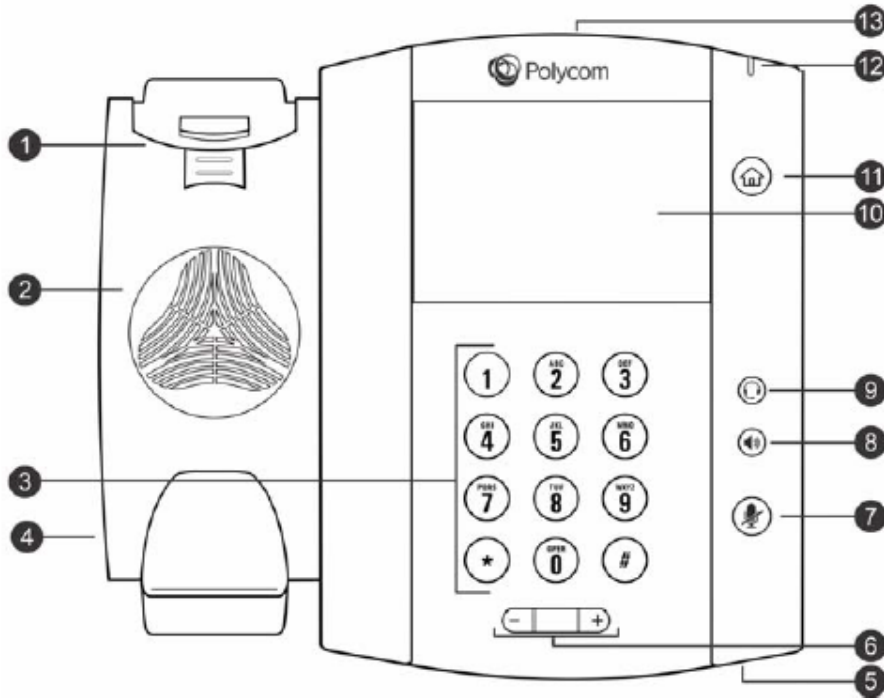





Phone User Guide – Poly VVX601






Reference Number	Feature	Feature Description
1	Reversible tab	Secures the handset in the cradle when your phone stand is positioned at a high angle. To secure the handset, remove the tab, reverse it so the protrusion points up, and re-insert it. Position the handset so the protrusion on the tab fits into the slot on the handset.
2	Speaker	Provides ringer and speakerphone audio output.
3	Dialpad keys	Enable you to enter numbers, letters, and special characters. You can also use the dialpad keys to select menu items that have index numbers.
4	Security slot (on side)	Enables you to attach a universal security cable lock to your phone so you can secure it to a desktop.
5	Microphone	Transmits audio to other phones.
6	Volume keys	Adjust the volume of the handset, headset, speaker, and ringer.
7	Mute key	Mutes local audio during calls and conferences. The key glows red when activated.
8	Speakerphone key	Enables you to place and receive calls using the speakerphone. The key glows green when activated.
9	Headset key	Enables you to place and receive calls through a headset. The key glows green when an analog headset is activated, and blue when a USB or Bluetooth headset is activated.
10	Touchscreen	Enables you to select items and navigate menus on the touch-sensitive screen. Tap the screen to select and highlight screen items. To scroll, touch the screen, and swipe your finger up, down, right, or left.
11	Home key	Displays the Home screen from other screens, and displays the Lines and Calls screens from the Home screen.
12	Message Waiting Indicator	Flashes red to indicate when you have new messages.
13	USB port	Enables you to attach a USB flash drive, a USB headset, or a VVX Camera.

Screen Views

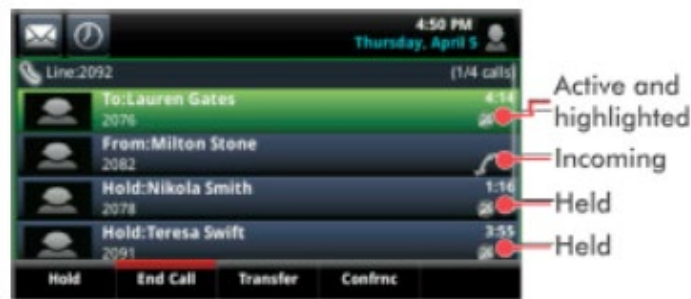
For the Home View, press . **The Home View** has shortcut icons for commonly used features. Press each icon to access. NOTE: To change ring tone, press Home button to scroll to menu display, press Settings, Basic, ring type, default, then use your finger to scroll and listen to and select a ring tone.

To see the Lines View, press . **The Lines View** is the primary display of the phone and will show ext buttons, Park keys, and any Speed Dial buttons that are programmed.

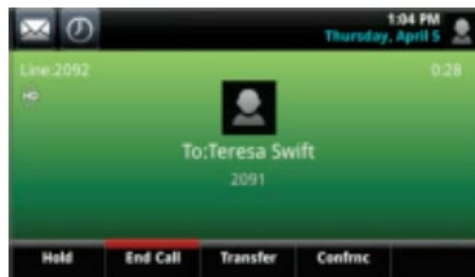


The soft keys along the bottom of the display will change based on state of call. The icons at the top of the screen will show Voice mail/Messages (envelope) and missed calls (clock). You can press these icons to access voice mail or call list.

The **Calls View** displays a list of all of your calls. Call color indicates call status. **Dark Green** – active call, **Dark Blue** – incoming and held calls, **Bright Green** – Active call is highlighted, **Bright Blue** – Incoming or Held Call is highlighted. Tap a call to highlight it. The soft keys apply to the highlighted call.




Active Call View – if a phone line only has one active call, you may access Active Call View.



Placing a Call

Using the handset: Pick up the handset, dial number and press **Send**



To use the speakerphone, press the speakerphone button  on the bottom right of the phone and place handset back in cradle.

Using the speakerphone: With the handset on hook, simply start dialing the number and press **Send**



Using a headset: Press the button on the headset earpiece, enter the phone number and press **Send**



TIP: Local numbers may be 7 digit dialing or may require the area code, depending on the area. Long distance numbers can be dialed with or without the 1+. Please contact your administrator for access to international dialing.

Answering a Call

Using the handset: When phone is ringing, pick up the handset.

To end the call, place handset back in cradle or press **End Call** soft key.


Using the speakerphone: When phone is ringing, press . Press Speakerphone button again to end the call.

Using the headset: When phone is ringing, press the button on the headset earpiece to answer the call. To end the call, press the headset button again or press **End Call** soft key.

Volume Adjustment


Use the volume keys to adjust the volume on the handset when you are on a handset call, on the speaker when you are on a speakerphone call, or ring volume when your phone is idle.

Redial

Press New Call on soft keys, then press to select a recently dialed number then press  to call.


Do Not Disturb

When your phone is idle, press the **DND** soft key to place the call in Do Not Disturb status. When Do Not Disturb is

enabled, the DND icon  displays in the status bar. Calls will go straight to VM and will not ring phone. If your phone is in a ring group, the ringing will stop on your phone but will continue on the other extensions in the ring group.

When Do Not Disturb is enabled, the DND notification will show on your screen. Press the **DND** soft key to disable.

Muting yourself to callers

The mute button is on the lower right of the phone and has a mute icon  - Press that button to mute yourself to callers. You will see the microphone button turn red, indicating you are muted to the caller.

Press  again to unmute.

TIP: Mute can be used on handset, speakerphone and headset calls.

Call Hold

Press the **Hold** soft key during a call to place that call on hold. You will see the held call on your screen. To return to the caller, press the **Resume** soft key.

You can press your screen to select the call you want to resume if is more than one call on hold on your phone.


TIP: A call on hold can only be retrieved from the phone where the call was placed on hold. Use transfer or the Park feature to place calls on hold that need to be retrieved from other phones on the system.

Call Transfer



Using Extension Buttons: If you have buttons for phones programmed on your phone, you can use them for quick dial and quick transfers. To transfer: when on an active call, use your finger to slide the screen view to the right to see the buttons. Press the extension button to transfer the call. The caller will immediately be routed to that phone and your phone will be idle.

TIP: Extension buttons are default programmed for blind transfer. If you need to announce the call before transferring the call, submit a service request to have that feature programmed.


Blind Transfer: When on an active call, press the **Transfer** soft key. The caller will be placed on hold. Enter the

number you want to transfer to, then press  to send.

Attended Transfer: When on an active call, press the **Transfer** soft key. The caller will be placed on hold. Press


 Blind on top right of screen. Enter the number you want to transfer to, then press . Wait for the person to answer and announce the call. To transfer the call, press the **Transfer** soft key. If the person does not want to take the call, press the **Cancel** soft key to return to the caller.

Conference (3-way) calls

When on an active call, press the **Confrnc** soft key. Dial 2nd party and press . Wait for the 2nd party to answer, then press **More** then **Confrnc** soft key again to join the two calls together. Press **Split** soft key to resume individual calls. Press **Hold** soft key to place conference call on hold and **Resume** soft key to return to the call. Press **Manage** soft key to mute, hold, or remove either of the calls..

Calling an extension on the system

Either dial the extension number and press  or press the pre-programmed button to call another

extension. For handsfree talkback, dial *0 then the extension number then press . If you have a quick dial button for that person, press *0 on keypad then press the button for handsfree talkback.


TIP: Submit a service request to have pre-programmed buttons programmed on your phone.


Call Park

Call Park is an enhanced hold feature that will allow you to place a call on hold that can be retrieved from any phone on the system. To place a call into a park orbit: Ask the caller to hold. Use your finger to swipe right on the call view so you can see the buttons. Press an available Park orbit button on your phone – **Park 1**, **Park 2** etc. That park button will light in red on every phone on the system.

To retrieve a parked call, press the same park orbit button. The call information will show on the display. If the call is not retrieved, it will ring back to the phone that originally placed it on Park.

Voice Mail Set Up and Use

To set up your mailbox, press  from the home screen to access your voice mail. For the initial setup – you will be prompted to enter your new password, then #. You will be prompted to reenter your password, then #. Then you will be prompted to record a greeting.

Once your mailbox is set up, you will receive notifications on your screen if you have new messages. Press  to call voice mail. Enter password when prompted.

You will hear how many messages you have. Press 1 to listen to your messages. When listening to messages, you can press 1 to save or 7 to delete. You can also press 3 to forward a message to another mailbox on the system.

To update password, greeting, or name in mailbox: Press 5 to manage your mailbox.

To change greeting press 1. To change name, press 2. To change password, press 3.

Your system may be enabled with the voice mail to email feature. If so, voice mails will come to your email as a .wav file and can be shared via email.

TIP: If you need a voice mail password reset, submit a service request.