

# Polycom VVX Quick Start Guide



## The Basics

### Soft Keys

The soft keys located underneath the phone screen perform the functions that appear directly above them on the display. Their functions are context sensitive, which means the function of the soft keys change depending upon your current activity. For example, if you are conferencing, the soft keys display functions related to the conference function.

### Line Keys

With the VVX phone, you have the ability to access multiple lines. The line keys, located to the left of the phone screen, indicate the status of your lines and associated activity. The backlighting informs you when a line is idle, ringing, in use, on hold or disconnected altogether.

### Navigation Keys

The Navigation keys allow you to scroll through the options and lists on the display keys by pressing left, right, up or down. To select an item, press the Select button (the button in the center of the navigation keys).

### Answer a Call

To answer a call, simply pick up the handset or press the Answer soft key, Speakerphone key or Headset key.

### Place a Call

To place a call, simply pick up the handset or press the New Call soft key, Speakerphone key or Headset key. Then dial the number.

## Other Features

### Set up Voicemail

Press Voicemail soft key (you may also dial \*98) and follow the audio instructions. Follow the prompts to:

- Access voicemail box
- Access greetings menu
- Change call forwarding options
- Make a call
- Change passcode
- Exit voice portal

### Retrieve Voicemail Messages

A red "message waiting" indicator light notifies you when you have a new voicemail message. To check your voicemail, press the voicemail key (you may also dial \*98) and follow the audio prompts.

### Hold and Resume a Call

To hold, press the Hold Key or the Hold soft key. To resume, press the Hold key or the Resume soft key.

### Access Call Lists

Call History can be accessed using the Navigation keys.

- To see recently received calls, press the left arrow key.
- To see recently placed calls, press the right arrow key.
- To see missed calls, press the down arrow key.
- To dial a number, scroll to the desired number, then press the Dial soft key or the Select button.

### Do Not Disturb

To enable Do Not Disturb, press the DND soft key (if programmed) or locate it in the Menu. To disable, press the DND soft key again or locate it in the Menu.

### Make a Three-Way Call

After first call is connected:

- Press the More soft key, then the Confrnc soft key (the active call will be placed on hold)
- Dial new party
- When call connects, press the Confrnc soft key again to join the calls

### Transfer a Call

After the call is connected, tap the Transfer soft key – the active call is placed on hold. To transfer the call unannounced:

- Tap the Blind key
- Dial the number or extension and press Send
- The call will transfer automatically

To announce the transfer:

- Dial the number or extension and press Send
- When the second party answers, announce the transfer
- Tap the Transfer key again to complete the Transfer

To transfer the call directly to another user's voicemail,

- Press Blind
- Dial \*98.
- Dial the extension, followed by Send.
- A confirmation will announce the transfer is complete.

### Call Forwarding

- Press the Home key
- Press the right arrow on the Navigation key until the Forward icon is selected. Press Select button.
- Use up and down arrows on the Navigation keys to select your option.
  - a. Call Forwarding Always
  - b. Call Forwarding No Answer
  - c. Call Forwarding Busy
- Enter destination number and press Enable soft key.
- To disable, follow same steps and press Disable soft key.
- To use shortcuts, pick up the handset and dial:
  - \*72 = Call Forwarding Always
  - \*90 = Call Forwarding Busy
  - \*92 = Call Forwarding No Answer
  - Enter destination number, then press #.
- To deactivate, dial:
  - \*73 = Call Forwarding Always
  - \*91 = Call Forwarding Busy
  - \*93 = Call Forwarding No Answer

Questions? Call:  
**1-844-SKY-BLU9**

