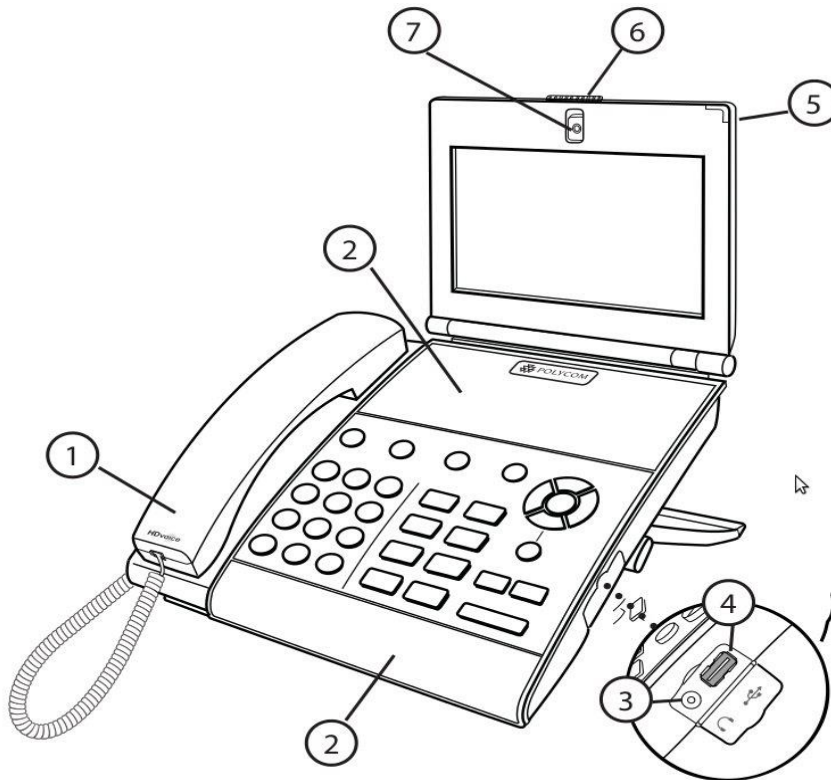# Polycom VVX 1500

User Guide

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Content

- Phone overview
- Basic telephony features
  - How to place a call
  - How to answer a call
  - How to terminate a call
  - How to redial a number
  - How to mute a call
  - How to set a call on hold
  - How to transfer a call
- Advanced telephony features
  - How to make conference calls
  - How to answer a call while you're on the line
  - How to switch between active calls
- Phone preferences

- How to change the ring tone
- How to change the language
- How to change the volume

- Voicemail & Call history
  - How to listen to your voicemail
  - How to consult the Call history
  - How to clear the Call history
- Contacts management
  - Local telephone Directory
  - Speed dials
  - Corporate Directory
- Various
  - How to reboot your phone
  - How to reset your phone

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Polycom VVX 1500: Phone overview (1)

1: Handset

2: Speakerphone

3: Headset connector

4: USB connector

5: LED Indicator

6: Privacy shutter

7: Integrated camera

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Polycom VVX 1500 : Phone overview (2)
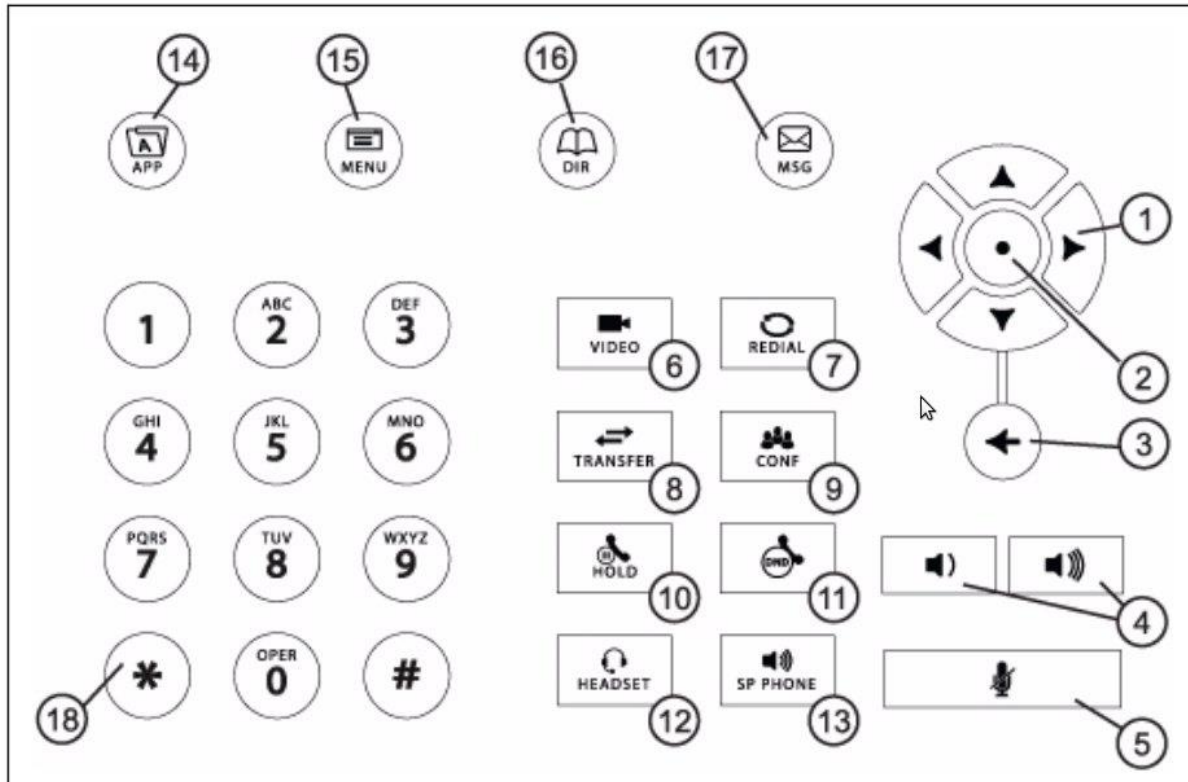
1: Arrow Keys
2: Select Key
3: Delete Key
4: Volume Keys
5: Mute Key
6: Video Key
7: Redial Key
8: Transfer Key
9: Conference Key
10: Hold Key
11: Do Not Disturb Key
12: Headset Key
13: Speakerphone Key
14: Applications Key
15: Menu Key
16: Directories Key
17: Msg Key
18: Dialpad Keys

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The touchscreen

- Tap to select and highlight screen items.
- To scroll, touch the screen, and swipe your finger up, down, right, or left.
- To go back to a previous screen, tap **Back**.

Your phone displays video in two windows:

- a small picture-in-picture (PIP) window located on the top-right of the touch screen

- A larger windowcentered in the middle of the touch screen.

By default, the near site displays in the PIP, and the far site displays in the window in the center of the touch screen.

Information about the call, such as the phone number of the party with whom you're talking and the duration of the call, appears next to the far site when it is displayed in the window in the center of the touch screen.

Placing a call:

- You can do it by three different ways :
    - Enter the phone number and pick up the handset.
    - Enter the phone number and tap on **Dial** on the touchscreen.
    - Pick up the handset, enter the phone number, and tap on **Send** on the touchscreen.
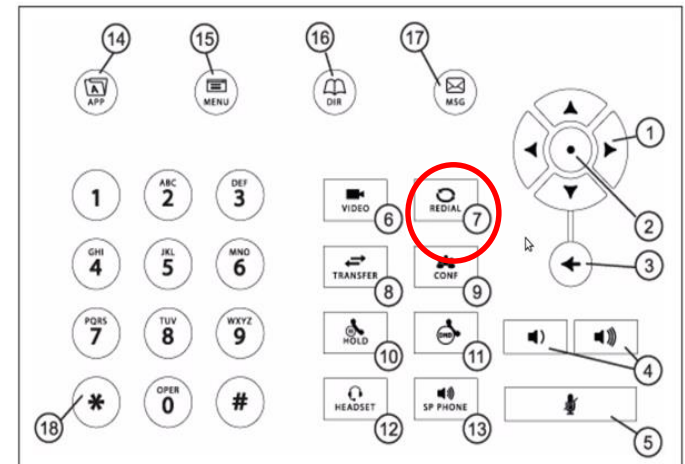
Answering calls:

- Pick up the handset

OR

- Tap on **Answer** on the touchscreen

Ending calls:

- Replace the handset
    - OR
- Tap on **End Call** on the touchscreen

Redial a number:

- Use the **Redial** button

Basic functions (3)

- **Muting** the microphone
  - During the call, click on the **Mute** key (11). To disable Mute, click again on the **Mute** key.
- Put a call on **hold**
  - Click on the **Hold** key. The caller will hear music.
- **Resume** a call
  - To get back a call that was put on hold, tap on the conversation you want to resume and then tap on **Resume.**

- **Tranferring** a call
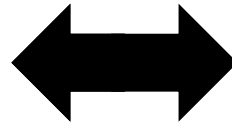
2 options:

Blind transfer (1)	Warm / Attended transfer (2)
You transfer the call without speaking to the third person and you "forget" the call	You first speak to the third person before transferring the call.

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Blind transfer

- Call the remote party or answer the call
- Tap on **Transfer** on the screen
- Tap on **Blind**
- Introduce the number you want to transfer the call to
- Tap on **Send**

What the 3rd party sees:

$\Rightarrow$ When you speak to him: the 3rd party sees your extension

$\Rightarrow$ When you have transferred the call, the 3rd party sees the ID of the originator caller

Warm / Attended transfer

- Call the remote party or answer the call
- Tap on **Transfer** on the screen
- Introduce the number you want to transfer the call to
- Tap on **Send**
- Once you are ready tap again on Transfer to transfer the call to the 3rd person.

What the 3rd party sees:
$\Rightarrow$ Initial caller ID

Advanced functions (1)

Placing a **conference call**:

- Call the first party and while in conversation with him tap on **Conference** on the screen or on the **CONF** key on the phone.
- Dial the 3rd party phone number and tap on **Send**.

- Tap **Hold** to hold the conference.
- Tap **End Call** to end the conference.
- Tap **Manage** to manage each participant (if available).
- Tap **Split** to end the conference and **hold** all participants.

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Advanced functions (2)

- How to <u>answer a call while you are on the line</u>?

  - You will receive a **bip** when a new call comes in
  - You can answer the second incoming call by clicking on **Answer**
  - The first call call will be put on hold

Advanced functions (2)

- ## How to make <u>switch between active calls?</u>

  - You can switch between active calls by taping on the screen the specific call and selecting **Resume** to switch to the selected call
  - When your current call ends up you have also to press **Resume** to continue with your other correspondent

- ## How to change your ringtone

    - Press on **Menu** on the screen or on the phone
    - Select **Settings** (either tap on the screen, or use the arrows and press on the . in the middle of the arrows)
    - Select **Basic**
    - Go to **Ring Type**
    - With the arrows (or via the touchscreen), **navigate** through the different ring types and play/select the ringtones
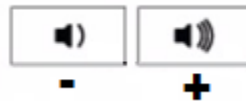
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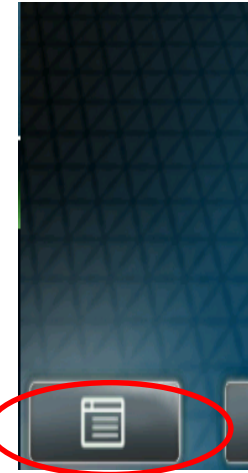
- How to change the <u>language</u>

If you want to change the language of your phone please contact your administrator so that he can modify the language of your phone resource on the SMP.

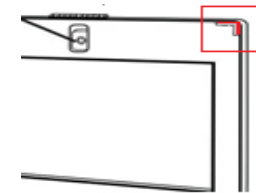- How to adjust the **volume**?

    - Use the **Volume keys**
    - **Ring tone** : Press on **+** or **–** when the phone is ringing
    - **Voice** : Press on **+** or **–** while you are speaking

<u>VoiceMails</u> Service

- Everyone can have his own voicemail service *
- Voicemail service works like the voicemail on your mobile phone
- **Red light** flashing ? New voicemail is in !
- Little **envelope** on screen? New voicemail is in !

- If configured, voicemails are also sent via **email**

* The availability of the feature depends on the configuration

- Listen to your <u>VoiceMail</u>

    - To access your voice messages, either click on the envelope on the touchscreen or on the MSG key on the phone

    - Select **Message Center**
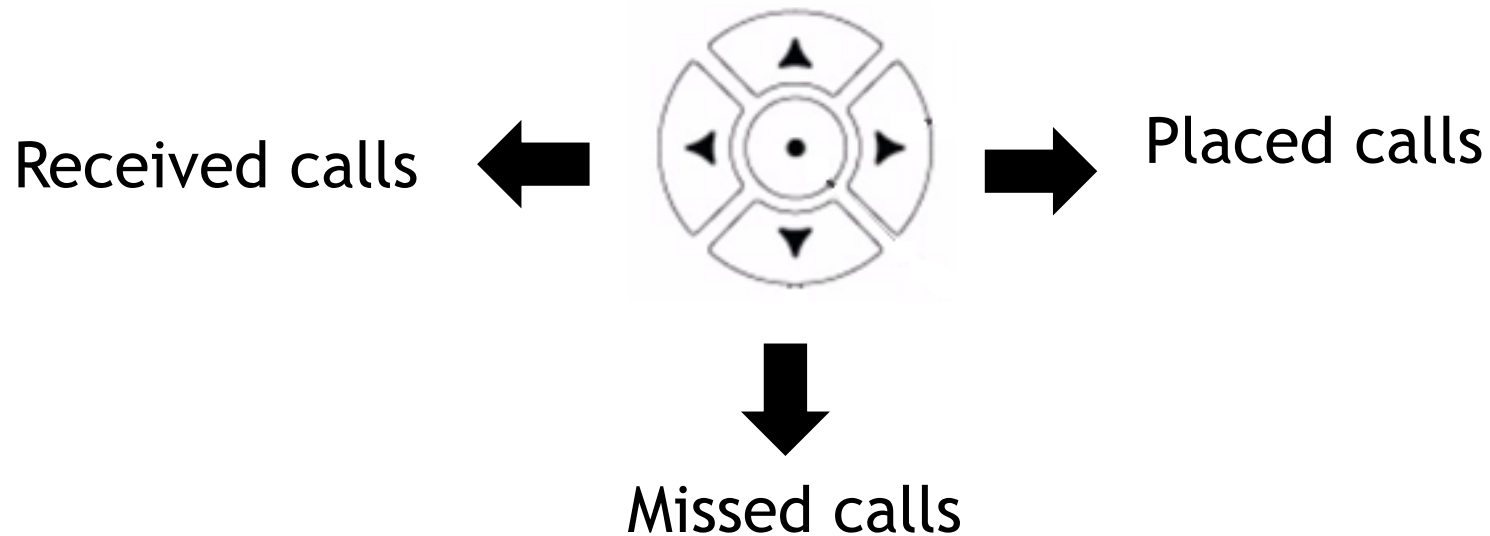
    - Click on **Connect**

How to consult your <u>Call history</u> ?

- Press **Menu** > **Features** > **Call Lists**
- Tap on **Type** on the touch screen and select the type of calls:
  - **Placed** calls
  - **Received** calls
  - **Missed** calls

  You can call directly one of the contacts in the list by tapping on **Dial** on the touchscreen or by lifting the horn.

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- Other way to consult your <u>Call History</u>

Received calls ← ● → Placed calls

↓

Missed calls

How to <u>clear</u> your <u>Call history</u> ?

- Press **Menu** > **Features** > **Call Lists** > **Clear**
(or tap on the Menu image on the touch screen)

- Select the type of calls you want to clear or **All calls:**
  - **Placed** calls
  - **Received** calls
  - **Missed** calls

Contact management- Local telephone directory

Contact management (add, delete or update a contact) is managed via Escaux Connect.

The **local telephone directory** on your phone is **not** linked to Escaux Connect. As a consequence, all modifications to your contacts made via your phone directory (add, delete or update a contact via your phone directory) will be erased when your phone is rebooted.

We therefore advise you **not to use** the local telephone directory and to use Escaux Connect to store your local contacts.

The **speed dials** are managed via Escaux Connect but they are available via your phone: for more information see further.

The **corporate directory** is available on your phone in read-only: see further.

Contact management- Speed dials

The speed dials are managed via Escaux Connect.

To access the list of speed dials, go to **Home > Features > Speed Dial**, or use the **up arrow** to show all your Speed Dial's
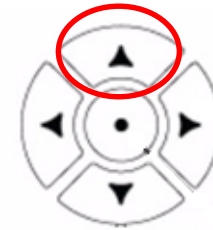
Speed dials are displayed with this icon on the phone screen.

To call one of your speed dial numbers, enter the speed dial index on the keypad followed by #.

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Contact management - Corporate Directory

The **Corporate directory** is linked to the PBX Corporate Directory and is available in read-only on your phone.

To access it, go to **Home**, select **Features** and then **Corporate Directory** or press the **DIR** button on the phone and then **Corporate Directory**

You can search the Corporate Directory by typing your search query using the **dialpad.** You can press **Encoding** to change the encoding type and switch to capital letters or digits.

The search is carried out on the PBX Corporate Directory.

User status

- User <u>extension</u> and <u>status change</u>

  - The phone displays the **extension** & current **user status** *. Examples of possible status *: Office, busy, telework, holiday, out of the office,

- <u>Dynamic queue</u> login status
  - The phone can also display the **dynamic login status in queues** *
    - X__ for example (logged into first configured queue)

* The availability of the features depends on the configuration

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- How to <u>reboot</u> your phone?

    - Plug out – plug in the PoE cable

    OR

    - Press **Menu** > **Settings** > **Basic** > **Restart Phone,** confirm with **Yes**

    ➡ This operation takes about 2 minutes

    <u>Why</u> should I reboot my phone ?

    - If the IT administrator has made changes to the configuration
    - If there is any problem, a reboot is the first action to take

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Phone reset

- ## How to <u>clear user settings</u>?

  - *Reset user configuration: language, ringtone, directory*

  - Press **Menu** > **Settings** > **Advanced**

  - Enter the admin password

  - Press **Admin Settings** > **Reset to Defaults** > **Local Configuration**

  - After some time the phone will reboot and get the default user configuration from the SOP

- ## How to <u>clear device settings</u>?

  - *Reset network configuration*

  - Press **Menu** > **Settings** > **Advanced**

  - Enter the admin password

  - Press **Admin Settings** > **Reset to Defaults** > **Reset Dev. Settings**

  - *After some time the phone will reboot and get his network configuration from the SOP*

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- ## How to <u>make a factory reset</u>?

    - *This will format the phone's filesystem*

    - Press **Menu** > **Settings** > **Advanced**

    - Enter the admin password

    - Press **Admin Settings** > **Reset to Default** > **Format File System**

    - *After some time the phone will reboot and get his default configuration from the SOP*

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