing Your Phone Without Power Over Ethernet

1A: CONNECT POWER TO YOUR PHONE


If your network is not Power over Ethernet enabled, use the optional power adapter. Connect it to 48V and plug the other end in to a 120V AC outlet.

Proceed to **STEP 1B**



{OR}

With Power Over Ethernet

1B: CONNECT YOUR PHONE TO THE LOCAL AREA NETWORK


If your network is Power over Ethernet enabled, you do not need the power adapter and should simply connect an Ethernet cable into your existing local area network and into the  port on the back of your OfficeConnect® phone.

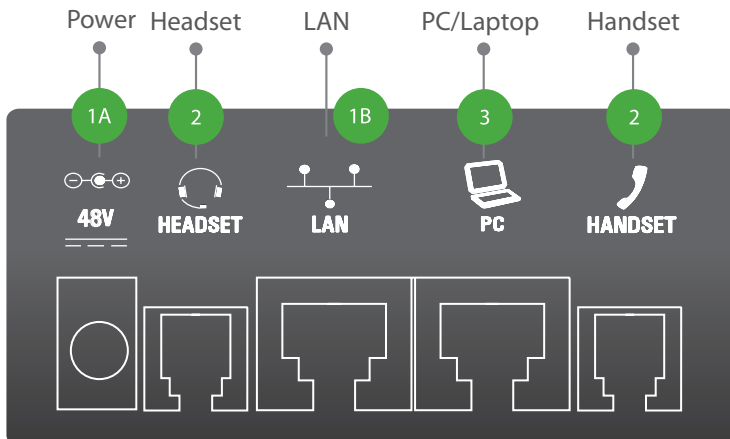
2: CONNECT YOUR PHONE HANDSET

Connect your phone handset into the port next to  on the back of your OfficeConnect® phone. You may also connect a headset into the port next to  on the back of your OfficeConnect® phone.

3: CONNECT YOUR PC TO YOUR PHONE (OPTIONAL)

UniVoIP® can utilize an integrated Ethernet switch that allows you to connect to your computer without requiring an extra Ethernet wall Port.

To do this, connect one of the provided Ethernet cables to your computer and into the PC port  on the back of your phone.



ACTIVATING YOUR PHONE

Press the **Activate** soft key. Enter your extension and PIN, then press **Activate**.

MAKING CALLS

External Calls

You must dial a 9+1 then the number, then press the **Dial** key, **Headset** key or pick up the handset.

Internal Calls

Internal calls can be made by just entering the extension of your colleague, then press the **Dial** key, **Headset** key or pick up the handset.

International Calls

To make calls outside of the United States, dial 9 + 011 + Country Code + City Code + the phone number of the person you are trying to reach, then press the **Dial** key, **Headset** key or pick up the handset.

TO RECORD OR CHANGE YOUR VOICEMAIL GREETING

Press the **VoiceMail** key on your phone and enter the default passcode of **8647**. Follow the prompts to record your greeting.

Here, you can also reset your passcode.

LISTENING TO VOICEMAIL MESSAGES

From Your Desk Phone

Press the **VoiceMail** key and follow the prompts.

From Any Phone Outside Your Office

1. Call your own phone number
2. During your voicemail greeting press * key and follow the prompts.

ACCESSING THE COMPANY DIRECTORY

Press the **Home** key on your phone, then select **Directories**. Then, select **Corporate Directory** to search for employees by typing in the first few letters

of their last name and pressing **Submit**. Once the coworker you are trying to reach is selected, press the **Dial** key to begin the call.

USING REDIAL

Press the **Redial** soft key to call the last caller you dialed.

PLACING A CALL ON HOLD

When you are on a call and would like to put someone on hold, press the **Hold** key. This places the call on hold. Take the call off hold by pressing the **Hold** key, **Resume** key, or the flashing **Line** key.

TRANSFERRING A CALL

Once on an active call, you can transfer a call by pressing the **Transfer** key. Then, dial the internal or external number (don't forget to dial 9 + 1 for an external call) and press **Send**. Announce the call or not to the target, then press **Transfer** to complete the transfer.


MAKING A CONFERENCE CALL

Dial the first party's number, then press **Dial**. Once the first party answers, press the **Conference** key to dial another party and once they answer press the **Join** soft key again to join all parties.

ADJUSTING YOUR PHONE DISPLAY SETTINGS

You can adjust and personalize your phone's settings by clicking on the **Home** key and then selecting the **Settings** icon and **Basic**.



ADJUSTING THE SPEAKER VOLUME

Press  to adjust the volume of the handset, headset and speakerphone during a call.

ADJUSTING THE RINGER VOLUME

Press  when the phone is not in use.

MUTING A CALL

Press  to mute the microphone during a call. Then press  to turn off mute.

Polycom VVX – Programmable Feature List

Features that can be programmed onto **Polycom VVX Line Keys:**

-) **Call Park Location**
-) **Company Speed Dial** *<also available as a Soft key>*
-) **Line Appearance**
-) **Monitor Extension**
-) **One Touch Speed Dial** *<also available as a Soft key>*
-) **Twinning Pullback**

The number of Line keys depends on the VVX phone model <VVX3xx=6, VVX4xx=12, VVX 500=12, VVX600=16>. Line keys are located on the left and right side of the phone screen, or on touchscreen models – they fill in the top and middle area of the phone screen.

A note regarding the optional Polycom CEM (Color Expansion Module): All programmable keys on a CEM are Line Keys.

Features that can be programmed onto **Polycom VVX Soft Keys:**

-) **Account Code**
-) **Company Speed Dial** *<also available as a line key>*
-) **Directed Call Pickup**
-) **Forward to AA**
-) **Forward to Co-worker**
-) **Forward to Coverage**
-) **Forward to Number**
-) **Group Twinning On/Off**
-) **Handsfree Answerback**
-) **Intercom to Co-worker**
-) **Intercom to Prompt**
-) **Join / Leave Group**
-) **One Touch Speed Dial** *<also available as a Line key>*
-) **Primary Phone**
-) **Twinning On/Off**
-) **Voice Mail**

The number of programmable Soft Keys on all VVX phones is 10. Soft keys are located directly under the phone screen, or on touchscreen models – they are at the bottom of the screen.

OfficeConnect Business Edition – Voice Mail Map

