



Poly VVX 150 VVX 250 VVX 350 VVX 450 user guide

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Getting Started with Polycom® VVX® Business IP Phones

Before you use your phone, take a few moments to familiarize yourself with its features and user interface.

The terms “the phone” and “your phone” refer to any of the VVX business IP phones. Unless specifically noted in this guide, especially with regard to phone graphics, all phone models operate in similar ways.

Note: As you read this guide, keep in mind that certain features are configurable by Redcentric system administrators or determined by your network environment. As a result, some features may not be enabled or may operate differently on your device. Additionally, the examples and graphics in this guide may not directly reflect what is displayed or is available on your device screen.

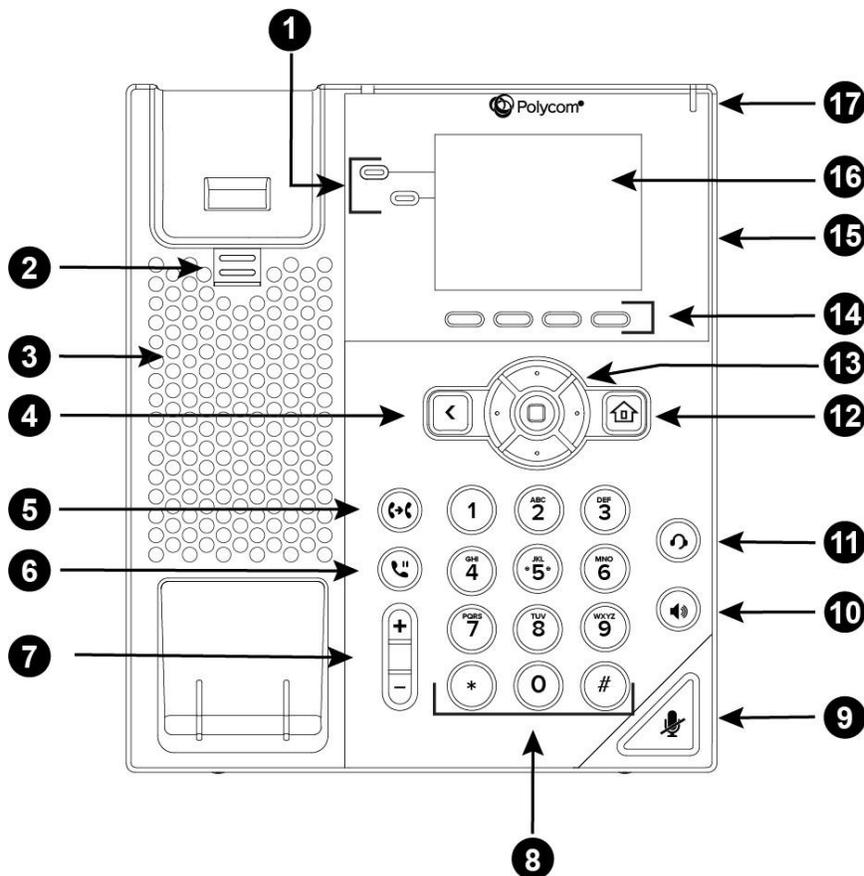
Overview of Phone Hardware and Keys

Use the following figures and tables to understand hardware features available on VVX business IP phones.

VVX 150 Hardware

The following figure displays the hardware features on the VVX 150 business IP phones. The table lists each feature numbered in the figure.

VVX 150 hardware features

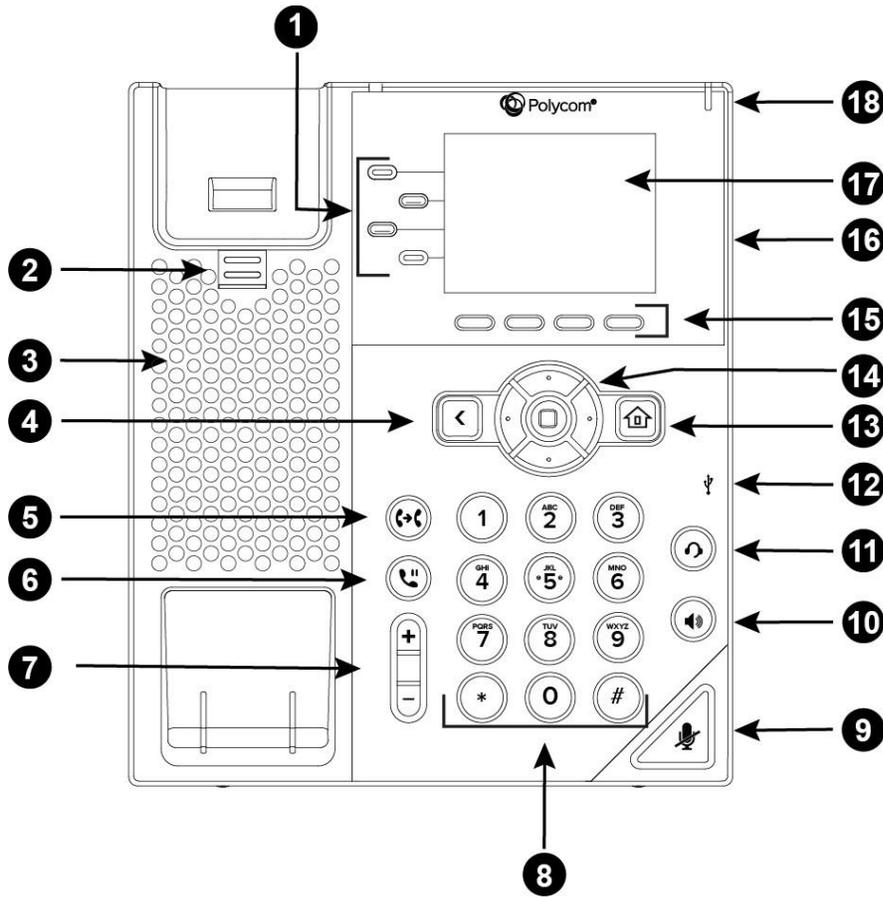


VVX 150 Hardware Feature Descriptions

Reference Number	Feature	Feature Description
1	Line keys	Enable you to select a phone line, view calls on a line, or quickly call a favourite contact.
2	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.
3	Speaker	Provides ringer and speakerphone audio output.
4	Back key	Enables you to return to the previous screen.
5	Transfer key	Transfers an active call to a contact.
6	Hold key	Holds an active call or resumes a held call.
7	Volume keys	Adjust the volume of the handset, headset, speaker, and ringer.
8	Dial pad	Enables you to enter numbers, letters, and special characters. You can also use the dial pad keys to select menu items that have index numbers.
9	Mute key	Mutes local audio during calls and conferences.
10	Speakerphone key	Enables you to place and receive calls using the speakerphone.
11	Headset key	Enables you to place and receive calls through a headset.
12	Home key	Displays the Home screen from other screens and displays the Lines and Calls screen from the Home screen.
13	Navigation keys / Select key	Scrolls through information or options displayed on the phone's screen. Selects a field of displayed data.
14	Soft keys	Enable you to select context sensitive keys that display along the bottom of the screen.
15	Security slot (on back)	Enables you to attach a universal security cable lock to your phone so you can secure it to a desktop.
16	Screen	Shows a 6.35 cm (2.5-inch) monochrome display that enables you to view menu options and data.
17	Message Waiting Indicator	Flashes red to indicate when you have new messages.

VVX 250 Hardware

The following figure displays the hardware features on VVX 250 business IP phones. The table lists each feature numbered in the figure.



VVX 250 Hardware Features

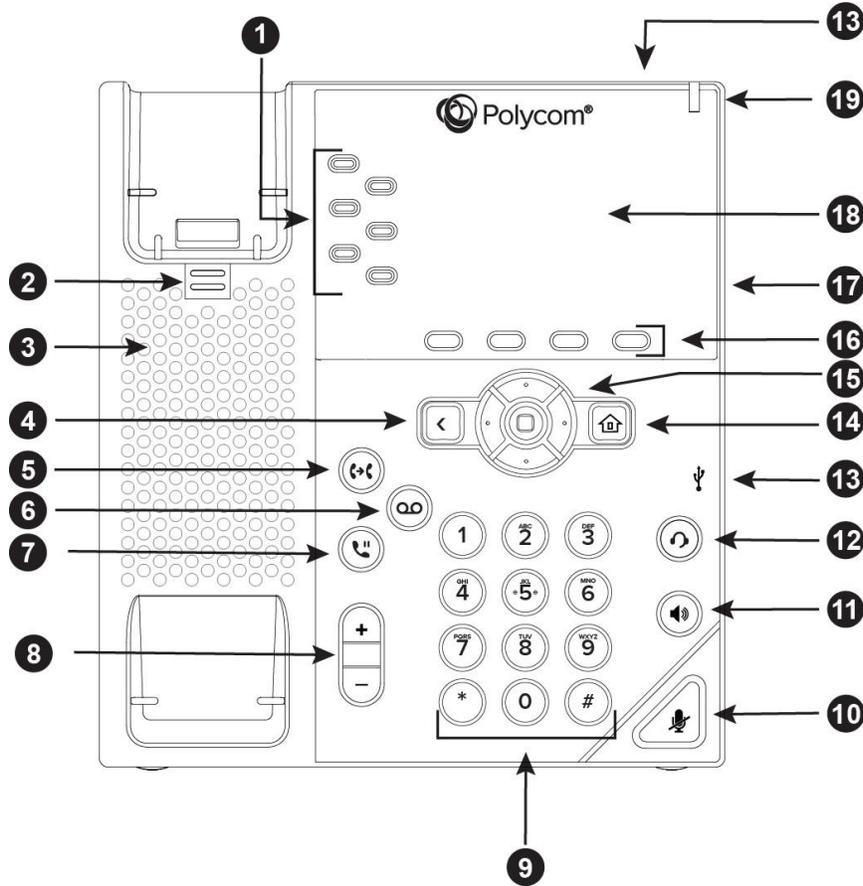
Reference Number	Feature	Feature Description
1	Line keys	Enable you to select a phone line, view calls on a line, or quickly call a favourite contact.
2	Reversible tab	Secures the handset in the cradle when your phone stand is positioned at a high angle. To secure the handset, remove the tab, reverse 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.
3	Speaker	Provides ringer and speakerphone audio output.
4	Back key	Enables you to return to the previous screen.
5	Transfer key	Transfers an active call to a contact.
6	Hold key	Holds an active call or resumes a held call.

7	Volume keys	Adjust the volume of the handset, headset, speaker, and ringer.
8	Dial pad	Enables you to enter numbers, letters, and special characters. You can also use the dial pad keys to select menu items that have index numbers.
9	Mute key	Mutes local audio during calls and conferences.
10	Speakerphone key	Enables you to place and receive calls using the speakerphone.
11	Headset key	Enables you to place and receive calls through a headset.
12	USB Port	Enables you to attach a USB flash drive or USB headset.
13	Home key	Displays the Home screen from other screens and displays the Lines and Calls screen from the Home screen.
14	Navigation keys / Select key	Scrolls through information or options displayed on the phone's screen. Selects a field of displayed data.
15	Soft keys	Enable you to select context sensitive keys that display along the bottom of the screen.
16	Security slot (on back)	Enables you to attach a universal security cable lock to your phone so you can secure it to a desktop.
17	Screen	Shows a 7.1 cm (2.8 in) color display that enables you to view menu options and data.
18	Message Waiting Indicator	Flashes red to indicate when you have new messages.

VVX 350 Hardware

The following figure displays the hardware features on VVX 350 business IP phones. The table lists each feature numbered in the figure.

VVX 350 hardware features



VVX 350 Hardware Feature Descriptions

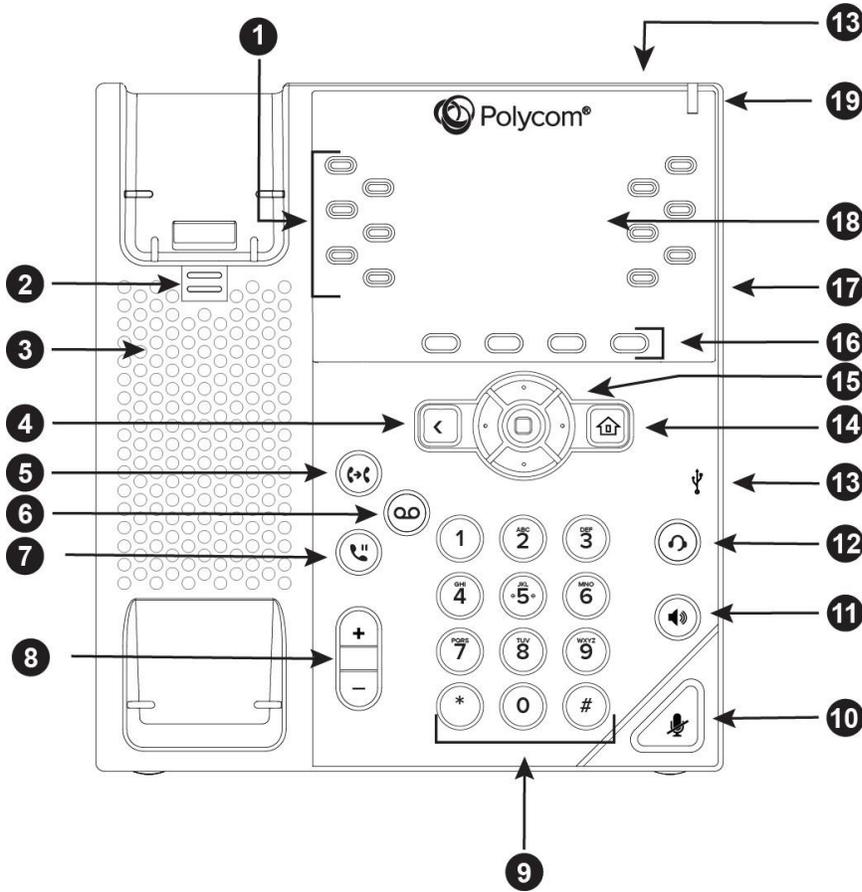
Reference Number	Feature	Feature Description
1	Line keys	Enable you to select a phone line, view calls on a line, or quickly call a favourite contact.
2	Reversible tab	Secures the handset in the cradle when your phone stand is positioned at a high angle. To secure the handset, remove the tab, reverse 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.
3	Speaker	Provides ringer and speakerphone audio output.
4	Back key	Enables you to return to the previous screen.
5	Transfer key	Transfers an active call to a contact.
6	Messages key	Enables you to access and manage instant and voice messages.

7	Hold key	Holds an active call or resumes a held call.
8	Volume keys	Adjust the volume of the handset, headset, speaker, and ringer.
9	Dial pad	Enables you to enter numbers, letters, and special characters. You can also use the dial pad keys to select menu items that have index numbers.
10	Mute key	Mutes local audio during calls and conferences.
11	Speakerphone key	Enables you to place and receive calls using the speakerphone.
12	Headset key	Enables you to place and receive calls through a headset.
13	USB Port	Enables you to attach a USB flash drive or USB headset.
14	Home key	Displays the Home screen from other screens and displays the Lines and Calls screen from the Home screen.
15	Navigation keys / Select key	Scrolls through information or options displayed on the phone's screen. Selects a field of displayed data.
16	Soft keys	Enable you to select context sensitive keys that display along the bottom of the screen.
17	Security slot (on back)	Enables you to attach a universal security cable lock to your phone so you can secure it to a desktop.
18	Screen	Shows a 8.89 cm (3.5 in) color screen with a backlight that enables you to view menu options and data.
19	Message Waiting Indicator	Flashes red to indicate when you have new messages.

VVX 450 Hardware

The following figure displays the hardware features on VVX 450 business IP phones. The table lists each feature numbered in the figure.

VVX 450 hardware features



VVX 450 Hardware Feature Descriptions

Reference Number	Feature	Feature Description
1	Line keys	Enable you to select a phone line, view calls on a line, or quickly call a favourite contact.
2	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.
3	Speaker	Provides ringer and speakerphone audio output.
4	Back key	Enables you to return to the previous screen.
5	Transfer key	Transfers an active call to a contact.

6	Messages key	Enables you to access and manage instant and voice messages.
7	Hold key	Holds an active call or resumes a held call.
8	Volume keys	Adjust the volume of the handset, headset, speaker, and ringer.
9	Dial pad	Enables you to enter numbers, letters, and special characters. You can also use the dial pad keys to select menu items that have index numbers.
10	Mute key	Mutes local audio during calls and conferences.
11	Speakerphone key	Enables you to place and receive calls using the speakerphone.
12	Headset key	Enables you to place and receive calls through a headset.
13	USB Port	Enables you to attach a USB flash drive or USB headset.
14	Home key	Displays the Home screen from other screens and displays the Lines and Calls screen from the Home screen.
15	Navigation keys / Select key	Scrolls through information or options displayed on the phone's screen. Selects a field of displayed data.
16	Soft keys	Enable you to select context sensitive keys that display along the bottom of the screen.
17	Security slot (on back)	Enables you to attach a universal security cable lock to your phone so you can secure it to a desktop.
18	Screen	Shows a 10.9 cm (4.3 in) color display with a backlight that enables you to view menu options and data.
19	Message Waiting Indicator	Flashes red to indicate when you have new messages.

Securing Your Phone with the Security Slot

By fastening one end of a universal security cable to a desk or table and the other end to the security slot available on VVX business IP phones, you can prevent your phone from being removed.

See the hardware figure for your phone for the location of the security slot . Refer to the universal security documentation for more information on securing your phone.

Accessing Screens on VVX Business IP Phones

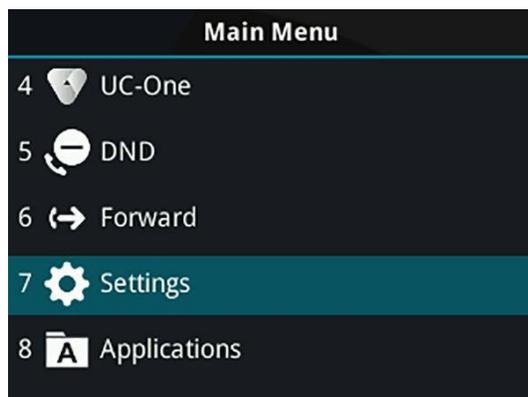
You can access the following screens on your phone:

- Main Menu—Displays menu options for settings and device information.
- Calls Screen—Displays all active and held calls on your line.
- Lines Screen—Displays your phone lines, favourites, and conditional soft keys.

Access the Main Menu

On VVX business IP phones, you can access phone features and settings from the Main Menu screen.

Main Menu on VVX 250 Phones



Procedure

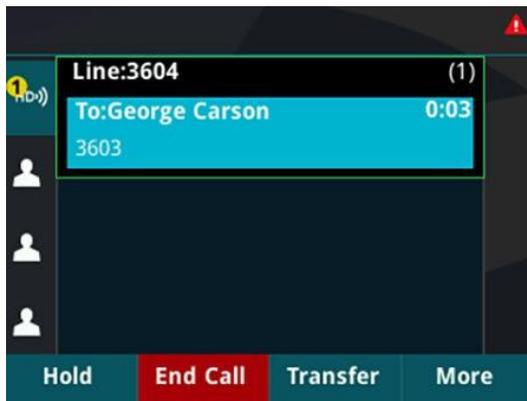
1. Press .

Access the Calls Screen

You can access the Calls screen when you have one held call or an active and held call in progress on your phone.

The Calls screen is automatically displayed when you have an active call and one or more held calls on your phone. The total number of calls is displayed on your line. If you have multiple lines on your phone, the calls display under the associated line, as shown next.

Call Screen on VVX 250



Procedure

During a call, do one of the following:

- Press the Home key (🏠).
- From the Lines screen, press the **Calls** soft key.
- On VVX 150 phones, press the **L > C** soft key.

Access the Lines Screen

The Lines screen is the default screen that displays when VVX business IP phones are not in use.

When you have multiple calls on your phone, the number of calls is displayed next to the line number. You can view your phone lines, favourites, and soft keys on the Lines screen, as shown next.

Phone line, favourites, and soft keys on the Lines screen



Procedure

Do one of the following:

- Press the Home key (🏠).
- During a call, select the **Lines** soft key.
- When off-hook on a VVX 150 phone, select the **New Call** soft key.

Switch Among Phone Screens

You can see any phone screen by pressing the Home key . Although you can access any phone screen from whatever screen you are on, certain screens are only accessible if your phone is idle or has one or more calls in progress.

You can access these screens in the following scenarios:

- If your phone is not in use, you can access the Main Menu and Lines screens.
- If your phone has an active call, you can access all screens.
- If your phone has one active call only, you can access the Main Menu, Lines, and Call screens.
- If your phone has multiple calls, or one held call, you can access the Main Menu, Lines, and Calls screens.
- If your phone is off-hook but not in a call, you can access Main Menu and Lines screens.

Procedure

Do one of the following:

- From the **Main Menu** screen, press the Home key  to display either the Lines or Call screen.
- The Call screen displays only when an active or held call is in progress on your phone.
- Press the Home key  to display the Main Menu screen from the Lines or Call screen.
- Press the **Lines** soft key to access the Lines screen from the Calls or New Call screen.
- Press the **Calls** soft key to access the Calls screen from the Lines screen.
- On VVX 150 phones, press the **C > L** soft key to display the Lines screen from the Calls screen.
- On VVX 150 phones, press the **L > C** soft key to display the Calls screen from the Lines screen.
- When off-hook, press the **New Call** soft key to access the Lines screen.

Icons and Status Indicators on VVX Business IP Phones

VVX business IP phones have various icons and status indicators that display the status of the phone whether you are in a call or the phone is idle and not in use.

Icons and Status Indicators

Icon	Description	Icon	Description
	Registered line		Phone warning
	Unregistered line		Login credentials invalid
	Outgoing call		Shared line
	Active call using Polycom HD Voice		USB flash drive attached Not supported on VVX 150
	Held call		Call forwarding enabled

 Incoming call		Presence status (Available)
 Active conference		Presence status (Busy or In a Call)
 Do Not Disturb enabled		Presence status (Away)
 Favourite		Presence status (Do Not Disturb)
 Placed call		Presence status (Offline)
 Received call		Presence status (Offline)
 Missed call		New message
 Wireless network		

Entering Information in Data Fields

You can enter information and edit fields using the dial pad keys on the phone console.

Before you enter information into fields, you can choose how to enter the information using the following soft keys:

- **Mode**—Enables you to enter just numbers or text in title case, lowercase, or uppercase characters.
- **Encoding**—Enables you to enter alphanumeric and special characters as well as characters in special languages.

The following table lists the Mode and Encoding options for the dial pad and the onscreen keyboard.

Mode and Encoding Options

Mode Options	Encoding Options
Abc (to capitalize the first letter only and use lowercase for the remaining letters)	Abc
ABC (to enter uppercase only)	ABC
abc (to enter lowercase only)	abc
123 (to enter numbers only)	123
	ASCII (for regular text)
	Latin (to enter accented characters)
	Katakana (for Japanese characters)
	Unicode (to store characters as double bytes)

Entering Information Using the Dial Pad

You can use the dial pad keys on VVX business IP phones to edit or update field information.

The following table describes how to enter different types of data on your phone using the dial pad.

Using the Dial Pad Keys to Enter Information

Task	Action
Enter numbers or characters in uppercase, lowercase, or title case mode	Select Encoding or Mode , and select ABC,abc , or Abc .
Enter only numbers	Select Encoding or Mode , and select 123 .
Enter text in another language	Select Encoding , and select one of the language options.
Enter a character	Press a dial pad key repeatedly to view the character options and stop when the character you want to enter is displayed in the field. Wait one second, and enter the next character.
Enter a number	Select Encoding or Mode , and select 123 , or press a dial pad key repeatedly to enter the number that displays on that key.
Enter a special character	Select Encoding , and select Abc , ABC , or abc . Press either the 1 , 0 , asterisk , * , or pound # key one or more times to enter one of the following special characters: 1 key: ! ' ^ \ @ : 1 * key: * - & % + ; () 0 key: / , _ \$ ~ = ? 0 # key: # > < { } [] " ' ` <p>You cannot access special characters when you are in numerical (123) mode.</p>
Enter a space	Select Encoding , and select one of the alphabetic Abc , ABC , or abc . Press the 0 key. <p>You cannot enter a space when you are in numerical (123) mode.</p>
Delete one or more characters	Use the arrow keys to position the cursor to the right of the character, or drag your finger across the characters until the cursor is positioned to the right of the character(s) you want to delete. <p>Press the Delete key, press the << soft key, or tap .</p>

Entering Chinese Characters with PinYin

The PinYin text input feature on VVX business IP phones uses Nuance XT9® Smart Input to enable you to enter Chinese characters into text fields using the phone's dial pad keys.

You can use the PinYin input widget to enter Chinese characters in the contact directory, corporate directory, and browser using the dial pad keys on VVX phones. When you select a data field to edit, the PinYin input widget is automatically displayed when Simplified or Traditional Chinese is set as the displayed language on your phone.

Note: For more information on the PinYin text input method, see the [Nuance's XT9 Smart Input website](#).

Enter Chinese Characters with the Dial Pad Keys

You can use the dial pad keys and the PinYin input widget to enter Chinese characters on VVX business IP phones.

The PinYin input widget disappears if you press the Pound key  or no keys are pressed for 5 seconds.

Procedure

1. Enter the PinYin text that corresponds with the digits on the phone's dial pad. For example, press 7464.
The possible PinYin matches display in the text field with the first match highlighted.
2. Press the Star key  to toggle between selections.
The recommendation area shows the possible character matches. A navigation indicator is displayed if more matches are available.
3. Use the left and right arrow keys or swipe the recommendation area on the touch screen to change the selected character.
4. Press the **Select** key to select the character from the recommendation area.
5. After the character is selected, it is displayed in the input field at the cursor location.

Logging in to and Locking Your Phone

VVX business IP phones enable you to log in to your phone with login credentials, sign in to the phone with your BroadSoft UC-One credentials or lock your phone.

Logging in to Polycom® VVX® Business IP Phones

If Redcentric has set up user credentials for your phone, you can log in to a phone and access your contacts or favourites, settings, and calendar, if enabled.

You can view your personal settings from any phone or system within your organization. Contact Redcentric for your user credentials.

Note: Some of the features described in this section require access to the Basic settings menu. If your phone requires a password to access the Basic settings menu, contact Redcentric for assistance.

Log In to a Phone

Depending on how your environment is configured, you may need to log in to a Polycom phone before you can use one.

By default, Polycom devices do not require you to log in before you can use them. However, if you do not log in, you see the default profile. When you log in, you have full access to your personal settings and your directory. Any settings you change while logged in to a public phone are saved and displayed the next time you log in to any phone.

Procedure

1. Do one of the following:
 - If you see the **User Login** screen, proceed to step 3.
 - If you do not see the **User Login** screen, navigate to **Settings > Features > User Login >**

Log In.

2. From the **User Login** screen, enter your user ID and password, and select **Log In**.

When your login credentials are accepted, your personal profile displays. If your credentials are not accepted, a message indicating your log in failed is displayed, and the User Login screen is displayed again. Check with your system administrator to confirm your login credentials.

Log out of the Phone

After you finish using a public phone, make sure you log out to prevent access to your personal settings.

Procedure

1. Select **Log Out** or navigate to **Settings > Features > User Login > Log Out**. The Log Out screen is displayed with a confirmation message.
2. Select **Yes**.

Your personal profile is no longer accessible, and either the User Login screen displays for the next user or the default profile displays.

Log in to a Host Phone

When VVX business IP phones are registered with the Redcentric Unity server and you have enabled the Flexible Seating feature, you can log in to your guest profile on a host phone, which is a shared public phone, to place calls to emergency numbers as defined by Redcentric.

Redcentric provides you with login credentials that you can use to log in to a host phone. When you log in to a host phone, you have limited access to your personal phone settings and your directory. You can access the Directory and UC-One Favourites, but you cannot access your Contact Directory or general favourites from a host phone.

Procedure

1. Do one of the following:
 - If you see the **Guest In** screen, proceed to step 2.
 - If you do not see the **Guest In** screen, press the **Guest In** soft key.
2. From the **Guest In** screen, enter your username and password and select **OK**.

When your login credentials are accepted, the phone updates to display your personal phone profile. If your credentials are not accepted, a message indicating that your login credentials are invalid is displayed, and the phone displays the Lines screen. Check with your system administrator to confirm that your login credentials are correct.

Log Out of a Host Phone

After you use a phone, make sure you log out to prevent unauthorized users from using your guest profile to place calls or access your personal settings.

After you log out of the host phone, you can no longer view your guest profile information nor view any changes or call history made on the host phone on your personal phone. If you are logged into your ACD account when you log out of the host phone, you are automatically logged out of your ACD account.

If your system administrator has set a guest PIN for your account, you must enter your PIN to log out of a host phone. If you do not sign out of a host phone after a designated time set by your system administrator, you are automatically logged out of the host phone.

Procedure

1. Select the **Guest Out** soft key.
2. If prompted, enter your guest PIN.

Your personal profile is no longer accessible, and the phone displays the default host profile.

Log In to a Guest ACD Phone

If Redcentric has enabled the Flexible Seating with the Automatic Call Distribution (ACD) feature, you can log in to your ACD account after you log in as a guest on VVX business IP phones set as a host phone.

If Hoteling is enabled, you do not need to log in as a guest before you can log in to your ACD account.

When you are logged in to a guest ACD phone, you can answer incoming calls from call centre customers, update your presence status, view incoming call centre information, and transfer a call.

Note: When logging into a host phone as a guest user, the Use Host soft key is not available.

Procedure

1. Do one of the following:
 - If you see the **Agent Sign In** screen, proceed to step 2.
 - If you do not see the **Agent Sign In** screen, press the **ASignIn** soft key or navigate to

Settings > Features > Agent Sign In > Sign In.

Log Out of a Guest ACD Phone

After you use a phone, make sure you log out to prevent access to your personal settings.

Procedure

1. Select the **ASignOut** soft key or navigate to **Settings > Features > Agent Sign In > Sign Out**. The phone displays the default guest profile.

Locking Your Phone

Your system administrator provides you with a user password that you can use to unlock VVX business IP phones.

Consider locking your phone if you want to:

- Prevent unauthorized outgoing calls.
- Allow only authorized people to answer calls.
- Prevent people from viewing or modifying phone information, such as your directory, call lists, or favourites.

When your phone is locked, you can:

- Place outgoing calls to emergency and authorized numbers only.
- Enter a password to answer incoming calls.
- View the browser, if enabled.

When your phone is locked, a message displays on the status bar informing you that the phone is locked and that only authorized calls are allowed. Any messages that displayed before the phone was locked do not display.

Lock Your Phone

You can choose how you want your phone to handle incoming calls when it is locked. When you set up your phone to receive incoming calls when locked (the default setting), incoming calls ring on your phone, and you can answer calls by entering your user password.

When you set up your phone to ignore incoming calls, Do Not Disturb applies to all lines on your phone, and your phone does not ring.

Note: When the Flexible Seating feature is enabled and you are logged in as a guest on a host phone, the Phone Lock feature is only available if your system administrator has set a 4 - 10 digit guest PIN for your user account. If you do not see the Lock soft key or menu option, check with your system administrator to see if this feature is available on your phone.

Procedure

1. Select **Lock** or navigate to **Settings > Basic > Lock Phone**.
2. From the **Lock Phone** screen, select **Allow ringing when locked** (the default setting) if you want your phone to ring when you have an incoming call.
When you choose this option, you can answer a call by entering your user password or guest PIN.
3. Select **Lock**.
Your phone is locked.

Tip: You can quickly lock your phone by selecting the Lock soft key. When you do this, you cannot choose how to handle incoming calls. Your phone uses the default setting or the last setting selected.

Unlock the Phone

Your system administrator provides you with a user password that you can use to unlock VVX business IP phones.

Procedure

1. Select **Unlock**.
2. Enter your user password, or guest PIN if signed in as a guest on a host phone, and select

Unlock.

Audio Calls

VVX business IP phones enable you to place and answer SIP calls, ignore incoming calls from all or individual contacts, and perform server-dependent tasks.

Note: Some of the audio features available on VVX business IP phones require access to the Basic settings menu. If your phone requires a password to access the Basic settings menu, contact your system administrator for assistance customizing your phone.

Placing and Answering Audio Calls

VVX business IP phones can manage between eight and 24 audio calls depending on the model.

VVX 150 phones can manage a maximum of eight active, incoming, and held audio calls at a time. VVX 250, 350, and 450 phones 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 calls on VVX business IP phones in numerous ways, including local and international calls, calls from Recent Calls or directories, calls to contacts or favourites, or calls to authorized numbers on a locked phone.

Place a Call from the Dialler

The Dialler on VVX business IP phones enables you to enter a phone number to place a call, and it displays a list of previously placed calls.

Note: Your system administrator can set up your phone to automatically place the call after you enter a certain number of digits. If a call is placed before you enter all the digits, add the number to your Contact Directory and dial the number from the Contact Information screen.

Procedure

1. Do one of the following:
 - Start typing a phone number.
 - Select **New Call**.
 - Press a line key.
 - Pick up the handset, press , or press .
2. Enter a number or select a recent contact.
3. Select **Dial**.

Place an International Call

You can place calls to international phone numbers on VVX business IP phones.

Procedure

1. On the dial pad, quickly press the **star key** * twice. A plus sign + is displayed.
2. Enter the phone number with the country code and press **Dial**.

Place a Call from Recent Calls

You can place calls to contacts from the Recent Calls list, which contains calls that were recently placed, answered, or missed.

Procedure

1. Navigate to **Directories** and select **Recent** or **RecentCalls**.
2. From the **Calls List** screen, select a contact and select **Dial**.

Calling Favourites

You can call your favourites from the Favourites list or by selecting a favourite on your Home or Lines screen.

Call Favourites from the Favourites List

When you add a contact as a favourite on VVX business IP phones, the contact is added to your Favourites list. You can call contacts directly from the Favourites list.

Procedure

1. Select **New Call**.
2. From the Dialler, select **Favourites**.
3. Select a favourite, and select **Dial**.

Call Favourites from the Lines Screen

You can quickly call favourites from the Lines screen on VVX business IP phones.

Procedure

1. Select a line key associated with a favourite on the Lines screen. A call is placed to the favourite automatically.

Calling Contacts from the Directory

On VVX business IP phones, you can search for and call contacts in your Contact Directory and the BroadSoft Directory, if enabled.

Call a Contact from a Directory

On VVX business IP phones, you can place a call to a contact directly from your directory or you can select contacts in your directory to call from the New Call screen.

Procedure

1. Do one of the following:
 - Select Directories.
 - Navigate to New Call > Directory.
2. Choose a directory.
3. From your directory, select or search for a contact.
4. Select the contact's phone number.
5. If the call is not placed automatically, select **Dial**.

Call a Contact from the Directory Search Screen

You can search for and call contacts from the Search screen in your directory on VVX business IP phones.

Procedure

1. Navigate to **Directories** and select a directory.
2. Select **Search**, enter your contact's first or last name, and select **Search**.
3. Select your contact.
4. In the **Contact Information** screen, select the contact's number, and select **Dial**.

Place a Call from a Locked Phone

When the phone is locked, you can place outgoing calls only to emergency numbers, such as 911 and authorized numbers that your system administrator can set up. You cannot call any other numbers from a locked phone.

Procedure

1. Select **New Call**.
2. From the **Place an Authorized Call** screen, select a number and select **Dial**.

Redial a Number

VVX business IP phones automatically keep a record of all calls placed. You can recall the last contact you called using Redial, if enabled by your system administrator.

Procedure

1. Select **Redial**.

Answering Audio Calls

When you receive an incoming call on VVX business IP phones, you can choose to answer the call in various ways, including answering calls automatically, in the Incoming Calls screen, in the Calls screen, and during a call.

Answer an Incoming Call

When you receive an incoming call, the phone rings and an Incoming Call screen is displayed. In the Incoming Call screen, you can choose to answer or reject the incoming call.

Note: Your system administrator can enable the screen to flash bright orange when you have an incoming call. The screen continues to flash until the incoming call is displayed in the Home or Calls screen. For more information about this feature, contact your system administrator.

Procedure

1. Do one of the following:
 - Pick up the handset.
 - Press  or select **Answer**.
 - Press .

After you answer the incoming call, the call becomes active.

Answer a Call from the Calls Screen

When you don't answer an incoming call within 10 seconds, the Incoming Call screen disappears and the Calls screen is displayed.

Procedure

1. Select the incoming call, and select **Answer**.

Answer a Call When in a Call

When you are in an active call and an incoming call arrives on the same or a different line, a call waiting tone beeps, and the Incoming Call screen is displayed.

If you don't answer the call within 10 seconds, the Incoming Call screen disappears, and the Calls screen is displayed.

Procedure

1. Select **Answer**.

The active call is placed on hold, and the incoming call becomes active.

Answer a Call on a Locked Phone

When you set up your phone to accept incoming calls when it is locked, you can answer the calls by entering a user password.

Procedure

1. On the Incoming Call screen, select **Answer**.
2. Enter your user password or guest PIN and select **Enter**. The call connects.

Switch Among the Handset, Headset, and Speakerphone

You can place and answer calls on your phone using the handset, headset, or speakerphone, and you can alternate among the three modes during calls, if available.

When using the speakerphone, the Speakerphone key  glows green. When using the headset, the Headset key  glows green if an analogue headset is connected or blue if a USB headset is connected. For VVX 150 phones, the headset and speakerphone keys do not glow and the Headset  icon displays in the status bar.

Procedure

1. 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.

Mute and Unmute Audio

You can mute the microphone so other parties cannot hear you.

Microphone Mute applies to the handset, headset, and speakerphone. You can still hear all other parties when you mute your microphone. When your audio is muted, the Mute icon is displayed and the Mute key glows red, excluding VVX 150 phones.

Procedure

1. During a call, including a conference call, press . The other parties cannot hear you.
2. Press  again to unmute the microphone.

Holding and Resuming Calls

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

Hold a Call

You can place any active call on hold on VVX business IP phones.

Procedure

1. During an active call, select **Hold**.

If you're in the Calls screen, select 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 except VVX 150 phones.

Resume a Call

You can view and resume all held calls on the phone.

Procedure

1. Do one of the following:
 - Select **Resume**.
 - From the Calls screen, select the call and select **Resume**.

Ending Calls

You can end active calls at any time, however, you must resume held calls before you can end the call.

End an Active Audio Call

You can end an active call on your phone at any time.

Procedure

1. Do one of the following:
 - Place the handset on the cradle.
 - Press **End Call**.
 - In the Calls screen, highlight the call and press **End Call**.

End a Held Call

You cannot end calls that are on hold. You must resume held calls before ending them.

Procedure

1. From the Calls screen, select the held call and press **Resume > End Call**.

Transferring Calls

You can transfer active or held calls to another person using the following transfer types:

- Blind transfer—Transfers the call directly to another line without speaking with the other party first.
- Consultative transfer—Enables you to speak with the other party before completing the transfer.

Choose a Default Transfer Type

You can choose a default transfer type to use for all calls on VVX business IP phones.

When you choose a default transfer type, the phone uses the selected transfer type for all calls. Consultative is the default transfer type.

Procedure

1. Navigate to **Settings > Basic > Preferences**.
2. Select **Default Transfer Type** and choose a transfer type. The selected transfer type is used for all calls.

Transfer a Call

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

Procedure

1. During a call, do one of the following
 - Press **Transfer** to use the default transfer type.
 - Press and hold **Transfer** to use the non-default transfer type.
 - For example, if Blind is the default, press and hold Transfer to perform a Consultative transfer.
 - Press **Transfer > More**, and select **Blind** or **Consultative**.

Depending on the default transfer type, either the Blind or Consultative option displays. For example, if the default transfer type is Blind, then you can select Consultative.

2. Dial a number or choose a contact from the Recent Calls or a directory. If the transfer type is set to Blind, the call is transferred immediately.
3. If the transfer type is set to Consultative, select **Transfer** after speaking with your contact.

Cancel a Transfer

If a contact does not answer the transfer or you want to remain speaking with the contact on your line, you can cancel the transfer before it is complete.

Procedure

1. Select **Cancel**.

The call is not transferred and becomes active.

Parking and Retrieving Calls

When your phone is registered with a Redcentric Unity server, you can use Call Park to park a call directly to a contact's line.

Call Park is different from call hold in that the call is parked on another contact's line, which enables you to continue using your phone to place other calls. Call Park is also available for shared lines. Check with your system administrator to find out if this feature is available on your phone.

Park a Call

You can park a call directly on a contact's line. When you park a call on a contact's line, the call is removed from your phone and the contact is notified that a call is parked on his or her line.

When a contact sends a parked call to your extension, the following notifications are displayed or played on your phone:

- The Call Park icon **P**.
- The message “Call is parked” in the status bar.
- An audio notification plays, if enabled by your system administrator. Audio notifications are not available for BLF monitored contacts.

Procedure

1. During a call, press **Hold** and dial ***68** and the contact’s line extension. For example, dial ***684144**.

Retrieve a Parked Call

When a contact parks a call on your line, the status message and the Call Park icon display on your phone until the parked call is either retrieved, ignored, or the parked caller ends the call.

If a parked call is not answered after a period of time, which is set by your system administrator, the call is returned to the parker—the person who parked the call. If the parker answers the returned call, the parked call is removed from the parked extension. If the parker rejects the returned call, the parked call remains on the parked extension until the call is returned to the parker and answered or the parked caller ends the call.

Procedure

1. Press and hold the line key with the parked call. The **Park Info** soft key is displayed.
2. Press the **Park Info** soft key. The **Parked Call** screen is displayed.
3. Press **Retrieve**.

Retrieve a Parked Call on Another Phone

You can retrieve a parked call from any phone within your network.

When a parked call is retrieved by a contact monitoring your line, the Call Park icon **P** and status message is removed from the line.

Procedure

1. Press **New Call** and dial ***88** and the extension the call was parked on. For example, dial ***884144**.

Ignore a Parked Call

You can choose to ignore a parked call instead of retrieving the call.

Ignoring the parked call removes the parked call icon, but the call remains parked on your line until the call is retrieved, the retrieval time expires, or the call is ended.

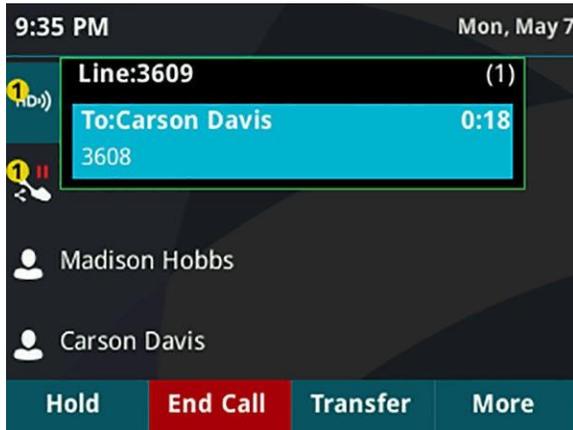
Procedure

1. Press and hold the line key with the parked call. The **Park Info** soft key is displayed.
2. Press the **Park Info** soft key. The **Parked Call** screen is displayed.
3. Press **Ignore**. The phone exits the Parked Call screen, and the Call Park icon **P** and status message is removed from the line.

Managing Calls

On VVX business IP phones, you can see the number of calls on the line from the Lines screen, as shown next. 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.

Multiple Calls on phone lines on the Lines screen



Display Calls from the Lines Screen

You can display the calls for each line from the Lines screen.

When you select a phone line that has a held call, the first held call on that line is automatically resumed, even if you already have an active call on a different line.

Procedure

1. Press and hold the line key.

Display Calls from the Calls Screen

You can view multiple calls on your line from the Calls screen.

Procedure

1. Do one of the following:
 - Press the Home key (🏠).
 - From the Lines screen, press the **Calls** soft key.
 - On VVX 150 phones, press the **L > C** soft key.

The Calls screen is displayed with the list of active and held calls for each line on the phone.

Manage a Call from the Calls Screen

From the Calls screen, you can manage a call by holding, resuming, or transferring the call.

Procedure

1. Select a call.
2. Do one of the following:
 - Select **Hold** to place an active call on hold.
 - Select **Resume** to make a held call active.
 - 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.
 - Select **Transfer** to send the call to another contact.
 - Select **Conference** to initiate a conference call.

Managing Calls Remotely

When your VVX phone is registered with a BroadWorks server and you are signed in to the phone with your BroadSoft UC-One credentials, you can manage calls to your line remotely from any of your phones using the BroadWorks Anywhere or Remote Office features.

With these features, you can handle any incoming calls to your office phone on other phones or mobile devices and move calls from your mobile device to your desk phone without ending the call.

Check with your system administrator to find out if these features are available on your phone.

Managing Calls with UC-One Remote Office

With the Remote Office feature, you can forward all incoming calls to VVX business IP phones to a remote office number, such as your mobile or home office number, when you are away from the office.

You can answer all incoming calls to your desk phone on your mobile phone or home office phone. Any calls you place to contacts from your remote office number show your desk phone number on the caller ID.

Contact your system administrator or service provider for more information on using Remote Office.

Add a Remote Office Number

You can add one number only as your remote office number.

Procedure

1. Select **UC-One** on the Home screen or navigate to **Settings > Features > UC-One Call Settings**.
2. Select a line.
3. Select **Remote Office**.
4. Enter your remote office number and press **Enabled**.
5. Select **Save**.

All calls made to your desk phone are forwarded to the remote office number.

Disable Remote Office

When you return to the office or want to stop forwarding your calls, make sure you disable Remote Office.

Procedure

1. Select **UC-One** on the Home screen or navigate to **Settings > Features > UC-One Call Settings**.
2. Select a line.
3. Select **Remote Office > Disabled**.
4. Select **Save**.

Edit Your Remote Office Number

You can edit your remote office number to add a different number for forwarding your calls.

Procedure

1. Select **UC-One** on the Home screen or navigate to **Settings > Features > UC-One Call Settings**.
2. Select a line.
3. Select **Remote Office**.
4. Enter the new number and select **Save**.

Ignoring or Rejecting Incoming Calls

When you receive an incoming call, you can choose to ignore or reject the call instead of answering. You can reject or ignore incoming calls, reject incoming calls from a specific contact, or enable Do Not Disturb to reject all calls for a brief time period.

Note: You cannot reject calls on shared lines. You can only silence the ringer.

Ignore or Silence an Incoming Call

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.

Procedure

1. From the **Incoming Call** screen, do one of the following:
 - Select **Ignore** for private lines.
 - Select **Silence** for shared lines.

The **Incoming Call** screen disappears, 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.

Procedure

1. From the **Incoming Call** screen, select **Reject**.

Reject Calls from a Contact

You can send incoming calls from a particular contact directly to your voicemail.

Procedure

1. Navigate to **Directories > Contact Directory**.
2. From your **Contact Directory**, select a contact.
3. From the **Contact Information** screen, select **Edit** or tap .
4. From the **Edit Contact** screen, select **Auto Reject > Enabled** and select **Save**. Calls from the contact are sent directly to voicemail when the contact calls.

Rejecting Calls with Do Not Disturb

Do Not Disturb (DND) enables you to set your phone to automatically reject calls when you don't want to be interrupted.

When you enable DND, you see the following:

- The DND icon  displays in the status bar.
- When the phone is idle, the DND icon displays next to your phone line.
- When the administrator enables hybrid line registration on the phone, you can choose **All** to enable DND on all the registered lines.
- If you have new messages or you have enabled call forwarding, the messages or forwarding icon display instead of the DND icon.
- The message **Do Not Disturb** displays in the status bar on all phones.
- The DND icon on the Home screen changes from  to .
- For VVX 150 phones, the line icon changes to .

Note: When you set your presence status to Do Not Disturb and enable DND on your phone, a message stating that your status is set to Do Not Disturb scrolls under the time display, and the DND icon does not display in the status bar.

Enable Do Not Disturb

You can enable DND to prevent your phone from ringing and to send all incoming calls directly to voicemail. All calls you receive while DND is enabled are logged in the Recent Calls list.

Enabling DND on shared lines disables ringing only. A visual notification of the call still displays, and you have the option to answer or ignore the call.

Note: When you are signed into a host phone as a guest, you can only enable Do Not Disturb if the server-based Do Not Disturb feature is enabled on the phone. If server-based DND is disabled on the phone, you cannot use DND on the host phone. Contact your system administrator for help enabling this feature.

Procedure

1. Select **DND**.

Reject Calls with Do Not Disturb on Multiple Lines

By default, the Do Not Disturb feature applies to all lines on your phone. Your system administrator can set up your phone so that you can enable the feature on a per-line basis.

Procedure

1. Select **DND**.
2. Select **Set All** to enable DND for all lines.

Reject Calls with Do Not Disturb on One Line

If you have more than one line, you can choose to enable DND for a particular line and not all lines, if enabled.

Procedure

1. Select **DND**.
2. From the **Line Select** screen, select a line.
3. From the **Do Not Disturb** screen, select **Enable**.

Disable Do Not Disturb

You can disable DND when you are ready to resume receiving calls again.

Procedure

1. Select **DND**.

Reject Anonymous Calls

You can use the Anonymous Call Reject (ACR) feature to automatically reject anonymous calls to your line from callers who have restricted their caller identification.

Check with Redcentric to find out if this feature is available on your phone.

Procedure

1. Select **UC-One** on the Home screen or navigate to **Settings > Features > UC-One Call Settings**.
2. If your phone has multiple lines, select a phone line.
3. Select **Anonymous Call Reject**.
4. On the **Anonymous Call Reject** screen, select **Enabled**.

When an anonymous call is placed to your phone number, the call is automatically rejected and the caller hears a message stating that you do not accept calls from unidentified numbers. Your phone does not ring, and you are not notified of an attempted call.

Redirecting Incoming Calls

You can redirect incoming calls by forwarding an incoming call to a contact, forwarding all incoming calls to a contact, or diverting calls from a specific contact to another contact.

Forwarding Incoming Calls to a Contact

You can choose to forward an incoming call to a contact or forward all incoming calls to one of your contacts.

Note: When you are signed into a host phone as a guest, you can only forward calls if the server-based Call Forwarding feature is enabled. If server-based Call Forwarding is disabled, you cannot forward calls to a contact from the host phone. Contact your system administrator for help enabling this feature.

Forward an Incoming Call to a Contact

You can forward an incoming call directly to a contact without answering the call. You cannot forward calls in this way on shared lines.

Procedure

1. In the **Incoming Call** screen, select **Forward**.
2. From the **Call Forwarding** screen, enter the forwarding number, and select **Forward**.

Forward All Incoming Calls to a Contact

You can set up your phone to forward all incoming calls to a contact using one of the following forwarding types:

- Always – Forwards all incoming calls.
- No Answer – Forwards all unanswered incoming calls.
- Busy– Forwards incoming calls when you're in a call.

For shared lines, you can only choose Always as your forwarding type; the other forwarding options are not available for shared lines.

Procedure

1. Select **Forward** or navigate to **Settings > Features > Forward**.
2. If your phone has multiple lines, select a line.
3. On the **Forwarding Type Select** screen, select a forwarding type.
4. Enter a contact's number or IP address, if enabled, and select **Enable**.
5. If you selected the **No Answer** option, enter the number of rings before the call is forwarded.
The forwarding number or name of the contact you chose scrolls in the status bar. When you select **Always** as your forwarding option, the Forwarding icon (↔) is displayed on the line.

Disable Call Forwarding

You can disable call forwarding when you no longer want to forward your calls.

Procedure

1. Select **Forward**.
2. If your phone has multiple lines, select a line.
3. From the **Forwarding Type Select** screen, select your forwarding type, and select **Disable**.

Divert Calls to a Contact

You can divert all incoming calls from a particular contact to another contact.

Procedure

1. Select **Directories > Contact Directory**.
2. From the **Contact Directory**, select a contact.
3. From the **Contact Information** screen, select **Edit**.
4. From the **Edit Contact** screen, select **Divert Contact**, and enter a contact's number.
5. Select **Auto Divert > Enabled**.
6. Select **Save**.

Conference Calls

You can initiate audio conference calls with various contacts on VVX phones. When you initiate a conference call, you can hear audio for two or more contacts, manage conference participants, and join calls into a conference or split a conference into individual calls.

Tips for Conference Calls

When you are in a conference call, follow these tips:

- Use the handset or a headset if you're in an open environment.
- Mute your microphone when you are not speaking, especially in noisy environments.
- Avoid tapping or rustling papers near the microphone.
- Speak in your normal voice without shouting.

Audio Conference Calls

You can initiate an audio conference call with two contacts and hold, resume, or split a conference call on VVX business IP phones.

VVX 150 phones can manage a maximum of four active or held conference calls at a time. All other VVX business IP 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.

If your system administrator enables the Conference Management feature on your phone, you can manage each participant in the call. With the Conference Management feature, you can mute, hold, and remove individual participants in a conference call.

Note: If your phone is registered with Alcatel-Lucent CTS, you have different options for initiating and managing conference calls.

Initiate a Conference Call

You can initiate a conference call with up to two contacts.

Note: When your phone is set up for single key press conferences, you do not need to select the Conference soft key a second time to join parties to a conference call.

Procedure

1. Call a contact.
2. When 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.

Join Calls to Create a Conference Call

You can join one active call and one held call into a conference call.

Procedure

1. Do one of the following:
 - When you have an active call and a held call, select the **Join** soft key.
 - When you have an active call and more than one held call, select a held call and then select the **Join** soft key.
The active call and the selected held call are joined into a conference. If you have multiple held calls, the other held calls on the line remain held.

End a Conference Call

By default, when you end a conference call, your connection to the call ends and the other participants in the conference remain in the call.

However, your system administrator can set up your phone so that all connections terminate when you end a conference call.

Procedure

1. During a conference call, select **End Call**.

Hold a Conference Call

When you place a conference call on hold, you place all conference participants on hold.

Procedure

1. Select **Hold**.

Resume a Conference Call

Resuming a held conference call enables all participants to hear the audio of everyone on the call.

Procedure

1. Select **Resume**.

Split a Conference Call

When you split a conference, you end the conference call and place the other two people on hold. You can split an active or held conference call. After you split a conference call, you can resume one of the held calls.

Procedure

1. During a conference call, select the **Split** soft key.
The conference call ends and the two participants are held in two separate calls.

Manage Conference Call Participants

If your system administrator enables the Conference Management feature on your phone, you can manage conference call participants in the following ways:

- Mute a participant.
- Hold a participant.
- Remove a participant from the conference.
- List information about a participant, such as the participant's name, number, and call details, including whether the call is muted, held, or is video-enabled.

This feature is not available for VVX 150 phones. Check with your system administrator to find out if this feature is available on your phone.

Procedure

1. Initiate a conference call.
2. Select **Manage**.
If you're in the Calls screen, highlight the conference first.
3. Select the participant you want to manage.
4. Do one of the following:
 - Select **Far Mute** to mute the participant. The muted participant can hear everyone, but no one can hear the muted participant.
 - Select **Hold** to hold the participant. The held participant cannot hear anyone, and no one can hear the held participant.
 - Select **Remove** to remove the participant from the conference, end the conference call, and create an active call between you and the participant still in the call.
 - Select **Information** to view information about the participant's call status. When you select **Information**, a screen is displayed listing the person's information.
5. Select **Back** to exit the conference management function.

Shared Lines

Shared Line Limitations

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

- Forwarding an incoming call is not available.
- Ignoring or rejecting an incoming call on shared lines disables ringing only.
- 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.

Answering Calls on Shared Lines

Incoming calls to a shared line cause all registered phones to ring, and the call can be answered on any of the phones.

When you or another person answers the incoming call, a green indicator light is displayed on the line key on all phones for the shared line.

Missed and Received Calls on Shared Lines

When you have an incoming call on a shared line, which none of the phones answer, the call is displayed in the Missed Calls list on all the phones. If you have an incoming call on a shared line and you or any of the other phones answer the call, the call is not logged as missed on any phone.

Your administrator can configure the phones so that if you have an incoming call on a shared line and one phone answers, the other phones log the call as a received call. That way, if another phone on a shared line answers an incoming call, you can still view the call information from your phone's call lists even if you did not answer the call.

UC-One Simultaneous Ring

You can use the Simultaneous Ring feature to add a list of up to 10 extensions and phone numbers that will ring simultaneously when you receive an incoming call on your line.

When the incoming call is answered on one of the phones added to your Simultaneous Ring list, the call is logged in the Missed Calls list on the other phones. Unanswered incoming calls are logged in the Missed Calls lists on all connected phones.

Check with Redcentric to find out if this feature is available on your phone.

Executive-Assistant

The Executive-Assistant feature enables assistants to monitor and manage calls on an assigned executive's line and enables executives to filter calls to assigned assistants and set criteria for filtered calls.

When Redcentric assigns you as an executive or assistant, the Executive  or Assistant  menu icons and soft keys display on your phone.

Private and Shared Lines for Executives and Assistants

Executives and assistants can both have a private and shared line on their phone. Executives can have private and shared lines that are not managed by an assistant.

The following conditions apply to private or shared lines set as Executive or Assistant:

- For shared lines, the status of any executive calls display on the shared line of the executive and assistant's phone.
- Assistants can use their private line to place a call or answer calls on behalf of an executive, but neither an assistant nor executive can view the status of calls on a private line.
- For private lines, executives and assistants can pick up held calls on the executive's phone, but neither can choose which held call is picked up.

Executive Options

As an executive, you can view a list of assigned assistants, filter calls to assistants assigned to your line, and set criteria for filtered calls on your line.

Filter Executive Calls

Executives can enable Call Filtering on their phones to send all executive calls directly to an assistant to answer, and the executive is not alerted of the incoming call.

Procedure

1. On the Home screen of the executive's phone, select **Executive**.
2. Select **Call Filtering** then select **On**.

Set a Filter Criteria for Filtered Calls

Executives can determine which types of calls are filtered to an assistant by choosing whether to filter all calls, internal calls, external calls, or calls as specified in an extended filter, which executives can create and edit in the portal.

Procedure

1. On the Home screen of the executive's phone, select **Executive**.
2. Select **Filter Criteria**.
3. Choose one of the following:
 - All Calls
 - Internal Calls
 - External Calls
 - Extended Filter

Screen Executive Calls

Executives can enable Call Screening, which displays the incoming call notification for all filtered executive calls on the executive's phone.

Call Screening is only available when Call Filtering is enabled.

Procedure

1. On the Home screen of the executive's phone, select **Executive**.
2. Select **Call Screen** then select **On**.

View a List of Assigned Assistants

Executives can view a list of assigned assistants and see which assistants have opted-in or out of accepting filtered calls for the executive.

Procedure

1. On the Home screen of the executive's phone, select **Executive**.
2. Select **Assigned Assistants**.

Assistant Options

Assistants can monitor an executive's calls, place calls on behalf of an executive, filter and divert executive calls, and opt-in or out of monitoring calls for an executive.

Answering Executive Calls

When a call is placed to an executive's line and Call Filtering is enabled, the call is displayed on the assistant's phone only. Incoming call notifications for an executive call display with the executive's name in the notification on the assistant's phone. Assistants can answer, reject, or ignore any executive calls.

When Call Screening is enabled, incoming call notifications also display on the executive's phone, and the executive can choose to answer the call.

Place a Call on Behalf of an Executive

As an assistant, you can make calls on behalf of any of your assigned executives.

When a call is made on behalf of an executive, a solid red bar displays on the executive's line key, if the executive's line is a shared line.

Procedure

1. On the Home screen of the assistant's phone, select **Assistant**.
2. On the **Overview Executive** screen, select **Executives** then choose an executive.
3. Select **On behalf** and enter the contact's number or choose a contact from Recent Calls or the directory.
4. Select **Dial**.

The executive's caller information displays on the third-party's phone.

Push a Call to the Executives Phone

As an assistant, after you answer an executive call, you can push the call to the executive's phone.

You can only push a call to an executive you are assigned to. You cannot push executive calls to other assistants or contacts.

Procedure

1. During an executive call, select **Push**.

The call is sent to the executive's phone, which rings to alert the executive of the pushed call. If the executive is unavailable to answer the call, the call is returned to the assistant's phone.

Opt In or Opt Out of being an Assistant for an Executive

As an assistant, you can choose to opt in or opt out of being an assistant and monitoring calls for an executive.

When you opt in to being an assistant, you can monitor and manage all filter calls to the executive. When you opt out, you no longer receive filtered executive calls and cannot manage or monitor executive calls.

Procedure

1. On the Home screen of the assistant's phone, select **Assistant**.
2. Select **Executives** then choose an executive.
3. Select **Status** then do one of the following:
 - Select **On** to opt in to being an assistant for an executive.
 - Select **Off** to opt out of being an assistant for an executive.

Divert Filtered Executive Calls

As an assistant, you can choose to divert filtered calls for all assigned executives to another assistant, contact, or phone.

Procedure

1. On the Home screen of the assistant's phone, select **Assistant**.
2. Select **Call Diversion** then select **On**.
3. Enter the number where you want to divert executive calls.

Pick Up a Held Executive Call on a Shared Line

Executives and assistants can both pick up held calls on shared or private executive lines.

On shared lines, the executive and assistant can view the status of calls on both phones and choose which call to pick up.

Procedure

1. Press and hold the line key with the held call.
2. Select the held call, and select the **Pick Call** soft key.

Pick Up a Held Executive Call on a Private Line

On private lines, the executives and assistants can pick up held calls on each other's phones, but they cannot view the status of a call or choose which held call to pick up.

Procedure

1. On the Home screen of the assistant's phone, select **Assistant**.
2. Select an executive, then select **Pick Call**.

Barge In on an Executive Call

When there is a call on the executive's line, the executive or the assistant can barge in on the call.

When you barge in on the call, all parties are notified that you have barged in on the call, and you can talk with the other parties on the call.

Procedure

1. During an active call on the executive's line, press and hold the executive line key.
2. Select the **Barge In** soft key.

Silently Barge In on an Executive Call

In addition to barging in on a call, executives can silently barge in on the call and listen to the call without anyone knowing the executive is on the call.

When an executive silently barges in on a call, the other parties are not notified, no one can hear the executive's audio, and the executive cannot talk to the other parties on the call.

Assistants cannot silently barge in on executive calls.

Procedure

1. During an active call on the executive's line, press and hold the executive line key.
2. Select the **S-Barge In** soft key.

Call Lists and Directories

All VVX phones support a Recent Calls list, a Contact Directory and a Corporate Directory.

The phones can also support a BroadSoft Directory depending on your configuration.

Note: Your phone may not support all of the features described in this section. Check with your system administrator to find out which features are available on your device.

Recent Calls

The Recent Calls list on VVX business IP phones includes missed, received, and placed calls. Each list holds up to 100 entries.

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

- Sort, order, and filter calls. By default, the list displays all call types with the most recent call displaying first.
- Remove calls from the list.
- Select a call record to view call details.
- Select a call record to automatically call a contact.

View Recent Calls

In the Recent Calls list on VVX phones, you can view a list of up to 100 missed, received, and placed call entries.

Procedure

1. Navigate to **Directories > Recent Calls**

Sort Recent Call Entries

You can sort the Recent Calls list to view calls by call type, time, and call name.

When you sort calls by the time of the call, you can order them in ascending (oldest call first) or descending (most recent call first) order. When you sort calls by name, you can order them in ascending (alphabetical) or descending (reverse-alphabetical) order.

Procedure

1. Select **Sort**.
2. Under **Sort**, choose **Time** or **Name**.
3. Under **Order**, choose **Ascending** or **Descending**.

Sort Entries by Call Type

When you filter calls, you can choose to display only missed, received, or placed calls. You can also choose to display all call types (the default).

Note: You cannot save your filtered call list results. If you filter your Recent Calls list so that only a certain call type displays, the next time you display the list, all call types display in the default filter.

Procedure

1. Select **Type**.
2. Choose **Missed Calls**, **Received Calls**, or **Placed 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.

Procedure

1. Select **Info** next to a call record.

Edit a Recent Call Entry

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

Procedure

1. Select **Info** next to a call record.
2. Select **Edit**.
3. Edit the number and select **Dial**.

Delete a Recent Call Entry

You can delete any recent call entry from the Recent Calls list.

Procedure

1. Select **Info** next to a call record.
2. Select **Delete**.

Save a Recent Call Entry

You can save a recent call entry to the Contact Directory.

Procedure

1. Select **Info** next to a call record.
2. From the **Call Details** screen, select **Save**.
If the person is already in your Contact Directory but is not a favourite, **Add to Favourites** is displayed.

Contact Directory

You can store a large number of contacts in the Contact Directory on VVX business IP phones, as well as add additional contacts, view and update a contact's information, and delete contacts from the directory.

Contact your system administrator for the exact number of contacts you can store in the Contact Directory for your phone model.

Note: If you cannot add or edit contacts in the Contact Directory, your system administrator has set the directory as read-only. Contact your system administrator for assistance making any changes to the contacts stored in the directory.

Search for a Contact in the Contact Directory

You can search for your desired contact in the Contact Directory.

Procedure

1. Navigate to **Directories > Contact Directory**.
2. In the **Contact Directory**, select **Search**.
3. In the search field, enter your search criteria and select **Submit**.

View Contact Information

From your Contact Directory, you can view information, such as name and phone number, for any contacts saved to the directory. You can also view additional information, such as a job title, label, or email address.

Procedure

1. Navigate to **Directories > Contact Directory**.
2. From the **Contact Directory**, select a contact.

BroadSoft Directories on Polycom® VVX® Business IP Phones

If enabled by your system administrator, you can access, search for, and call contacts in any of your company's BroadSoft directories from any phone.

You can access the following BroadSoft directories from you phone:

- **Enterprise Directory**—contains a list of all contacts within the organization and enables you to search for contacts by name or department.
- **Enterprise Common Directory**—contains a list of common contacts within the organization.
- **Group Directory**—contains a list of groups within an organization and enables you to view and search for contacts within those groups.
- **Group Common Directory**—contains a list of contacts that are common across various groups within the organization.
- **Personal Directory**—contains a list of contacts saved in your personal directory on the BroadSoft server.

View a List of BroadSoft Contacts

You can view a list of contacts within your organization from any BroadSoft Directories available on your phone.

Within the directories, you can view a contact's name, job title, and any available phone numbers or extensions.

Procedure

1. Navigate to **Directories**.
2. Select one of the following BroadSoft directories:
 - Enterprise Directory
 - Enterprise Common Directory
 - Group Directory
 - Group Common Directory
 - Personal Directory

Searching the BroadSoft Directory

You can access and search the BroadSoft Directory on the phone, and you can choose to perform a simple or advanced search for contacts.

After the system administrator configures the Enterprise directory, you can view a list of contacts by default in the BroadSoft directory. The default contacts list is displayed even when no text is entered in the search box of the directory.

The BroadSoft Directory is not supported on VVX 150 phones. Check with your system administrator to find out if this feature is available on your phone.

Perform a Simple Search of the BroadSoft Directory

A simple search enables you to search for contacts using either their first name, last name, or by typing a few letters of their name. A maximum of 50 contacts are available for viewing at one time.

Procedure

1. Navigate to **Directories** and select a BroadSoft directory. A default list of contacts is displayed.
2. In the search field, enter your search criteria and select **Submit**.

Perform an Advanced Search of the BroadSoft Directory

An advanced search enables you to choose to search for contacts by first name, last name, or phone number.

Procedure

1. Navigate to **Directories** and select a BroadSoft directory. A default list of contacts is displayed.
2. Select **Advanced Search** in the BroadSoft Directory.
3. On the **Advanced Search** screen, choose to search for a contact by first name, last name, or a contact number.
4. In the search field, enter your search criteria and select **Submit**.
5. Choose your contact. A contact details screen is displayed.

Add BroadSoft Contacts to the Contact Directory

After you find your BroadSoft contact, you can add the contact to the Contact Directory.

The first and last name and phone number of the contact are saved to the Contact Directory. You can go to the Contact Directory to see if the contact was saved correctly and to add additional contact information.

Procedure

1. In the contact details screen, select **Save**.

Managing a Personal BroadSoft Directory

If enabled by your system administrator, you can view and edit contacts in your Personal Directory on the BroadSoft Server from supported VVX business IP phones .

Add a Contact to the Personal BroadSoft Directory

You can add a new contact to the Personal Directory from your phone and store the contact's name and phone number to the directory on the phone and the BroadSoft server.

When you add a new contact to the Personal Directory, you are only required to add a phone number for the contact in the Contact field.

Procedure

1. Navigate to **Directories > Personal Directory**.
2. On the **Add Contact** screen, enter your contact's information in the available fields.
3. Select **Save**.

Update a Contact's Information in the Personal BroadSoft Directory

If your contact's name or phone number changes, you can update your contact's information stored in the Personal Directory.

Procedure

1. Navigate to **Directories > Personal Directory**.
2. Select a contact.
3. From the **Contact Information** screen, select **Edit**.
4. Edit your contact's name or number.
5. Select **Save**.

Delete a BroadSoft Contact from the Personal Directory

You can delete any contact from the Personal Directory.

Procedure

1. Navigate to **Directories > Personal Directory**.
2. From the **Contact Information** screen, select **Delete**.
A confirmation message is displayed, confirming that you want to delete the contact.
3. Select **Yes** to delete the contact.

Favourites and Contact Lists

On your VVX phone, you can add contacts as favourites, view and manage UC-One contacts, and watch contacts in your Buddy list.

Note: Your phone may not support all of the features described in this section. Check with your system administrator to find out which features are available on your phone.

Managing Favourites

Favourites are the contacts in your Contact Directory that you will call most often. You can add contacts as favourites from the Contact Directory, designate an index number for favourites, view favourites on the Home or Lines screen depending on your phone, and delete favourites.

Add Favourites

Contacts that you add as favourites display in the Lines screen and in the Favourites list on all VVX phones. A star displays in the Contact Directory for contacts saved as favourites.

Procedure

1. Navigate to **Directories > ContactDirectory**.
2. From the **Contact Directory**, select a contact.
3. Select **Add** or **Add to Favourites**.
A notification is displayed asking if you want to automatically accept the next available index number or manually enter your own.
4. Select **Yes** to automatically accept an index number or select **Edit Index** to enter a unique index number.
You can enter a number up to 99 for VVX 150 phones or 9999 for all other VVX phones.

Viewing Favourites

You can view favourites on your VVX phone in the Favourites list in the Directory or the New Call screen. Favourites display consecutively according to their index number. The contact with the lowest number is displayed first.

View Favourites

You can view favourites in the Favourites lists from the New Call screen on your VVX phone.

Procedure

1. Select **New Call > Favourites**.

View Favourites from the Lines Screen

You can view a list of favourites on the Lines screen on all VVX phones.

Procedure

1. From the **Home** screen, press .

Reorder Favourites

You can change the order in which your favourites display on the Home or Lines screen.

Procedure

1. From your **Contact Directory**, select a contact.
2. From the **Contact Information** screen, select **Edit**.
3. From the **Edit Contact** screen, select **Favourite Index** and enter a new favourite index number.
4. Select **Save**.

Delete Favourites

You can delete favourites to make room for new favourites.

Procedure

1. From the **Contact Directory**, select a contact.
2. From the **Contact Information** screen, select **Edit**.
3. From the **Edit Contact** screen, select **Favourite Index**, and delete the favourite index number.
4. Select **Save**.

Tip: To quickly delete a contact, on the Lines screen, press and hold the favourite until the Contact Information screen is displayed. Select **Delete**. The contact remains in your directory, but is no longer a favourite.

Using Buddy Lists

A Buddy list is a list of users whose status or presence you can monitor. Users can update their presence setting to a status such as “Be right back”, “Out to lunch”, or “Busy”, and you can view their status in real time from your Buddy list. You can also view your buddies' status from the Lines and Home screens, if your buddy is a favourite.

Add Contacts to Your Buddy List

If you want to monitor contacts' status, add them to your Buddy list.

You add people to your Buddy list from your Contact Directory, so you must first add them to your Contact Directory before adding them to your Buddy list.

Procedure

1. From the **Contact Directory**, select a contact.

2. From the **Contact Information** screen, select **Edit**.
3. From the **Edit Contact** screen, select **Watch Buddy > Enabled**.
The default setting is Disabled. When enabled, the contact is added to your Buddy list so you can monitor the contact's status.
4. Select **Save**.

View Your Buddy List

When you enable the Watch Buddy setting for a contact, the contact is displayed in your Buddy list.

Procedure

1. From the Lines screen, select **Buddies**.

Tip: You can quickly dial a buddy from your Buddy list. From the Lines screen, select **Buddies**, select the buddy you want to call, and select **Dial**.

Monitor Contacts on Your Buddy List

You can monitor your buddies from your Buddy list. If a buddy is a favourite, you can also monitor the buddy from the Home and Lines screen.

Procedure

1. Do one of the following:
 - Select Buddies or navigate to Settings > Features > Presence > Buddy Status.
 - Press  to navigate to the Lines screen.

Buddies' Presence Information

Your buddies display an icon next to their name to indicate their status. The following table shows the general icons and the status they represent.

Buddy Status and Icons

Buddy Status	Icon
Available	
Busy	
Away	
Do Not Disturb	
Offline	

View Your Watcher List

Contacts who can monitor your phone's status are added to the Watcher list.

Procedure

1. Navigate to **Settings > Features > Presence**.
A list of contacts that can monitor your status is displayed.
2. Select **Watcher List**.

Block Contacts from Viewing Your Status

You can prevent someone from monitoring you by blocking the contact in your Contact Directory. If you unblock the contact, the contact can add you to their Buddy list and monitor you.

Procedure

1. From the **Contact Directory**, select a contact.
2. From the **Contact Information** screen, select **Edit**.
3. From the **Edit Contact** screen, select **Block Buddy > Enabled**.
The default setting is Disabled. When enabled, the contact cannot watch your status, and the contact is displayed in your Blocked List.
4. Select **Save**.

View a List of Blocked Contacts

Contacts who cannot monitor your phone's status are added to the Blocked List.

Procedure

1. Navigate to **Settings > Features > Presence**.
A list of contacts that cannot monitor your status is displayed.
2. Select **Blocked List**.

Unblock a Contact

From the Blocked list, you can unblock contacts and allow them to monitor your phone's status.

Procedure

1. Navigate to **Settings > Features > Presence**.
2. Select **Blocked List**.
3. From the **Blocked List** screen, select a contact.
4. Select **Unblock**.
The contact can now monitor your status and is displayed in the Watcher list.

Managing UC-One Favourites and Contacts

You can see your BroadSoft UC-One contacts marked as favourites in the UC-One Contacts list and on the Lines screen on VVX business IP phones.

The VVX 150 phones do not support BroadSoft UC-One favourites. Contact your system administrator to find out if this feature is available on your phone.

UC-One Contacts' Presence Information

UC-One contacts are Enterprise Directory contacts that have Instant Messaging and Presence (IM&P) enabled, and you can view their presence information on your phone.

While you can view UC-One contacts presence information on the Lines screen, you cannot change your presence status on the phone. You can change your presence status only in the BroadSoft UC-One client on your computer.

The following table shows the presence icons that display for BroadSoft UC-One contacts on your phone.

BroadSoft UC-One Contact Presence Icons

Icon	Description
	Available
	Available - In a call
	Away
	Busy
	Unavailable
	Offline, Unknown

Viewing UC-One Contacts and Favourites

You can view UC-One contacts and favourites from your phone on the Home and Lines screen and in the Contacts list. You can also view UC-One groups and contacts in each group.

You cannot mark UC-One contacts as favourites on your phone. You must mark contacts as favourites in the UC-One client on your computer. Contacts marked as favourites in the UC-One client display on your phone after one minute.

View UC-One Contacts and Favourites

You can view UC-One contacts with presence information and other UC-One contacts marked as favourites on the Lines screen.

Procedure

1. From the **Home** screen, press .
UC-One contacts and favourites display on the Lines screen.

View UC-One Favourites in the Contact List

In addition to viewing UC-One favourites on the Lines screen, you can also view your favourites in the UC- One Contacts list.

Procedure

1. Select **Directories > UC-One Contacts**.
2. Select the group name to view the list of contacts for that group.

View UC-One Groups

You can access your BroadSoft UC-One groups on your phone, but you cannot create new groups, delete existing groups, or move contacts from one group to another on your phone. You can alter groups only in the BroadSoft UC-One client on your computer.

Procedure

1. Select **Directories > UC-One Contacts**.

Your UC-One groups display. If there are no user-defined groups, contacts display under the **All Contacts** group.

Filter UC-One Favourites

You can filter your list of contacts either by Favourites or by your contact's status.

Procedure

1. Select **Directories > UC-One Contacts**.

2. Select **Filter**. A filter selection screen is displayed.

3. Choose your desired filter selection:

- Select **Favourites** to display only your UC-One Favourites on the Home screen and in the UC-One Contacts list.
- Select **Online** to display only the UC-One contacts that are currently online on the Home screen and in the UC-One Contacts list.

Search for UC-One Contacts

You can search for UC-One contacts from the UC-One Contacts screen.

Procedure

1. Select **Directories > UC-One Contacts**.

2. Select **Search**.

3. Enter your contact's first or last name. A list of search results display.

Phone Applications

VVX phones can support optional applications configured by your system administrator.

Ask your system administrator if your phone supports any of the applications discussed in this section.

Note: Some of the features described in this section require access to the Basic settings menu. If your phone requires a password to access the Basic settings menu, contact your system administrator for assistance.

Navigating the Web and Idle Browsers

VVX phones support the following types of browsers:

- **Idle Browser**—Displays non-interactive web content
- The Idle Browser shows non-interactive web content on the Lines screen when your phone doesn't have any calls in progress. Your system administrator determines what displays on the Idle Browser for your phone.
- **Web Browser**—Enables you to search and navigate web pages (not supported on VVX 101 phones)
- The Web Browser is an interactive browser that you can use to search the Internet and view web pages. From the Web Browser, you can select hyperlinks to view more web pages, enter information into text boxes, and scroll through web pages. There are scrolling indicators on the screen that indicate your position on the web page.
- Ask your system administrator if the Idle and Web browsers are available on your phone.

View the Idle Browser

When your phone is idle, you can view an Idle Browser when you switch between the Home and Lines screens. To see the Idle Browser, you need to enable the screen saver.

Procedure

1. When your phone is not in a call, press .

Open the Web Browser

When you open the Web Browser, a toolbar with navigation and editing soft keys display for three seconds along the bottom of the screen, as shown next. You can use the navigation and editing soft keys to navigate between web pages and enter information into text boxes in the Web Browser.

Navigation bar in the Web Browser



Procedure

1. From the **Home** screen, select **Applications**.

Browser Navigation Soft Keys

The navigation soft keys in the Web Browser enable you to view previous web pages, refresh the current page, return to the browser's Home page, or return to your phone's Home screen.

The following table lists the navigation soft keys that display in the Web Browser.

Navigating the Web Browser

Icon	Action
	Returns to the previous web page.

Icon	Action
	Refreshes the current web page.
	Returns to the browser's home page.
	Displays the toolbar permanently so it does not hide every three seconds.
	Enables the toolbar to hide every three seconds. To display a hidden toolbar, you have to press the touchscreen until the toolbar displays.
	Exits the Web Browser and returns to the phone's Home screen.

Polycom® VVX® Business IP Phones Settings

You can *make some* basic customizations on the phone, which includes changing the time and date format, setting a language, and adjusting the screen brightness.

Choose a Theme for Your Phone

On the VVX 250, 350, and 450 business IP phones, you can choose a theme for your phone.

The theme controls the way the icons and screens display on your phone. You can choose between the following themes, as shown in the following figures:

- Classic
- BroadSoft (available when signed into your BroadSoft account)

Phone Themes on



Classic



BroadSoft

Procedure

1. Speak to Redcentric regarding phone themes

Disable Call Waiting

The Call Waiting feature is enabled by default. If enabled by your system administrator, you can disable Call Waiting.

If you disable Call Waiting, any incoming calls received on your phone while you are in a call are automatically sent to voicemail.

Procedure

1. Navigate to **Settings > Basic > Preferences**.
2. Select **Call Waiting** and select **Disable**.

Power-Saving Mode

By default, Polycom phones are set to enter power-saving mode and turn off the screen after being idle for a determined period to conserve energy.

You can set the period that the phone is idle before the screen turns off, and you can set different idle timeouts for office hours and off hours, such as evenings and weekends. When power-saving mode is activated, the phone exits power-saving mode if an event occurs – for example, if there is an incoming call or message. If a screen saver is enabled, power-saving mode still occurs.

You can update the following power-saving settings:

- **Office Hours**—When you start work and how long you're in the office each day.
- **Timeouts**—The period of time the phone should be idle before the screen turns off.

Change Your Office Hours for Power-Saving Mode

When you update your office hours, you specify when you start and how long you work each day. After your work hours, the phone is idle and goes into power-saving mode.

Changing Audio Settings

You control certain audio settings on your phone, including the ringtone for incoming calls from all contacts or a specific contact, where call notifications play, and the volume of the ringtone or call audio.

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.

Procedure

1. Navigate to **Settings > Basic > Preferences**.
2. Select **Audible Ringer** and select a location to hear sound effects.

Set a Ringtone for Incoming Calls

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

Procedure

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

Set a Ringtone for Individual Contacts

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

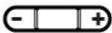
Procedure

1. Navigate to **Directories > Contact Directory**.
2. From the **Contact Directory**, select a contact.
3. From the **Contact Information** screen, select **Edit**.
4. From the **Edit Contact** screen, select **Ring Type** and select a ringtone.
5. Select **Play** to hear the ringtone.
6. Select **Save**.

Change the Volume

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

Procedure

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

Enable Acoustic Fence

Acoustic Fence suppresses background noise while you are on a call, which enhances call audio quality for call participants.

The Acoustic Fence setting does not display on the phone by default, so if your system administrator has enabled the feature option to display on your phone, you can enable or disable Acoustic Fence.

Acoustic Fence works with handsets or headsets. However, only headsets connected to the RJ-9 port on the phone support Acoustic Fence. Acoustic Fence is enabled by default on the handset, disabled by default for a connected headset, and not supported with USB or Bluetooth headsets.

Procedure

1. Navigate to **Settings > Basic > Preferences**.
2. Select **Acoustic Fence** and select **Enable**.

Updating Your Buddy Status

Polycom phones enable you to sign into and update your presence status on your phone to let contacts know when you are busy or available.

You can update your status to one of the following:

- Online
- Busy
- Be right back
- Away
- On the phone
- Out to lunch
- Do not disturb

Your phone also sends certain status information automatically to the people watching you—such as if you are in a call, if you enabled Do Not Disturb on your phone, or if your phone is offline because you restarted it.

Update Your Buddy Status

You can update your status on your phone so that contacts can monitor your status from their phones.

Your updated status is displayed in the status bar on your phone, and your contacts are automatically notified of your new status.

Note: If your status is set to Do Not Disturb, when you enable then disable the Do Not Disturb feature on your phone, your status changes to Online.

Procedure

1. Select **My Status** or navigate to **Settings > Features > Presence > My Status**.
2. From the **My Status** screen, select your desired status.

Automatically Update Your Buddy Status

You can enable your phone to automatically set your status to Away when your phone is idle for a certain length of time.

After you touch the screen or press a key on your phone, your status changes to Available again.

Procedure

1. Navigate to **Settings > Basic > Preferences**.
2. Select **Presence > Idle Timeout**.
3. Enable **Office Hours** and **Off Hours**, and enter the number of minutes your phone should be idle before your status changes to Away.

Security Classification

You can view and modify the security classification level for your phone, if enabled by your system administrator.

View the Security Classification for Your Phone

If you are unsure of your security classification, you can view your assigned classification for all lines on your phone.

Procedure

1. Navigate to **Settings > Status > Lines**.
If you have only one line, the security classification displays for that line.
2. If you have more than one registered line, select a line. The security classification displays for the selected line.

Phone Accessories and Computer Applications

VVX business IP phones support accessories and computer applications that you can use to extend your phone's capabilities.

Your phone may not support all of the accessories or applications described in this section. Check with your system administrator to find out which of these applications or accessories are available on your phone.

Note: Some of the features described in this section require access to the Basic settings menu. If your phone requires a password to access the Basic settings menu, contact your system administrator for assistance.

Using a Headset with Your Phone

You can connect a headset to your VVX phone and use the headset to place and answer calls, handle all calls using a headset, and use electronic hookswitch (EHS).

You can connect an analog headset to all VVX phones or a USB headset to VVX 250, 350, and 450 phones.

Note: For information on your headset's features, as well as how to sync your headset with your phone, see your headset's documentation.

Connecting a Headset

Your phone does the following when connected to analog and USB headsets:

- When an analog headset is connected and in use, the headset key glows green. Note that the headset key does not glow on VVX 150 phones.
- When a USB headset is connected and in use, the headset key glows blue.
- When both an analog and USB headset are connected, the USB headset is used automatically for all calls.
- When two USB headsets are connected, the headset you connected first is used automatically for all calls.

After you connect a headset to your phone, you can set up your phone to use the headset automatically when answering and placing calls.

Note: If your phone does not detect the USB headset when you attach it to your phone, the USB port on your phone may be disabled. Contact your system administrator.

Use Your Headset for All Calls

Using the Headset Memory Mode feature, you can enable your phone so that all incoming and outgoing calls automatically use your headset.

Procedure

1. Navigate to **Settings > Basic > Preferences**.
2. Select **Headset > Headset Memory Mode** and select **Enabled**.
3. Press the headset key twice.

The headset key flashes to indicate that Headset Memory Mode is now activated. All calls placed or answered on your phone use your headset automatically.

Note: If you or your contacts experience audio or echo issues during calls, such as feedback of your voice or of their own voice, you need to enable echo cancellation on your phone.

Reactivate Headset Memory Mode

Switching to the speakerphone or the handset deactivates Headset Memory Mode.

Procedure

1. Press the headset key twice.

Using Electronic Hookswitch

When you use a headset that supports electronic hookswitch (EHS), you can place, answer, and end calls by using the controls on your headset.

To use EHS, you need a headset that includes a serial control interface in addition to the standard analog headset jack (RJ-9) interface. The serial control interface requires an EHS adapter that you can purchase from your headset manufacturer.

Headsets that support EHS include a base unit that connects to your phone. The headset connects to the base unit wirelessly, which enables you to use your headset even if you're some distance away from your phone. Typically, you can work wirelessly up to 300 feet (91 meters) from your phone and still use the EHS controls. Check with your headset's user guide for the precise range restrictions.

Setting the Headset Base Unit Options

Before you connect your headset to your phone and use EHS, you need to set the following options for your specific headset model:

- For Jabra headsets, change the headset mode to **DHSG** on the headset base unit. For details, refer to your headset documentation or contact Jabra support.
- For Plantronics headsets, change the coarse receive level to **3** and the transmit level to **B** on the headset base unit. For details, refer to the guide that comes with your headset.
- For Sennheiser headsets, set the first DIP switch labeled **1** (DHSG) to the down position on the back of the headset base unit. For additional details, see your headset's documentation or contact Sennheiser support.

Enable Electronic Hookswitch

After you set the base unit options for your headset and connect your headset to your phone, you can enable EHS.

Procedure

1. Connect your headset and EHS adapter to your phone.
2. Navigate to **Settings > Basic > Preferences**.
3. Select **Headset > Hookswitch Mode**.
4. Select one of the below modes for your specific headset:
 - Choose **Jabra** if an EHS-compatible Jabra headset is attached with an EHS cable or adapter.
 - Choose **Plantronics** if an EHS-compatible Plantronics headset is attached with an EHS cable or adapter.
 - Choose **Sennheiser** if an EHS-compatible Sennheiser headset is attached with an EHS cable or adapter. If your phone does not have a menu selection for Sennheiser, select **Jabra** instead.
 - Choose **Regular Mode** (default) if another headset is attached.

Change the Headset Mode

To control your phone using your headset, the headset must be in soft phone mode.

Headsets that come with a docking station have two modes: soft phone and desk phone mode. If you cannot operate the phone from your headset, it is possible your headset is in desk phone mode.

Procedure

1. Press and hold the headset hookswitch until you hear a sound or message on the headset.

Controlling Calls with Electronic Hookswitch

After you have followed the procedures for connecting your headset and enabled EHS, you can use the controls on your headset to answer, mute, and end calls. If supported on your headset, you can also place calls on hold. See your headset's user documentation for information on controlling calls from your headset.

When you are in an active call and you receive an incoming call, you cannot use the hookswitch control on your headset to place the active call on hold and answer the incoming call. Pressing the hookswitch control on the headset ends the active call and answers the incoming call. To place the existing call on hold and answer the incoming call, answer the call on your phone.

Disconnect Your Headset

If you want to disconnect or change your headset, you need to properly detach your headset from your phone.

Procedure

1. Navigate to **Settings > Basic > Preferences**.
2. Select **Headset > Hookswitch Mode**.
3. Select **Regular Mode**.
4. Remove the EHS adapter from the serial port on the back of the phone.

Controlling Your Phone with Polycom Desktop Connector

The Polycom Desktop Connector (PDC) enables you to use your computer mouse and keyboard to navigate and enter information on your phone.

The PDC is compatible with any language your phone and computer supports. Contact your system administrator to find out if your phone supports the PDC.

This feature is not available on VVX 150 phones. Check with your system administrator to find out if this feature is available on your phone.

Setting Up and Enabling the Polycom Desktop Connector

Before you can enable and use the PDC, you need to download the PDC application from the [Polycom Voice Applications](#) website, install the application on your computer, and activate PDC on your phone.

To enable the PDC, you need to enter your computer access credentials to the phone. You can provide this information to your phone using one of two methods: direct or indirect. The method you use depends on how your phone and computer are set up.

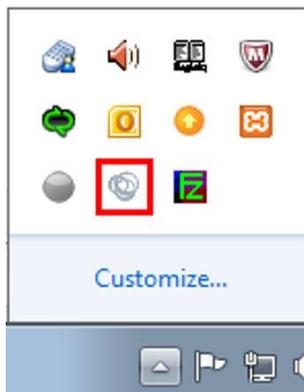
After you install the software, you need to make changes to your phone to establish a connection to your computer and provide an exception to your firewall or anti-virus software to unblock the PDC program.

Connect Using the Direct Method

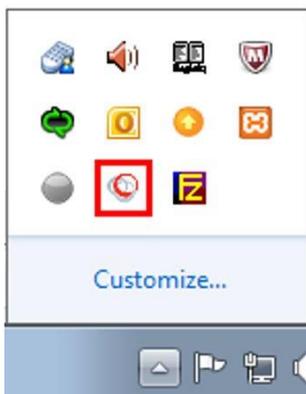
If your phone and computer are connected using an Ethernet cable, use the direct method to enable the PDC. Using this method, your phone automatically detects your computer's access credentials.

Procedure

1. On your computer, click **Start > Programs > Polycom > Polycom Desktop Connector**. The PDC icon is displayed as an active program on your taskbar as shown next.



2. On your phone, navigate to **Settings > Basic > PDC Configuration**.
3. On the **PDC Configuration** screen, set the **Status** field to **Enabled** and select **Save**. Your settings are saved and the Basic screen is displayed.
4. On the **PDC Configuration** screen, select **Reconnect**.
A dialog box is displayed on your phone screen asking if you wish to share your remote keyboard and mouse.
5. Select **Yes**.
A dialog box is displayed asking you to specify your phone's position.
6. Specify whether your phone is to the left or right of your computer monitor.
A dialog box is displayed on your computer asking to allow remote control of your phone.
7. Click **OK** to complete the setup process.
The PDC icon turns red, shown next, indicating that you have successfully enabled the PDC programme.



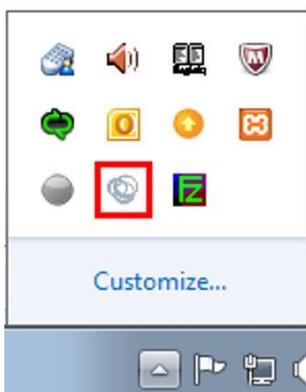
Connect Using the Indirect Method

If your phone and computer are connected through a switch, use the indirect method to enable the PDC. This method requires you to find your computer's IP address and manually enter your computer access credential.

After you find your phone's IP address, you can start the PDC program and connect your phone to your computer using the indirect method.

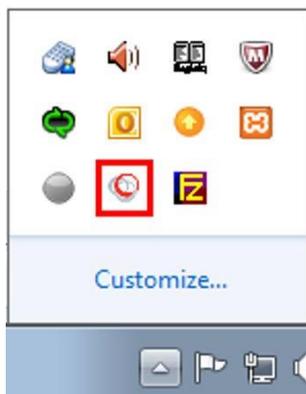
Procedure

1. On your computer, click **Start > Programs > Polycom > Polycom Desktop Connector**. The PDC icon is displayed as an active program on your taskbar as shown next.



2. On your phone, navigate to **Settings > Basic > PDC Configuration**.

3. From the **PDC Configuration** screen, set the **Status** field to **Enabled**.
4. In the **Phone Orientation** field, specify whether your phone is to the left or right of your computer monitor.
5. In the **Desktop User** field, enter your Windows login name.
6. In the **Server Address** field, enter your computer's IP address or FQDN.
The IP address enables your phone to locate and identify your computer on the network.
7. Select **Save**.
Your settings are saved and the Basic screen is displayed with a message prompting you to allow sharing with your computer.
8. Select **Yes**.
A dialog box is displayed on your computer asking if you wish to allow remote control of your phone.
9. Click **OK** to complete the setup process.



Disable the Polycom Desktop Connector

If you disable the PDC, you can no longer use your mouse and keyboard to control and enter information on your phone.

Procedure

1. Do one of the following:
 - On your computer, right-click the PDC icon on your taskbar and click **Exit**.
 - On your phone, navigate to the PDC Configuration menu and set the **Status** to **Disabled**. In the system tray, the PDC icon turns grey.

Using the Polycom Desktop Connector

After you've configured and enabled the PDC, you can use your computer mouse and keyboard to click menus and enter text in the editable fields—the fields with a flashing cursor—on your phone.

Access Your Phone Screens

You can use your mouse to navigate your phone and access your phone's screens.

Procedure

1. Move your mouse pointer off the edge of your computer monitor in the direction of your phone—left or right—that you indicated in the setup process.
The pointer leaves your computer monitor and displays on the phone's screen.

Note: If your computer taskbar is on the same side as your phone, the taskbar will block your cursor from accessing your phone. Move your computer taskbar elsewhere to allow your cursor to access the phone.

Using Keyboard Shortcuts to Perform Tasks on Your Phone

The Polycom Desktop Connector application extends your keyboard and mouse functionality from your computer onto your phone.

You can perform the following tasks using the application:

- You can right-click a field on your computer and select the cut or copy information and paste the information onto your phone. You can also cut, copy, and paste text from your computer onto your phone using keyboard shortcuts.
- Copy and paste information between fields on your phone screen by right-clicking the field and choosing a clipboard command.
- Delete information on your phone by highlighting the information using your mouse and pressing the Delete or Backspace key on your keyboard.
- Use the Home and End keys on your keyboard to position your cursor at the beginning or the end of fields on your phone.
- Enter numeric information such as phone numbers using the number keys on your keyboard.
- Use the Arrow keys to move within and between text fields.
- Use your mouse scroll wheel to navigate through menus.
- Adjust the volume level on your phone by holding Alt + Up arrow key or Alt + Down arrow key.

Note: When you use PDC, you cannot enter information in phone fields that don't have a flashing cursor, and you cannot place calls using the New Call soft key.

Your keyboard function keys are also mapped to specific phone keys and soft keys, as outlined in the following tables. The key mappings vary by phone model.

To use the Function and Alt key mappings, your cursor must be on the phone's display screen.

Function and Alt Key Mappings for VVX Phones

Function Key	Phone Key	Alt Key	Phone Key
F1	Left-most soft key	Alt + F1	N/A
F2	Second soft key from the left	Alt + F2	Redial
F3	Third soft key from the left	Alt + F3	Transfer
F4	Fourth soft key from the left	Alt + F4	Conference
F6		Alt + F6	Do Not Disturb
F7	Directories menu	Alt + F7	
F8	Messages menu	Alt + F8	New Call soft key

F9	Talk soft key (if PTT is enabled)	Alt + F9	End Call soft key
F10	ACD Sign In (if enabled)	Alt + F10	Settings.
F11	Applications	Alt + F11	🔊
F12	🎧	Alt + F12	ACD Sign Out (if enabled)

Enter Text in a Different Language

You can enter text in different languages onto your phone using your computer's keyboard.

Note: The PDC does not allow you to type Chinese characters into fields on your phone using the PinYin character entry method on your computer keyboard. Instead, copy and paste these Chinese characters from a computer document into the applicable phone fields using clipboard functions.

Procedure

1. On your computer, click **Start > Control Panel > Region and Language > Keyboard and Languages > Change keyboards.**
2. Choose a computer keyboard language, as shown next.



3. Move your cursor onto your phone's display screen.
The PDC program changes your keyboard language when you move your cursor onto your phone's screen.
4. On the phone, enter text in your chosen language.
The following graphic shows Russian characters entered on a VVX phone.

Добавить контакт (Abc/ASCII)

Мафее

Фамилия

Контакт

Должность

Эл. почта

Сохранить
<<
Алфавит
Отмена

Tip: To change your keyboard language back to the original, press the keyboard shortcut **Left Alt + Left Shift** to toggle your keyboard language.

Accessibility Features

Polycom products include a number of features to accommodate hearing, vision, or mobility-impaired users.

Features for Hearing-Impaired Users

Polycom phones include many features that enable users with hearing impairments to use various features on the phone.

The following table lists the accessibility features for hearing-impaired users.

Accessibility Features for Hearing-Impaired Users

Accessibility Feature	Description
Visual message indicators	An indicator light on the phone indicates that new messages are waiting. Icons on the screen also indicate that the phone has new messages.
Adjustable ring tone and volume	You can choose from a variety of ring tones for the phone. You can also change the volume of the ringer to suit your needs and choose different ring tones for contacts.
Adjustable Call Volume	While in a call, you can raise or lower the volume of the device.
Visual notifications	Status and icon indicators let you know when you have incoming, outgoing, active, or held calls. Indicators also alert you of the device's status and when features are enabled.
Visual ringing	Certain VVX models have visual ringing that enables the screen to flash bright orange for incoming calls (contact your system administrator to enable this feature).

Electronic hookswitch	If you use a headset that supports electronic hookswitch (EHS), you can use the controls on your headset to answer and end calls. Additionally, you may be able to mute calls and control volume from your headset.
Headset Memory Mode	If you use a headset, you can set up your phone to use your headset for all calls.
Hearing Aid Compatible (HAC) handsets	All phones are Hearing Aid Compatible (HAC) and have telecoils that magnetically couple to most forms of wearable hearing aids per FCC section 508 (compliant to ADA Section 508 Recommendations: Subpart B 1194.23).
TTY support	The phones supports commercial TTY devices such as Ultratec Superprint. Additionally, the phones provide acoustic coupled TTY support.

Features for Mobility-Impaired Users

Polycom phones include features that enable users with mobility impairments to perform various functions on the phone.

The following table lists the accessibility features for mobility-impaired users.

Accessibility Features for Mobility-Impaired Users

Accessibility Feature	Description
Auto-answer feature	You can enable the phone to auto-answer calls.
Touchscreen	The large touchscreen enables you to select, swipe, and press the screen to perform functions and activate features.
Large keys	The large keys on the phone console enable you to access phone features and functions.
Built-in speakerphone	A built-in speakerphone allows you to hear audio on the device without having to use a handset or headset.
Adjustable phone stand	You can adjust the phone stand to various angles so your phone sits at a comfortable angle on your desktop (see your phone's <i>Quick Start Guide</i>).
Polycom Desktop Connector application	You can use your computer's mouse and keyboard to enter information and navigate screens on your phone.

Features for Vision-Impaired and Blind Users

Polycom phones include various features that enable users with visual impairments to use many of the features on the phone.

The following table lists the accessibility features for visually-impaired and blind users.

Accessibility Features for Vision-Impaired and Blind Users

Accessibility Feature	Description
Adjustable backlight settings	You can change the brightness of the screen by adjusting backlight intensity settings.
Auto-answer feature	You can enable the phone to auto-answer calls.
Tactile “5” key with raised bumps	The “5” key has two bumps that enable you discern the position of other keys on the keypad.
Large keys	The large keys on the phone console enable you to access phone features and functions.
Physical line keys	VVX phones have physical line keys that you can press to answer and end calls.
Physical feature keys	Many features on the phones are accessible by pressing feature keys on the phone console.
Tactile-discernible number, feature, and navigation keys	Keys on the phone console are discernible by their size and shape.
Illuminated feature keys	Many feature keys illuminate when activated to alert you when a feature is enabled.

Maintaining Polycom® VVX® Business IP Phones

When the phone is not operating properly, you can investigate or troubleshoot issues along with any other tasks your administrator may ask you to perform.

Investigate Warnings

When a phone is unable to perform certain tasks, a Warning icon  displays in the statusbar.

The warning icon lets you know that your phone has one or more important issues. You can view details about the issues from the Warnings screen.

Procedure

1. Navigate to **Settings > Status > Diagnostics**.
2. Select **Warnings**.

The **Warnings** screen is displayed listing any issues.

Remove Warnings

After you view phone warnings, you can temporarily remove the Warning icon from the status bar. However, the warning still displays in the Warnings list until the issue is fixed. The Warning icon is displayed each time your phone has a warning that you haven't viewed.

Procedure

1. In the **Warnings** screen, select **Clear Icon** to remove the Warning icon from the status bar.
2. Restart Your Phone

Your system administrator may ask you to restart the phone if it malfunctions or to assist in troubleshooting.

Caution: Before you restart the phone, contact your system administrator. If the phone is malfunctioning, you may be able to restore normal operation without restarting it. Additionally, your system administrator may want to troubleshoot the phone before you restart it. You do not need to restart the phone to update its configuration.

Procedure

1. Navigate to **Settings > Basic**.
2. Select **Restart Phone**.
A confirmation message is displayed.
3. Select **Yes**.
The restart process begins, and the process ends when the Home screen is displayed.

Update the Phone's Configuration

Your system administrator may ask you to update the configuration for your phone to apply any changes to system settings, which you can do without restarting it.

Procedure

1. Navigate to **Settings > Basic**.
2. Select **Update Configuration**.
A confirmation message is displayed.
3. Select **Yes**.
The configuration is updated. The phone may restart, depending on which settings have changed.

Test the Hardware

If your phone is having any issues, your system administrator may ask you to access a diagnostics menu on the phone to test its hardware.

You can test the display, microphones, and speaker. Contact your system administrator for instructions on how to perform these tests.

Procedure

1. Navigate to **Settings > Status > Diagnostics**.
2. Select **Test Hardware** and select one of the following:
 - Audio Diagnostics
 - Display Diagnostics
 - Brightness Diagnostics
 - LED Diagnostics

- **Keypad Diagnostics**

Cleaning the Screen

The phone screens require minor maintenance, but you may need to clean the screen periodically.

Use a clean, dry, microfiber cloth—the kind you would use to clean glass surfaces—to wipe the screen. Do not use chemicals to clean the screen.

Note: If the screen is still dirty after cleaning, dampen a soft, lint-free cloth with an isopropyl alcohol and water solution of 50:50 then wipe the screen with the cloth. Always use the dampened cloth to apply the solution; never apply the solution directly because it could seep inside the screen or stain the system. Do not use chemicals to clean the screen.

View Software Details

You can view the details for the software version on your phone, the latest software update available for your phone, and the status of the latest update.

Procedure

1. Navigate to **Settings > Status > Software > Update**.

Troubleshooting

If you are having issues with your Polycom phone, you can try the troubleshooting options and solutions in the following topics to resolve certain issues.

Speakerphone

If your speakerphone doesn't work, your system administrator may have disabled it. If this is the case, a message displays after you press the speakerphone key informing you that Handsfree mode is disabled. In this case, use the handset or a headset to handle calls.

Polycom Desktop Connector

If you encounter any issues using the Polycom Desktop Connector (PDC), see the following table for possible solutions to common problems.

Common PDC Problems and Solutions

Issue	Corrective Action
The computer and phone cannot establish a connection.	Verify the Polycom Desktop Connector settings on your phone. You may need to reboot your phone or press the Reconnect soft key.
I can't enter information in a phone field using my computer keyboard.	Check to see if the phone field has a flashing cursor. You can use PDC only to enter information in a phone field if the field has a flashing cursor.

I can't place a call.	If you're using PDC, you can't place a call using the New Call soft key. To place a call, enter the phone number and select the Dial soft key or tap  .
I want to change the phone that is connected to the Polycom Desktop Connector.	<p>Disable the Polycom Desktop Connector, which is already connected to your computer and is in active state on your phone.</p> <p>Setup and enable the phone you want to connect to Polycom Desktop Connector. Once your computer receives an initial communication from the newly configured phone, it asks you to confirm the connection by displaying the message "You were controlling</p> <p><MACaddress1> with your computer. Do you want to change to controlling <MACaddress2>?" Click OK.</p>

Troubleshoot Audio and Echo Issues

In some cases when you are using your headset during a call, your contacts may experience audio or echo issues, such as feedback of your voice or of their own voice. If your contacts hear an echo during a call when using your headset, enable echo cancellation on your phone.

Procedure

1. Navigate to **Settings > Basic > Preferences**.
2. Select **Headset > Echo Cancellation** and select **Enabled**.

Using an Approved Power Source

Symptom:

If your phone is having the following issues, check your power supply:

- The phone cannot connect to the network.
- The phone does not start up properly or continues to restart.

Problem:

If you connect the wrong power supply to your phone, such as the power supply for a different or older Polycom phone, it could damage the phone, the phone will not function as expected, and it can void your warranty.

Workaround:

Only use the power supply designed for your phone or check with your system administrator about using Power over Ethernet.

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