

Polycom VVX Series General Tips and Info

To check/configure voicemail:

Press the envelope button to the left of the dial pad (middle button).

The default VM password is 1234#

Press 0 to access the options menu.

We suggest you record 3 greetings (Busy, Unavailable, and Name).

Busy - When you are on the phone and do not answer

Unavailable - When you do not answer

Name - Used for the company directory.

To access your vm msgs from outside the office or away from the device.

Dial your main number or Dial your DID (direct dial number). Enter your 4 digit extension number from the IVR prompt if your main number points to an IVR. When you hear your voicemail greeting press *. The system will prompt you for your password.

Paging:

To send a company wide page press the page softkey on the bottom of the display It is labeled "Page"

To page a specific extension dial *<extension number>.For example to send Jonathan x6585 a page you dial *6585

Hold:

You can press the hold physical button (bottom left of the dial pad) or the hold softkey (found on one of the 4 softkey buttons at the bottom of the display) while on an active call. Hold is extension specific - meaning that the call is only managed from that specific device. To resume a call on hold press the "Resume" softkey.

Parking:

Call parking is a "global" hold that any device can retrieve. While on an active call press a park BLF button. It will place the call in the "parking lot" (hold music will play for the party waiting). Then you can retrieve the call from any device on the network by pressing the appropriate park key. So if you park a call by pressing "Park 1" button. You can then retrieve it from any device by pressing "Park 1". You do not need to place the caller on hold or hit transfer. Just the respective Park button.

BLF buttons:

The buttons found to the left and right are know as Busy Lamp Field (BLF) buttons. You can use the BLF button to initiate a new call to the user by simply pressing the button that corresponds to their name. You may also transfer an active call by pressing the correct BLF button for the party you wish to transfer to. You do not need to place the call on hold or press transfer. You just press the person's BLF button.

Transfer:

You can press the physical transfer button (top left of the dial pad) or the Transfer Softkey (found on the bottom 4 buttons on the display when on an active call). Once your press either key you then just dial the 4 digit extension that you wish to transfer your active call to.

Conference:

To make a 3 way call. Dial the first party. Press the "Conference". Then dial the 2nd party. Press conference again. You are now on a 3 way call.

Join:

If you have 2 active calls you can press the join softkey and activate a 3 way call.

Split:

Press the "Split" softkey to separate the 2 other callers on a 3 way call.

Training:

We also offer training webinars/conference calls every week if you or your team would like to join:

Schedule:

Tuesdays 10:30 - 11:30 PHONE Training

Tuesdays 1:00 - 2:00 Admin Training

Thursdays 10:30 - 11:30 PHONE Training

Friday 1:00 - 2:00 Admin Training

Friday 2:00 - 3:00 PHONE Training

If you are interested in taking part in one of these training sessions please email training@net2phone.com for an invite, details or to check availability of a session.