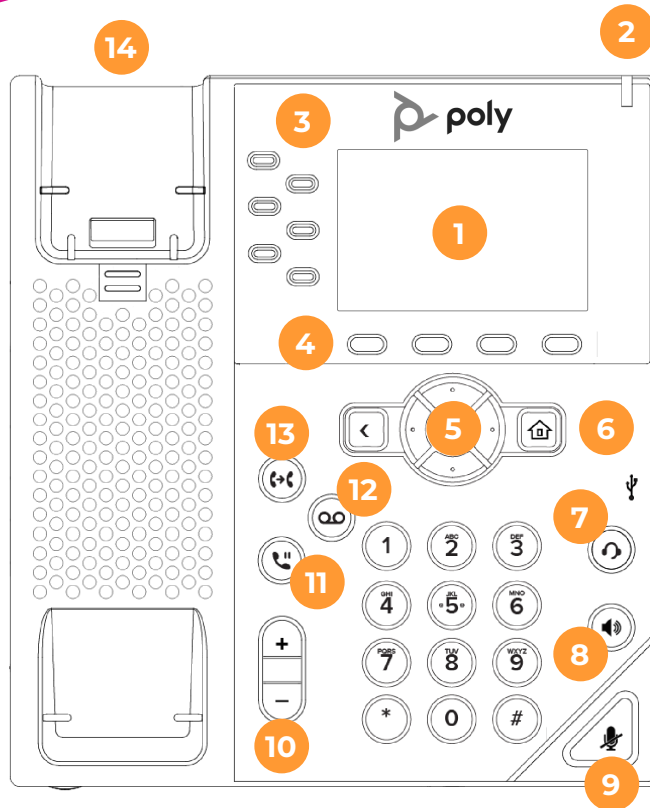


Poly VVX Series User Guide

- 1 LCD Display
- 2 Message Waiting
- 3 Line Keys
- 4 Softkeys
- 5 Navigation Keys
- 6 Home Key
- 6 Speakerphone
- 7 Headset
- 8 Speaker
- 9 Mute
- 10 Volume
- 11 Hold
- 12 Voicemail
- 13 Dialpad
- 14 Security Slot (back)

* System codes may vary



KEYS & BUTTONS

The Navigation arrows are shortcuts:

- Down:** Missed Calls List
- Left:** Received Calls List
- Right:** Placed Calls List
- Up:** Favorites

Mute Key: Mutes your handset or speaker. Press to enable/disable.

LED INDICATORS

The LEDs indicates the call status:

- Green:** Your call is in progress.
- Flashing Green:** A call is incoming.
- Flashing Red:** A call is on hold.

DND (DO NOT DISTURB)

Press the **DND** softkey to enable. While active, all calls are automatically sent to voicemail. Press again to disable.

PLACE A CALL

Dial number (extension or 10-digit external number) and pick up the handset or press the **Dial** softkey.

ANSWER A CALL

Pick up handset or press **Answer** softkey.

END A CALL

Hang up handset or press **End** softkey.

PLACING A CALL ON HOLD

Press the **Hold** softkey and the LED will blink red to indicate the call is on hold. To return, press the **Resume** softkey.

POWER CYCLING OR REBOOTING

Press the **Hold** softkey and the LED will blink red to indicate the call is on hold. To return to the call, press **Resume**.

WARM/ATTENDED TRANSFER

Press the **Transfer** softkey. (The active call is placed on hold.) Dial the destination and press **Send**. Once the recipient answers or if you reach voicemail, press the **Transfer** softkey again. To cancel a transfer, press the **Cancel** softkey and the original call will be resumed.

BLIND/COLD TRANSFER

During a call, press and hold the **Transfer** softkey. (The active call is placed on hold.) Dial the destination and press **Send**.

TRANSFER DIRECT TO VOICEMAIL

Press and hold the **Transfer** softkey. Dial ***86 + extension number** and press **Send**.

ESTABLISH 3-WAY CONFERENCE CALL

Press the **More** softkey, then the **Confrc** softkey. Dial the third party and press **Send**. When the third-party answers, press the **More** softkey then the **Confrc** softkey to join all parties.

CALL PARKING

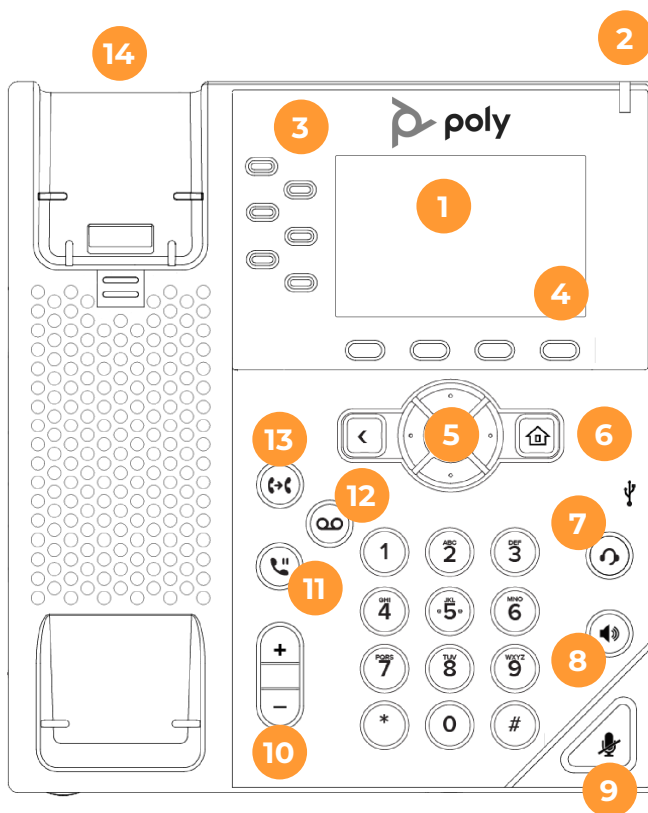
Press the **Transfer** softkey. Dial ***70** and press **Send**. You will hear what extension the call is parked on between ***710 – *739**. Press **Transfer** again.

CHECKING VOICEMAILS

Dial ***855** from your phone or press the **Messages** button. Enter your voicemail password when prompted and press **#**.

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VOICEMAIL ROAMING

Dial ***850** from any phone. Dial the voicemail extension. Enter the voicemail password when prompted and press **#**.

RECORDING VOICEMAIL GREETINGS

After accessing the voicemail:

- Press 0 for mailbox options
- Press 1 to record your Unavailable greeting.
- Press 2 to record your Busy greeting
- Press 3 to record your Name greeting
- Press 4 to record your Temporary greeting

CALL PARKING

During a call, press the **Transfer** softkey (the active call is placed on hold). Dial ***70** and press **Send**. You will hear what extension the call is parked on between ***710–*739**. Press **Transfer** again.

RETRIEVE PARKED CALL

Dial the extension the call was parked on from any phone.

HANDLING MULTIPLE CALLS

During an existing call, you will hear a beep as well for any additional calls. Press the **Answer** softkey to accept the additional call. (The active call is placed on hold). If you have multiple calls, you can use the navigation keys to highlight a specific call and use the **Hold** or **Resume** softkeys.

PAGING AND INTERCOM

Dial ***75 + extension** to page a user or group. Dial ***74 + extension** to intercom with a user.

VIRTUAL CONFERENCE ROOMS

To enter a conference room, dial the system code ***888**. Enter the conference room number followed by the **#** key. Enter the **PIN** number (if applicable) followed by the **#** key.

LOG INTO A HOT DESK PHONE

Dial ***41** followed by your extension to login. Dial ***43** to logout.