

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"> • Have a current call active • Press Trnsfr button • Dial Number or press Lines button to select a name • Optionally, wait for dialed number to answer and announce transferred call • Press Trnsfr button again to complete the transfer OR press Cancel button and resume with dial / Lines above
Transfer Call To Voicemail	<ul style="list-style-type: none"> • Have a current call active • Press Trnsfr Button (you can also place call on Hold) • Dial ** then press Send Button, immediately followed by Trnsfr
Conference Call – Method 1	<ul style="list-style-type: none"> • Have a current call active • Press Conf Button • Dial Number or press Conf Button to select a name • Optionally, wait for dialed number to answer and announce conference call • Press Conf button again to connect all parties
Conference Call – Method 2	<ul style="list-style-type: none"> • Place call on Line 1 • Place call on Line 2 • Press Join button <p>You may need to press the More button to see this option</p>
Conference Call – Split Calls	<ul style="list-style-type: none"> • Press VM Button <p>Individual calls will be split to different Line buttons</p>
Voicemail (Access from your extension)	<ul style="list-style-type: none"> • Press VM button <p>You may need to press the More button to see this option</p> <ul style="list-style-type: none"> • Enter your pin number when prompted <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"> Press VMO button You may need to press the More button to see this option Enter your mailbox number (extension) when prompted. Enter your pin number when prompted <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"> Press ↑ button - Favorites Press ↓ button - Call lists (shows missed calls) Press ← button - Received calls Press → button - Placed calls Press ↶ twice from home screen to redial last # dialer

Extended Agent Functions

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

Extended Supervisor Functions

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

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