Polycom VVX101 / VVX201

User Guide

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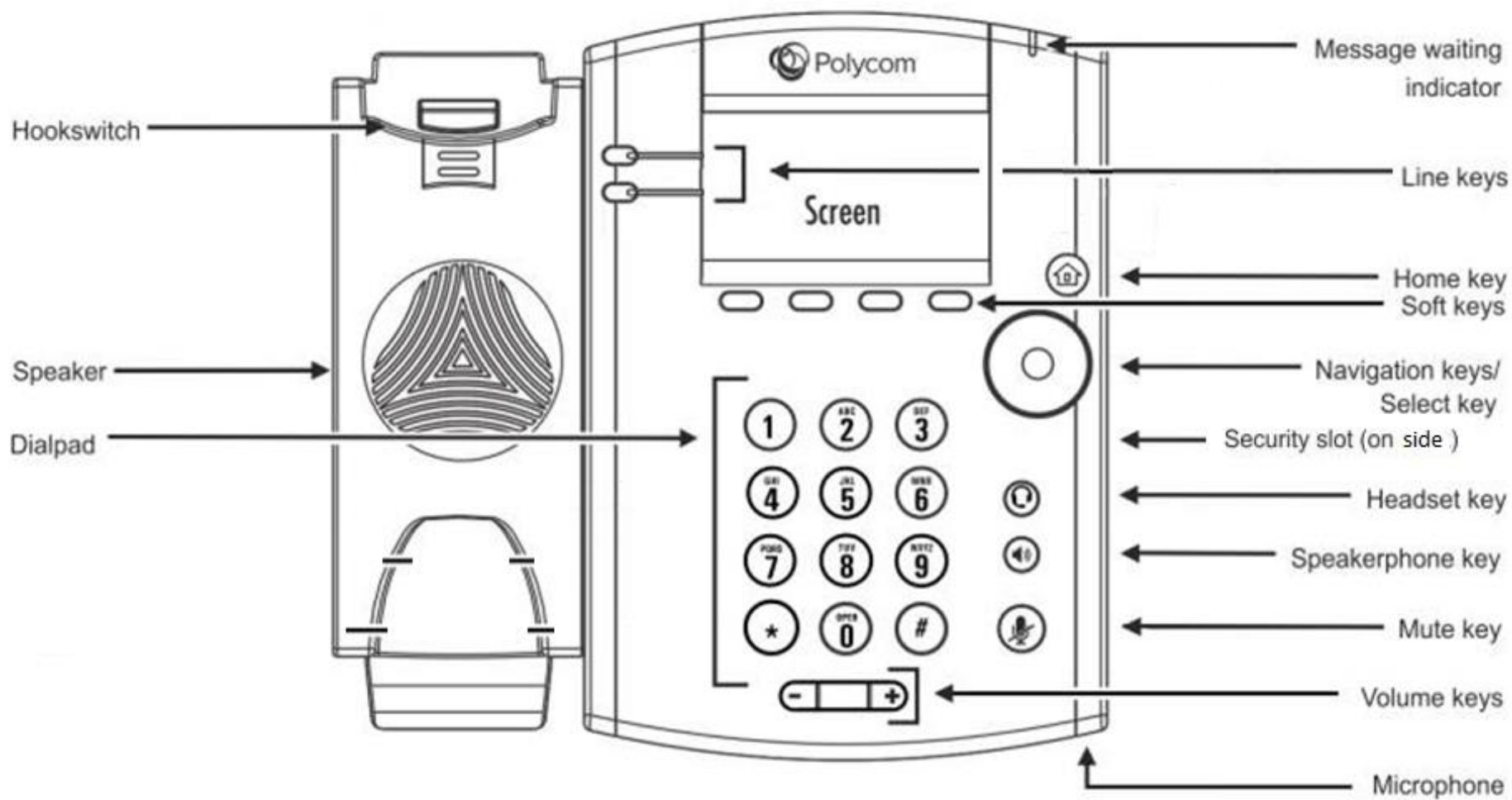- Phone preferences

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Phones overview

VVX 101   **VVX 201**

Your phone has **3 main Views**: **Lines** view, **Home** view, **Calls** view (when you are on the line)

Lines view is your phone's default display. It shows your line, favorites (speed dial numbers) and soft keys

To change Views:

• For **Home** View, press **Home**

• From **Home** View, press **Home** to display **Lines** view

* Features availability depends on the configuration

Basic telephony features

How to place a call ?

Using the handset:

- Type the number and pick up the handset

- Or, pick up the handset, type the number and push the **Send** softkey

Using the speaker:

- Type the number and press the **Speaker** button

- Or, press the **Speaker** button, type the number and push the **Send** softkey

To redial the last number, press the **Right** button then the **Dial** softkey or twice the **Right** button

All incoming calls are displayed in an « Incoming Call » window. After 10 seconds the « Calls view » will be displayed (see pictures on this slide)

- Pickup the handset

- To answer using the speaker:
    1. Press the **Answer** softkey
    2. Or, press the **Speaker** button

- To refuse a call, press the **Reject** softkey

How to end a call ?

- Press the **End Call** softkey

- Or replace the handset
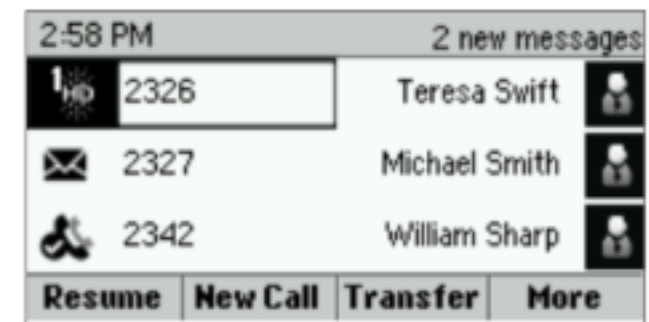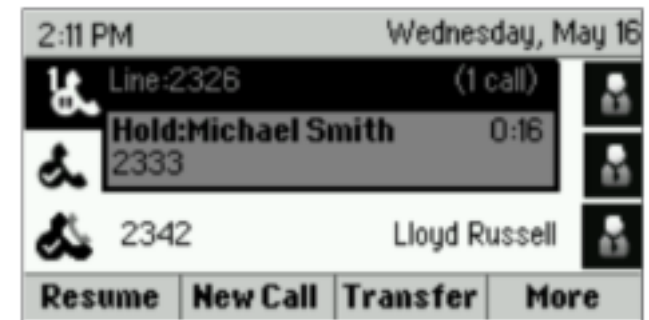
- Or press the **Speaker** button when in speaker mode

How to mute a call?

- Press the **Mute** button.

- The microphone is muted and you continue to hear your contact

- Press **Mute** again to enable the microphone

How to put a call on hold?

- Press the **Hold** softkey

- The caller hears music

- Press the **Resume** softkey to take the call back

- Press the **Transfer** softkey

- Type the number you want to transfer the call to

- Press the **Send** softkey

- Speak to the third person and press **Transfer** again to confirm the Transfer

- Or press **Cancel**, to take the call back

- You can also press **Transfer** before the third person answers (kind of blind Transfer)

You can also do a « Blind transfer »

- The third person will see that the call comes from the initial caller

- Press the **Transfer** softkey

- Press the **Blind** softkey

- Type the number

- Press the **Send** softkey

- The phone is now free

Advanced telephony features

To start a conference call, press the **Confrnc** softkey during a call (you may need to press **More** to see it)

- The active call is on hold

- Type the third person's number

- Press **Send**

- Speak to the third person and press **Confrnc** to start the conference

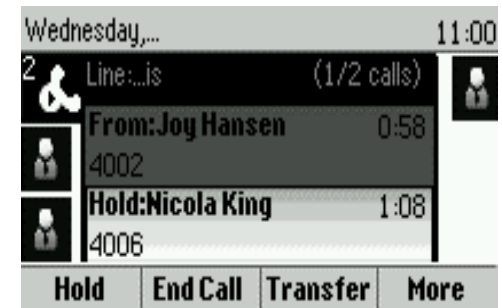- Or press **Cancel** to retrieve your first contact

Note that other participants remain connected when you leave the conference
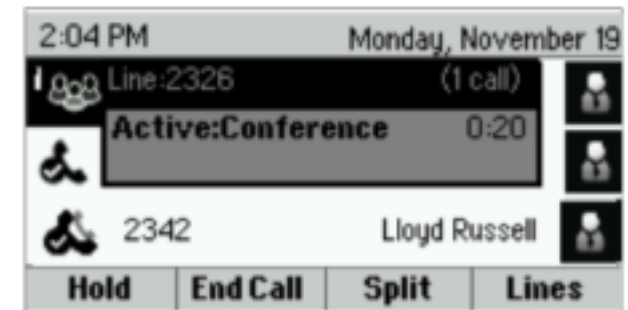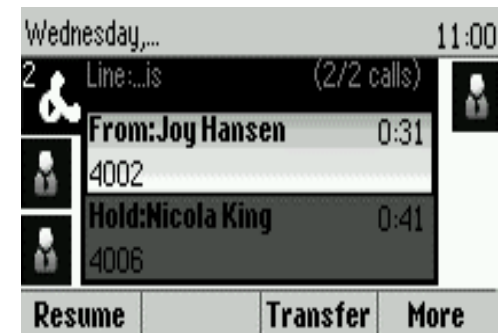
Multiple calls

How to answer a call while you are on the line?

- The phone shows « Incoming call » and you hear a bip

- Press the **Answer** softkey to take the call

- The previous call is put on Hold

How to switch between active calls?

- Press **Down** button to select another call

- Press the **Resume** softkey

- The previous call is put on Hold.

How to return to previous call when current call is finished?

- Press the **Resume** softkey to unhold

Voicemail & Call history

When you have a new voicemail:

- The phone will display « 1 new message »

- Message LED will blink

To access your voicemail:

- Press **Home** then select **Messages**

- Phone will display "1. Message Center"

- Press the **Select** softkey

- Phone will display how many messages you have (New, Old, Urgent).

- Press **Connect** to call your voice mailbox

How to consult the Call history ?

- Press **Home,** select **Directories**, then navigate to **Recent Calls**

- Using the **Type** softkey you can filter on Missed Calls, Received Calls, Placed Calls

- Choose the category you want and press **Select**

- Or, from the **Lines** view press:

  ➢ **Down** button for Missed calls

  ➢ **Left** button for Received calls

  ➢ **Right** button for Placed calls

To clear you call history:

- Press **More** then **Clear**

- You can choose to clear all missed calls, only one category, or only the displayed category

- Press **Select**

Phone preferences

Change the language

- Press the **Home**, Select **Settings**

- Select **1. Basic > 1. Preferences > 1. Language**

- Select your **preferred language**

- Phone's display is updated in 1-5s

- Press **Home** and select **Settings**

- Select **1. Basic > Ring Type**

- Navigate in the available ringtones

- Use the **Play** softkey to listen

- Press **Select** to confirm your choice

Note that backlight settings are not available on the Polycom VVX 101.

- Press **Home** and select **Settings**

- Select **1. Basic > Backlight Intensity**

There are 3 types of intensity:

- **Backlight On intensity** : brightness of the screen when there is phone activity

- **Backlight Idle intensity** : brightness of the screen when there is no phone activity

- **Maximum intensity** : brightness scale that applies to Backlight On & Backlight Idle intensities

You can adjust the Backlight On and Idle intensities from **low** to **high**

You can adjust the maximum intensity from 0 to 15 using the **Up** and **Down** softkeys

Note that backlight settings are not available on the Polycom VVX 101.

The Backlight Timeout can also be modified

The Backlight timeout is the number of seconds the phone is inactive before the backlight dims to its Backlight Idle intensity. Timeout period begins after last key press or last phone event, such as an incoming call.

To adjust the backlight timeout:

- Press **Home**, select **Settings** > **Basic** > **Backlight Timeout**

Contact management

Add a Contact

- Press **Home**, Select **Directories** then **Select Contact directory**

- Press the **Add** softkey

- Fill in the fields

- When done press the **Save** softkey
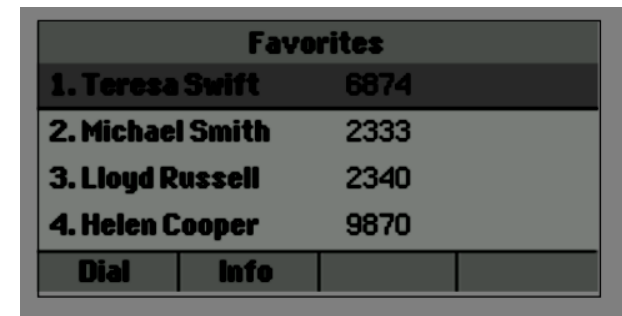
Save a contact from Call history

- Access your Call history list

- Select the entry you want to save

- Press **More** then **Info**

- *Phone displays details for this call*

- Press **Save**

- You can edit the fields

- Press **Save** when finished

- Press **Home**, Select **Directories** then **Select Contact directory**

- Select the contact you wish to edit

- Press the **Info** softkey followed by **Edit**

- Make the changes you want

- When done, press the **Save** softkey

- Access your contact entry from Contact Directory or Call history

- Press Info

- Press **More** then **Add...**

- *Phone displays "Add to Favorites with an index of #?*

- Press **Yes** to choose the first available index or **Edit index** to choose another one

- Favorites are listed in **Directories** > **4. Favorites**, you can also access the list from idle screen using the **Up** button

- Favorites are also assigned to the first available Speed dial buttons consecutively, according to their index number (without gap)

- You can edit the Favorite index in the Edit contact view

- Press **Home**, Select **Directories** then **Select Contact directory**

- Select the contact you wish to delete

- Press the **Info** softkey followed by **More** then **Delete**

- Confirm by **Yes**

- Press **Home**, Select **Directories** then **Select Contact directory**

- Press the **Search** softkey

- Fill in the desired keywords

- Press the **Search** softkey to confirm

- Press **Home**, Select **Directories** then **Select Corporate Directory**

- Type your search query using the **dialpad**

- You can press Encoding to change the encoding and switch to capital letters or digits

- Press submit when finished

- Lookup is done on the PBX Corporate Directory based on last name and first name

- You can also use the Advanced Find (**AdvFind**) to search on the last name, first name and phone numbers separately

- Press **Dial** to call the extension

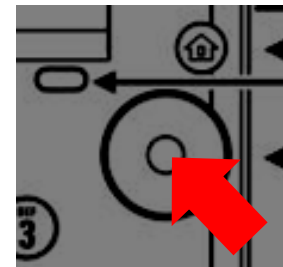- Or, press **More** then **View** to see the contact details and dial a specific number

Various

- You can see and change your current intentional status using the **Status softkey**
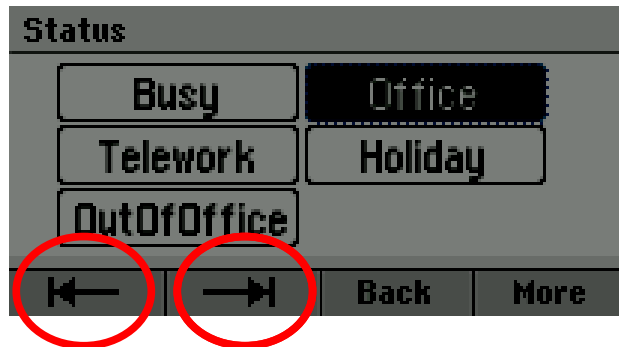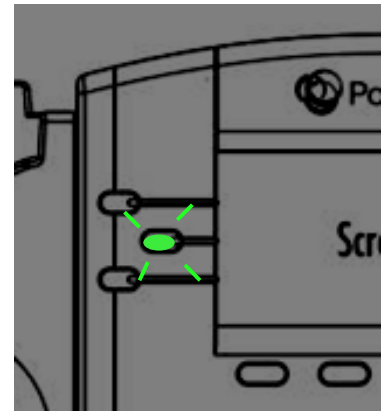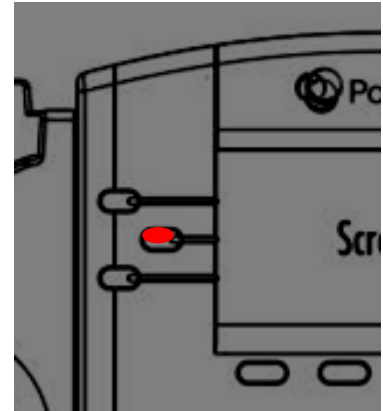

Select the status

Confirm

- Use the left and right soft key below the screen to select a new status and confirm using the select key (in the middle of the navigation keys)

If your phone was configured to supervise other extensions :

- You can see:

  - when the contacts are on the line

    => The led on the button is red

  - When their phone is ringing

    =>The led on the button is blinking green

- Press the **Home** and select **Settings**

- Go to **1. Basic > 8. Restart Phone**

- This operation takes about 2 minutes

Why 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

- Press **Home** and select **Settings**

- Go to **2. Advanced**

- Enter the admin password

- Press **1. Administration Settings** > **5. Reset to Defaults**

  - To clear <u>User settings</u> select **1. Reset Local Configuration**
  - To clear <u>Device settings</u> select **3. Reset Device Settings**
  - To make a <u>factory reset</u> select **4. Format File System**

- Confirm by **Yes**