Polycom VVX Video Tutorials

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Overview

This chapter is dedicated to training on the various features of the Polycom VVX 400. Above each video are step-by-step instructions that correspond with the videos, though in some cases they may be more detailed. The video player is controlled by buttons located at the bottom. Their functions are as follows: **(1) Play/Pause, (2) Timeline Slider, (3) Volume Slider, (4) Fullscreen**.

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Dialing Options

Direct Dial

1. To place a call enter the number you wish to dial. Alternatively, you can dial by pressing one of the favorited contacts from the Lines screen or by using the directory (Press Directory button > find contact > press Dial)
2. Press Dial.
3. Wait for the other party

Speakerphone Dial

1. Press the Speakerphone button.
2. Dial the number, press the Lines button to access your main contact, or press More followed by Directory to access the directory.
3. Press send if the number was manually entered, or press dial once you have found the contact you wish to dial if using the directory.

Headset Dial

1. Press Headset button.
2. Dial the number, press the Lines button to access your main contact, or press More followed by Directory to access the directory.
3. Press send if the number was manually entered, or press dial once you have found the contact you wish to dial if using the directory.
    1. If you press the headset button, it is important to remember that unless switch to a different method of placing/receiving calls future calls will be placed/answered through the headset
    2. This feature is known as Headset Memory, and can be enabled/disabled from Home > Settings > Preferences > Headset > Headset Memory.

Handset Dial

1. Pickup Handset.
2. Dial the number, press the Lines button to access your favorited contacts, or press More followed by Directory to access the directory.
3. Press send if the number was manually entered, or press dial once you have found the contact you wish to dial, if using the directory.

Incoming Call Functions

Answering

To Answer a Call:

- Pick up the Handset (to receive the call through the handset)
- Press the Answer button (this will answer the call through Speakerphone or Headset mode depending on what was most recently used)
- Press the Headset button (ensure you have a headset connected). The headset port is located on the back of the Polycom.
  - If you press the headset button, it is important to remember that unless switch to a different method of placing/receiving calls future calls will be placed/answered through the headset
  - This feature is known as Headset Memory, and can be enabled/disabled from Home > Settings > Preferences > Headset > Headset Memory.

Pre-answer functions

- Answer: Answer the call.
- Reject: Rejects the call and sends it to an unavailable destination. Depending on the organization's configuration, it may be a voicemail, or it may be another extension.
- Forward: Forward the call to another extension or even an external phone number.
- More: Access more options.
  - Ignore: Ignores the call. The caller will continue to ring but the ringer will be silent. You still have the option to answer if the call does not expire per the ring interval.
  - Lines: Place a call to another line as defined in your favorites, alternatively you can switch to a separate line associated with the Polycom and place a call. Keep in mind the incoming caller will continue to call unless answered.
  - More: Returns to previous settings (Answer, Reject, Forward).

On Call Functions

Active Call Functions

- Hold: Places active caller on hold until the Resume button is pressed.
- End Call: Terminates the active call.
- Transfer: Option for transferring to another extension or phone number (explained in depth below).
- More: Accesses additional active call functions.
- Confrnc: Enter conference mode (explained in depth below).
- Lines: Place a call to another line as defined in your favorites, alternatively you are able to switch to a separate line associated with the Polycom and place a call. You can also use the function to initiate a conference call with the active caller (see below).
- SysDial: Allows you to enter a number to quickly dial a contact that has been assigned a short code. For more see Phone SysDial Directory.
- Press More again to return the previous set of functions (Hold, End Call, Transfer)

Transferring to Another Extension/Phone Number

1. Place the active caller on Hold or press the Transfer button.
2. Enter a number you wish to transfer to, or use the Directory, or favorited contacts from the Lines screen.
3. Wait for the other party to pick up to announce the caller, other press Transfer to cold transfer.
4. If the other party you are transferring to picks up and in unable to accept the call or you get a voicemail, press Cancel.

Transferring to an Extension's Voicemail

1. Place the active caller on Hold or press the Transfer button.
2. Dial ** then press Send button, immediately followed by Trnsfr

> The transferring function is a custom Intellasoft function and is not one built into the Polycom itself, so using the directory or lines function will not work. You must know the extension number of the party you wish to transfer to

coming soon

Conference Call - Method 1

> This method assumes you already have an active caller on the line.

1. Press More followed by Confrnc button.
2. Dial the number/extension you wish to start a conference with. You can also use favorited contacts from the Line's screen or the Directory.
3. Once you are connected, press More then Confrnc again. You should now see that you are connected to two parties in conference mode.

Conference Call - Method 2

> This method assumes you do not have any active callers on the line.

1. Place a call on Line 1. You can wait for the other party to pick up, or can you go ahead and place another call on Line 2
2. Once you have both parties connected press More then Join. You should now see that you are connected to two parties in conference mode.

Conference Call Management

- Press Manage to bring up the Conference Call Management Options.

- Use the directional pad to navigate between the members of the conference.
- Far Mute: Mutes the member so that the other members including yourself will not hear them during the conversation. Press the Unmute button so they may speak again. Note that the member will still be able to hear other members of the conversation.
- Hold: Puts the selected member on Hold, press resume to bring the member back from hold.
- Remove: Removes the member from the conference call.

  > If you have 3 members including yourself during a conference call and you remove a member, this will end the conference call but you will still be on the line with the member that was not removed.

- More: Accesses additional conference call functions.
- Info: Get info about selected members.
- Back: Exit Conference Call Management options.