Polycom VVX Phones

Using Polycom VVX Phones

Polycom® VVX phones are feature-rich phones that provide a unified experience for today's professionals and executives. The Polycom VVX phones also feature Polycom's Acoustic Fence technology, which eliminates surrounding audio noise for a superior call experience.

Hard Keys

Your Polycom VVX phone will have keys on the lower-left side of the phone with the following Icons:

- **Transfer** : This key will place the caller on hold and open a new line on the phone to call another extension or number so you can to transfer the call to another party.
- **Mail** : This key will access your Voice Portal so you can check your voicemail.
- **Hold** : This key will put the caller on hold. The caller will hear music, and they will not hear you.

On the lower-right right side of the Polycom VVX phone there will be three additional keys:

- **Mute** : This key allows you to hear what the party on the other end of the call is saying, but they cannot hear you.
- **Speakerphone** : This key sends the audio out through the speakers in your phone's base, and uses a microphone for input that is installed into your phone's base.

- **Headset** ⊙: When your headset is in use, this button will light up. If the phone is ringing, press the key to answer with your headset instead of the speaker or handset.

Softkeys

Underneath the screen on your Polycom VVX phone there are four keys. These keys link to features that can be enabled from the phone. They are considered softkeys because the key's function can change. If there are more than four softkeys, a **More** softkey will appear allowing the user to scroll to the next set of keys.

Transferring Calls:

- **Warm Transfer:** A warm transfer involves speaking with the person to whom you are transferring the call.
  1. While on a call, press the ⊙ button.
  2. Dial the party you are transferring the call to.
  3. After speaking with the receiving party, press the ⊙ button again to complete the transfer.

- **Blind Transfer:** A blind transfer involves transferring the call to another number without speaking to the receiving party, regardless of whether or not they answer.
  1. While on a call, press the **BlindX** softkey.
  2. Dial the extension or the phone number of the party to whom you are transferring the call.
  3. Press the **Send** softkey to complete the transfer.

Conference Calls:

1. While on a call, press the **Conf** softkey.
2. Call the party you want to add to the conference.
3. After they answer, press the **Conf** softkey to merge the calls.

Missed Calls:
There are two ways to locate missed calls. The first is to press the
Down ↓ arrow key on your Polycom VVX phone. The second is below:

1. Press the **Home Key** ⌂ to bring up the menu.
2. Select **Directory** followed by Option **2 – Recent Calls**,
3. Select the **Type** softkey. It will bring up a list of check-boxes. Change **All Calls** to **Missed Calls, and** then press the **Back** softkey.

Checking Voicemail:

You must not have a call on the line when attempting to check your voicemail.

1. Dial ***86** or press the ✉ on your phone.
2. Enter your voicemail passcode.
3. Select the option to listen to new or saved voicemails.