

# Polycom VVX Cheat Sheet

## Overview

This page includes some of the most commonly used functions of the Polycom VVX SIP phone (may also be called the VX400 or VX401). Each of the tables represents a set of functions that will be available to you depending on your role within your organization as explained below:

- **General Phone Functions** - Applies to anyone who is using a Polycom VVX400/401 phone.
- **Extended Agent Functions** - Applies to those running a call center Intelliasoft setup. These functions are specific to Agents. The **General Phone Functions** also apply.
- **Extended Supervisor Functions** - Applies to those running a call center Intelliasoft setup. These functions are specific to those in a Supervisory role. The **Extended Agent Functions and General Phone Functions** also apply.

## General Phone Functions

Action	Instruction
Dial	Dial (optional) 9 - 911
Outside Calls - Local	Dial (optional) 9 + (7) Digit Local Number
Outside Calls - Long Distance	Dial (optional) 9 + (10) Digit Long Distance Number
Call Hold Retrieval To Another Phone	Phone One: Place Call on Hold Phone Two: Dial * + PhoneOneExtension where call is holding

Action	Instruction
Transfer Call	<ul style="list-style-type: none"> <li>• Have a current call active</li> <li>• Press <b>Trnsfr</b> button</li> <li>• Dial Number or press <b>Lines</b> button to select a name</li> <li>• Optionally, wait for dialed number to answer and announce transferred call</li> <li>• Press <b>Trnsfr</b> button again to complete the transfer OR press <b>Cancel</b> button and resume with dial / <b>Lines</b> above</li> </ul>
Transfer Call To Voicemail	<ul style="list-style-type: none"> <li>• Have a current call active</li> <li>• Press <b>Trnsfr</b> Button (you can also place call on Hold)</li> <li>• Dial ** then press <b>Send</b> Button, immediately followed by <b>Trnsfr</b></li> </ul>
Conference Call - Method 1	<ul style="list-style-type: none"> <li>• Have a current call active</li> <li>• Press <b>Conf</b> Button</li> <li>• Dial Number or press <b>Conf</b> Button to select a name</li> <li>• Optionally, wait for dialed number to answer and announce conference call</li> <li>• Press <b>Conf</b> button again to connect all parties</li> </ul>
Conference Call - Method 2	<ul style="list-style-type: none"> <li>• Place call on Line 1</li> <li>• Place call on Line 2</li> <li>• Press <b>Join</b> button</li> </ul> <p>You may need to press the <b>More</b> button to see this option</p>
Conference Call - Split Calls	<ul style="list-style-type: none"> <li>• Press <b>VM</b> Button</li> </ul> <p>Individual calls will be split to different <b>Line</b> buttons</p>
Voicemail (Access from your extension)	<ul style="list-style-type: none"> <li>• Press <b>VM</b> button</li> </ul> <p>You may need to press the <b>More</b> button to see this option</p> <ul style="list-style-type: none"> <li>• Enter your pin number when prompted</li> </ul> <p>If this is your first time setting up your mailbox Your pin number is the same as your extension number</p>

Action	Instruction
Voicemail (Access from other extension)	<ul style="list-style-type: none"> <li>Press <b>VMO</b> button</li> <li>You may need to press the <b>More</b> button to see this option</li> <li>Enter your mailbox number (extension) when prompted.</li> <li>Enter your pin number when prompted</li> </ul> <p>If this is your first time setting up your mailbox Your pin number is the same as your extension number</p>
Arrow Up Arrow Down Arrow Left Arrow Right	<ul style="list-style-type: none"> <li>Press <b>↑</b> button - Favorites</li> <li>Press <b>↓</b> button - Call lists (shows missed calls)</li> <li>Press <b>←</b> button - Received calls</li> <li>Press <b>→</b> button - Placed calls</li> <li>Press <b>↶</b> twice from home screen to redial last # dialer</li> </ul>

## Extended Agent Functions

Action	Instruction
Agent Login	<ul style="list-style-type: none"> <li>Press the <b>ACD</b> button on the phone.</li> <li>Enter agent number on the phone when prompted</li> </ul>
Agent Pause	<ul style="list-style-type: none"> <li>Press the <b>PSE</b> button on the phone.</li> <li>You may need to press the <b>More</b> button to see this option</li> <li>Input pause reason code on the phone when prompted.</li> <li>Or, optionally do not enter a pause reason</li> <li>Press the <b>Enter</b> Button</li> <li>If a pause reason was not entered listen to the available pause</li> <li>reasons and then enter the pause reason when prompted</li> </ul>
Agent Logoff	<ul style="list-style-type: none"> <li>Press the <b>ACD</b> button on the phone.</li> <li>You will be automatically logged out</li> </ul>

# Extended Supervisor Functions

Agent	Action
Voicemail (Access from your extension)	<ul style="list-style-type: none"><li>• Press <b>VM</b> button, you may need to press the More button to see this option</li><li>• Enter your pin number when prompted, if this is your first time setting up your mailbox your pin number is the same as your extension number</li></ul>
Voicemail (Access from other extensions)	<ul style="list-style-type: none"><li>• Press <b>VMO</b> button, you may need to press the <b>More</b> button to see this option</li><li>• Enter your mailbox number (extension) when prompted.</li><li>• Enter your pin number when prompted, If this is your first time setting up your mailbox your pin number is the same as your extension number</li></ul>
Call Center Station Monitor	<ul style="list-style-type: none"><li>• Press <b>Mon</b> button (Only available on Supervisor Stations)</li><li>• Enter your PIN number when prompted (Same pin number as your voicemail PIN)</li><li>• Enter extension number to monitor (If the extension has multiple Lines with calls)</li><li>• Press the # key to switch to the next call</li><li>• Press 8 to whisper to the Agent</li><li>• Press 9 to barge into the call</li></ul>
Day / Night	<ul style="list-style-type: none"><li>• Press <b>DyNgt</b> button (Depending on configuration, only available on Supervisor Stations)</li><li>• Enter your PIN number when prompted (Same pin number as your voicemail PIN)</li><li>• Follow the spoken instructions for changing your current Day/Night settings</li></ul>

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