This guide covers the use of your Poly VVX Series phone

Device Overview

Lines View

The Lines View is your phone's default display, which allows you to select a phone line, view calls on a shared line, or allows you to quickly call a contact that is listed as a favorite. Your model phone may have a different amount of line keys.

Home View

The Home View is displayed by pressing the Home key. From here, you can initiate new calls and access your messages, Directories, Do Not Disturb, and Call Forwarding features, as well as the phone's settings and applications.

Placing Calls

To place a call:

1. Dial the number.
2. Pick up the **Handset**.
3. Press the **Speakerphone** or **Headset** key.

Answering Calls

Depending on your preference, there are multiple ways to answer an incoming call.

1. To answer a call with your **Handset**, simply lift the receiver to connect to the call.
2. To answer a call via speakerphone press the **Speakerphone** button.
3. To answer a call via headset feature press the **Headset** button.
4. You can press the **Answer** softkey to receive the call. When selected, the call is answered using your speakerphone.

To answer an incoming call when you're already on an active call:

1. Press the **Answer** softkey.
2. Your first call will automatically be placed on hold.
3. To retrieve your first call, use the navigation arrows to scroll to that call.
4. Then, press the **Resume** softkey.

Call Park

To park a call, while on an active call:

1. Press the **PARK** button on the display.

Your call will now be parked and the PARK button will be lit red on all phones.

Retrieving Parked Calls

To retrieve a parked call:

1. Press the red lit **PARK** button.

Your call will now be retrieved from the park.

Hold

To put an active call on hold:

1. Press the **Hold** button or the **Hold** softkey.
2. To resume the call, press the **Hold** button again or the **Resume** softkey.

Note: Calling parties put on hold will hear music while they wait for you to return to the call.

Mute

To place a call on mute, while on an active call, press the **Mute** button. To unmute a caller, press the **Mute** button again.

Do Not Disturb

The Do Not Disturb feature is used to send all incoming calls directly to Voicemail. To enable Do Not Disturb, from the main screen, press the **DND** softkey.

Once Do Not Disturb is enabled, calls cannot be received until you disable the feature. To disable this feature, repeat the previous steps.

Note: The Do Not Disturb button may work differently, depending on how your extension has been configured by your administrator.

Three-Way Conference Call

To initiate a Three-Way Conference Call, while on an active call:

1. Press the **More** softkey.
2. Press the **Conference** softkey. The first call is then held.
3. Dial the second number.
4. When the second party answers, press the **More** softkey.
5. Press the **Conference** softkey again to connect the calls.

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Blind Transfer

A Blind (or unannounced) Transfer takes place when you transfer a call to someone else without announcing the call first.

To conduct a blind transfer while on an active call:

1. Press the **Transfer** button or softkey.
2. Press the **Blind** softkey.
3. Dial a number or choose a contact for from the call list or directory.

The call is immediately transferred.

Consulted Transfer

A Consulted (or announced) Transfer is performed when you announce the call to the recipient prior to transferring the call.

To conduct a consisted transfer while on an active call:

1. Press the **Transfer** button or softkey.
2. Enter the destination to which you wish to transfer the call.
3. Press the **Send** softkey. The caller is automatically placed on hold.
4. Once the receiving party answers, announce the call.
5. To complete the transfer, press the **Transfer** button or softkey again.

Direct-to-Voicemail Transfer

A Direct-to-Voicemail Transfer is performed when you wish to transfer a call directly to another user's voicemail.

To conduct a Direct-to-Voicemail Transfer, while on an active call:

1. Press the **Transfer** button or softkey. The caller is automatically placed on hold.
2. Enter **Star** (*), **Star** (*), and then the **Extension**.
3. Press **Transfer** again to complete the voicemail transfer.

Add Contacts

To add a contact, from the Home view:

1. Use the navigation arrows to select **Directories**.
2. Then select **Contact Directory**.
3. Press the **Add** softkey.
4. Using the keypad enter the contact's first name, last name, phone number and job title.
5. You can also set a contact to Favorite here, this will allow you to dial them from the line buttons on your phone screen.
6. Your top 3 favorites, labeled 1-3, are viewable as a line option on your phone's screen.
7. When finished, press **Save** to save the contact.

Navigational Arrows

While at the Home Screen the navigational arrows will show **Call History**:

1. Press **Down** Arrow to view **Missed Calls**.
2. Press **Left** Arrow to view **Received Calls**.
3. Press **Right** Arrow to view **Placed Calls**.

You may press the **Type** button on the softkey and select a different view.

Voicemail Setup

To set up your voicemail for the first time:

1. Press the **Voicemail** button.
2. First time users will hear a tutorial to set up your mailbox.

Update Voicemail

To update your voicemail:

1. Select the **Voicemail** button.
2. Enter your voicemail Password.
3. Press **5** for voicemail settings.
4. You can then select from the menu options provided:
    1. Record Mailbox Greeting
    2. Record Your Name
    3. Change Your Password
    4. Record and Use a Temporary Greeting
    5. Delete Temporary Greeting and Restore Normal Greeting

Access Voicemail

A red Message Waiting Indicator light notifies you when you have a new voicemail message. To check your voicemail:

1. Press the Voicemail button or your extension number.
2. Enter your voicemail **Password** followed by the **Pound** (#) key.
3. Follow the audio prompts to retrieve your voicemail messages.

Note: If you forget your voicemail password, please contact your system administrator to have it reset.