POLYCOM®
Phone User Guide

PLACING AND ANSWERING AUDIO CALLS

VVX 301, 401, 501 and 601 can manage a maximum of 24 active, incoming, and held audio calls at a time. However, you can have only one active call in progress with numerous other incoming calls or calls on hold on all phones. Additionally, your system administrator can set up your phone to have up to six lines with unique extension numbers, or the same extension number as other lines on your network.

PLACING AUDIO CALLS

You can place audio calls on your phone, and you have the option to use the handset, the speakerphone, or a headset.

To place a call from the Dialer

1. Do one of the following:
   a. Start typing a phone number.
   b. Press a **line key**, **OR**
   c. Pick up the handset, or press the **Speakerphone** key **or Headset** key.
2. Enter a number or select a recent contact. On VVX 501 and 601 phones, tap the **onscreen keyboard icon** pad to enter numbers.
3. On VVX 301 and 401 phones, select **Dial**. On VVX 501 and 601 phones, tap the **Dial** icon.

REDIALING A NUMBER

Your phone automatically keeps a record of all the calls placed on your phone. You can recall the last contact you call using the **Redial** icon or soft key.

To redial a number:

1. Do one of the following:
   a. Select the **Redial icon** on the **Home** screen.
   b. Press the **Redial soft key**.

SWITCH AMONG THE HANDSET, HEADSET, AND SPEAKERPHONE

To switch among methods:

During a call, pick up the handset, press the **Headset** key or press the **Speakerphone** key.

For example, if you're using the handset, press the **Headset** key to switch to the headset, or press the **Speakerphone** key to switch to the speakerphone.

When using the speakerphone, the Speakerphone key glows green. When using the headset, the Headset key glows green if an analog headset is connected or blue if a USB headset is connected.

HOLDING AND RESUMING CALLS

When you are in a call, you can place a call on hold and resume the call.

To hold a call:

During an active call, select **Hold**. If you're in the Calls screen, highlight the call first.

A hold icon is displayed on the line of the held call, and a red LED light flashes on the line key for all phones.

To resume a held call:

1. Do one of the following:
   a. Select **Resume**.
   b. From the Calls screen, select the call to highlight it, and select **Resume**.

TRANSFERING A CALL

You can transfer a call to another contact and choose the transfer type you want to use for the call.

To transfer a call:

1. During a call, do one of the following:
   a. Press **Transfer** to use the default transfer type.
   b. Press and hold **Transfer** and select a transfer type - either Blind or Consulative.
2. **Dial** a number or choose a contact from the call list or directory. If the transfer type is set to Blind, the call is transferred immediately.
3. If the transfer type is set to Consultative, press **Transfer** after speaking with your contact.

MANAGING CALLS

You can see the number of calls for each line from the Lines screen, as shown next. On all VVX phones, a green light on the line key indicates a line with an active call, and a red light indicates a line with one or more held calls.

To manage a call from the Calls screen:

1. Select a call. The **call is highlighted**.
2. Do one of the following:
   a. Select **Hold** to place an active call on hold.
   b. Select **Resume** to make a held call active.

c. Select **End Call** to end a call with a contact. You can end active calls only, so resume the held call first before ending it.

d. Select **Transfer** to send the call to another contact.

e. Select **Conference** to initiate a conference call.

IGNORE OR SILENCE INCOMING CALLS

You can ignore or silence a call to stop your phone from ringing. Even if you ignore the call and silence the ringer, an incoming call notification continues to display on your phone.

To ignore or silence a call:

From the **Incoming Call** screen, select **Ignore** for private lines, or **Silence** for shared lines.

The **Incoming Call** screen disappears, your phone stops ringing, and either the Home or Calls screen is displayed.

Reject Incoming Calls

You can reject a call and send the call directly to voicemail. Rejected calls display in the Missed Calls list in your Recent Calls list. Rejecting calls is not available for shared lines.

To reject an incoming call:

From the **Incoming Call** screen, select **Reject**. The call goes directly to voicemail.

INITIATING CONFERENCE CALLS

You can initiate an audio conference call with two contacts and hold, resume, or split a conference call on your VVX phone. VVX phones can manage a maximum of 12 active or held conference calls at a time. However, you can have only one active conference call in progress with numerous other conference calls on hold.

Initiate Conference Calls

You can initiate a conference by calling two people and selecting the **Conference** soft key or hard key.

To initiate a conference call:

1. Call a contact.
2. After the contact answers, select the **Conference** soft key. The call is held.
3. Enter another contact's number or select a contact from the directory or the call lists.
4. When the contact answers, select the **Conference** soft key. All call participants are added to a conference call.

WORKING WITH SHARED LINES

All VVX phones support multiple and shared lines. Your administrator can customize your phone so that you have multiple shared lines enabled.

The following features are not available or have limitations on phones with shared lines:

- Forwarding an incoming call is not available.
- Enabling Do Not Disturb on shared lines disables ringing only, and a visual notification of the call is displayed with the option to answer the call.

MANAGE CALL LISTS AND DIRECTORIES

VIEW RECENT CALLS

All VVX phones maintain a Recent Calls list that includes missed, received, and placed calls. Each list holds up to 100 entries.

You can perform the following tasks from the Recent Calls list:

- Remove calls from the list.
- Select a call record to view call details.
- Select a call record to automatically call a contact.

To view your Recent Calls list:

Navigate to **Directories > Recent Calls**.

VIEW CALL DETAILS

In the Recent Calls list, you can view call details, edit call details before calling a contact, save a contact to your directory, and delete call entries.

To view call details:

Select **Info** or tap the Info icon next to a call record.

SAVE A RECENT CONTACT

From the Call Details screen, you can save a contact to the Contact Directory.

To save a contact to your Contact Directory:

From the **Call Details** screen, select **Save**. If the person is already in your Contact Directory, but is not a favorite, **Add to Favorites** is displayed.

DELETE A CONTACT

You can delete contacts from the Recent Calls list.

For more information, visit **epb.com/customer-support/business-support** or call **423-648-1500**, option 2

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To delete a contact from the Recent Calls list:

Select **Delete** or tap the Delete icon.

EDIT RECENT CONTACT ENTRIES

You can edit a contact's phone number stored in your Recent Calls list before returning the contact's call.

To edit a recent contact's number before calling the contact:

1. Select **Edit** or tap the Edit Number icon.
2. Edit the number, and select **Dial** or tap the dial icon.

COMMPORTAL WEB INTERFACE

This helpful tool enables you to manage your phone and settings through an easy-to-use Web based portal.

LOGGING IN

1. Go to **https://phone.epbFi.com**
2. Enter your **phone number**.
3. Enter your **password** (same as your voicemail PIN).

DASHBOARD PAGE

This displays new voice messages, recent received and missed calls, contacts and settings you have applied to your phone.

MESSAGES & CALLS

- The Messages tab displays new and saved voice messages. Play, delete or mark as heard/unheard.
- Missed Calls, Dialed Calls and Received Calls show you all your recent call activity.

CALL MANAGER

- The Summary tab of Call Manager provides a description of what will happen to your incoming calls.
- The other tabs enable you to change the settings of your call coverage, including Call Forwarding, Do Not Disturb and Find Me/Follow Me.

CHANGE PASSWORD

1. Go to **Settings** page.
2. Click **Change Password** next to Account Password.
3. Enter your new password in the **Confirm Password** box.

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4. Re-enter your new password.
5. Click **Change Password.**

CONFIGURE PHONE KEYS

1. Select the **Settings** page.
2. Click on the **Set Keys** link.

SET THE TIME AND DATE DISPLAY

To update the time and date display:

1. Navigate to **Settings > Basic > Preferences > Time & Date**.
2. From the **Time & Date** screen, do one of the following:
   a. Select **Clock Date** to change the date format.
   b. Select **Clock Time** to change the time format.

VOICEMAIL-TO-EMAIL

1. Log into **CommPortal**.
2. Click the **Settings** tab.
3. Click **Messages** tab under settings.
4. Check the **Forward Messages as Emails** check box.
5. Click on the text **Add an Email Address.**
6. Enter your email address. If you want to leave the message in the inbox, check the **Leave Original in Inbox** check box. (This will NOT clear when you check your email messages, you will have to go and delete them thru the phone or CommPortal).
7. Click **Apply** for your changes to work.

DELETE MESSAGES FROM IN BOX

1. Login to **CommPortal**.
2. Click the **Messages & Calls** tab. Here you can listen, delete or forward messages to another voicemail box or an email. You can even reply if you have microphone set up on your computer.
3. To delete, click the **X** to the right of each message you want to delete. That message will be sent to the **Deleted** tab, where it will stay for a specified amount of time.
4. To permanently delete messages, go to the **Deleted** tab and click the **X** to the right of message.
5. Under both the **Messages & Deleted** tabs you have the option to delete all at one time. Click the **Delete All** tab at bottom left of each screen.

For more information, see the Help Section under the gear icon in the upper right hand corner of the CommPortal screen.

CUSTOMIZE YOUR PHONE

SET THE LANGUAGE Your phone supports several languages that you can choose to display. Check with your system administrator to find out which languages are supported on your phone.

To change the language:

1. Navigate to **Settings > Basic > Preferences > Language**.
2. From the **Language** screen, select a language. The language on your phone updates automatically.

SET THE TIME AND DATE DISPLAY

To update the time and date display:

1. Navigate to **Settings > Basic > Preferences > Time & Date**.
2. From the **Time & Date** screen, do one of the following:
   a. Select **Clock Date** to change the date format.
   b. Select **Clock Time** to change the time format.
   c. Select **Clock Order** to change the order of the time and date display.
3. From the **Clock Date, Clock Time**, or **Clock Order** screen, select the format you want.

SELECT A BACKGROUND PICTURE

To change the background picture:

1. Navigate to **Settings > Basic > Preferences > Background**. The Background screen is displayed. Depending how your system is set up, you might have to navigate to **Settings > Basic > Preferences > Background > Select Background**. The **Select Background** screen is displayed instead.
2. Select a background image, if available.

Adding Personal Photos as Your Background

You can upload a personal photo to use as your background using the Web Configuration Utility or using a USB flash drive on VVX 501 and 601 phones. When you set one of your pictures as the background picture, the picture is displayed as *Local File* in the Backgrounds list.

ENABLE TRANSPARENT LINE KEYS

By default, your phone displays line keys with a blue background. If you have a background picture set on your VVX phone, the background is partially or fully covered depending on the amount of line keys you have. On VVX 501 and 601 phones, you can change line keys to have a transparent background that enables you to fully see the background you set for your phone.

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To enable transparent line keys:

1. Navigate to **Settings > Basic > Preferences > Idle Screen Settings**.
2. On the **Idle Screen Settings** screen, select **Transparent Lines**, and select **Enabled**. The line keys are displayed without a background, as shown next.

ENABLE SCREEN SAVERS

The screen saver automatically starts each time your phone is idle for a certain amount of time. When you enable the screen saver, you can choose to have your phone either display default photos stored on the phone, or the idle browser.

To enable a screen saver:

1. Navigate to **Settings > Basic > Preferences > Screen Saver**.
2. From the **Screen Saver** screen, select **Screen Saver** and select **Enabled**.
3. Select **Wait Time** and enter the number of minutes the phone can wait after no activity before displaying the screen saver. You can enter any time between one and 9999 minutes. The default time is 15 minutes.
4. Select **Type** and select either **Default** or **Idle Browser**.
5. Press **Save**.

You can stop the screen saver at any time by Pressing any key or touching the screen. When your phone is idle again for a specified period of time, the screen saver starts again.

Use Personal Photos as Screen Savers

On VVX 501 and 601 phones you can enable your phone to display your personal photos as a screen saver. To set up a screen saver of your pictures, you need to set up certain screen saver settings, place your pictures on a USB flash drive, and attach the USB flash drive to the phone.

CHANGING AUDIO SETTINGS

Change Incoming Call Notifications

You can choose whether you hear sound effects—all phone sounds except call audio—from the handset, headset, speaker, or the active audio device you set. For example, you can configure your phone to ring on your headset instead of the speaker. By default, you hear all sound effects from the speaker.

To change your incoming call notifications:

1. Navigate to **Settings > Basic > Preferences > Audible Ringer**.
2. From the **Audible Ringer** screen, select a location to hear sound effects.

SET A RINGTONE FOR INCOMING CALLS

A simple way to personalize your phone is to change your phone's ringtone. You can pick unique ringtones for the different lines on your phone. The default ringtone is Low Trill.

To select an incoming call ringtone for your phone or a line:

1. Navigate to **Settings > Basic > Ring Type**.
2. When there are multiple lines on your phone, select a line.
3. From the **Ring Type** screen, select a ringtone.
4. Select **Play** or tap the Play icon to hear the ringtone.

SET A RINGTONE FOR INDIVIDUAL CONTACTS

You can select unique ringtones for various contacts in your directory. This helps you quickly identify callers as your phone rings.

To select a ringtone for a contact:

1. From your **Contact Directory**, select a contact.
2. From the **Contact Information** screen, select **Edit** or tap the Edit icon.
3. From the **Edit Contact** screen, select **Ring Type** and select a ringtone.
4. Select Play or tap the Play icon to hear the ringtone.
5. From the **Edit Contact** screen, select **Save**.

CHANGE THE VOLUME

You can increase the volume of your ringtone and the audio during a call.

To change the volume of the ringtone or audio during calls:

Press one of the Volume keys to increase or decrease the audio.