Poly VVX Series Desk Phone FAQ Sheet

How to Place a Call

1 Pick up the handset ,or

Press the Speaker button ,or

Press the Headset button ,or
(if connected)

Press the Line 1 button, labeled with the username or extension number.
(Depending on model, top left or right button on display)

2 Afterwards you will hear a dial tone which signals that the phone is ready for you to place a call.

3 Dial the desired number via the dial pad.

4 No action is needed after dialing the number, the phone will start ringing the number on its own.

How to Answer a Call

1 When a call is received, if volume is not turned off, the phone will ring.

At the same time the Line 1 button will flash on and off green and the display will change to indicate the Name and Number that is calling you.
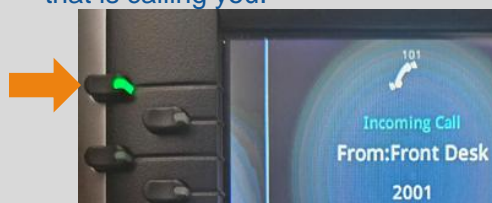
(Display varies by phone model)

2 The call may be answered in one of the following ways:

Pick up the handset ,or

Press the Speaker button ,or

Press the Headset button ,or
(if connected)

Press the Line 1 button, labeled with the username.
(top left or right button on display, depending on phone model)

How to use Hold

1 Hold may be used to place an active call into a paused state that the other person will hear music.

It's important to note that no one else can interact with the held call.It is held until you take action to resume or transfer the call.
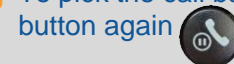
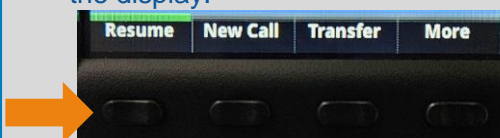**2** To place a call on hold press the hold button

Some phones don't have a dedicated hold button and use the soft keys below the display. Select button below "Hold" to put the caller on hold.

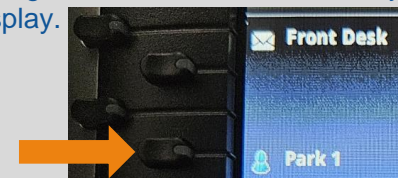**3** To pick the call back up press the hold button again

Or select "Resume" on the soft keys below the display.

How to use Call Park

1 Call Parks can be used like Hold except other Users can pick up the call.

2 To put a call in Call Park select the configured button on the sides on your display.

(Display varies by model and Call Park buttons may be in different positions. Multiple Call Park buttons can be built and can be labeled differently. Contact your Admin with any questions.)

**3** When parked the button will turn red.
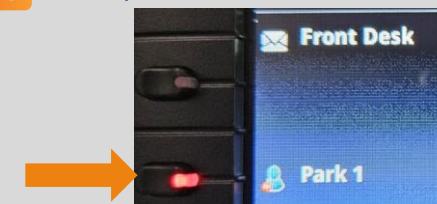
(If the button was already red a call is currently parked and you must wait till its green or select another Call Park button.)

4 To retrieve or answer a parked call select the Call Park button.

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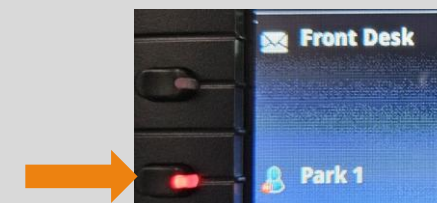
How to use 3 Way Call/Conference

1. 3 Way Call or as it's, referred to on the phones Conference, allows you to add 1 other person, to an active current call.

2. To add in another person to an active call press the "Conference" button below the display on your phone or "More" then "Conference" if it doesn't appear on the initial screen.
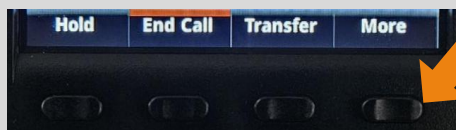

3. The current person on your call will be put into hold and you will hear dial tone which indicates you may enter the number of the person you want to add. The call will ring normally.

4. After the person answers and you are ready to bring the calls together press the Conference button again as in step 2 and everyone will be brought into the same call .

How to Transfer a Call

1. Transfer allows you to send an active or held call to an internal or external destination.

   There are 2 types, Blind and Assisted. Blind will send the call directly to the destination while Assisted will allow you to talk with the destination before completing the transfer. Assisted is the default.

2. To start the transfer process press the transfer button.

   For devices that do not have a dedicated transfer button press the button labeled "Transfer" below the screen.
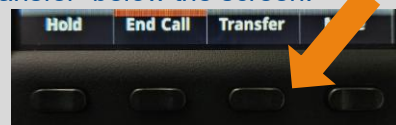
3. After dial tone will play indicating you may enter the destination to transfer the call.

   At this time you may press the "B_Transfer" button below the screen to change from an Assisted Transfer to a Blind Transfer.
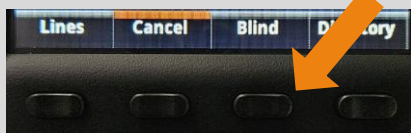
4. To complete a Blind transfer select the transfer button again as in step 2 .

   Do the same for Assisted and when done talking to the destination select the transfer button a 3rd and final time.

How to use DND (Do not Disturb)

1. Do Not Disturb or DND is a feature that when active will send inbound calls directly to voicemail without ringing the phone.

   By default DND only functions on the physical phone. If you have calls set to ring to your Web or Mobile Application they will still go through.

2. When DND is active it is indicated by a red circle with a white line through it usually at the top right of the display (exact position varies by model). The Icon will alternate on and off with other system messages (Date, New Voicemail Messages etc.).

3. To activate or deactivate DND select the DND button below the display.
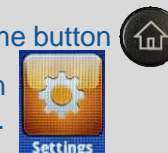

How to perform a Factory Reset

1. At times the phone may require a factory reset when making a configuration change or trouble shooting an issue.

2. To start press the Home button

   Then use the direction pad to select Settings.

   Using the direction pad select "2 Advanced" in the dropdown menu which will prompt you to enter a password.

3. If the phone has been connected to the GigTel service a GigTel Technician must provide that password.

   If the phone has not been connected to GigTel service the password is 456.

   Using the directional pad select "1 Administration Settings" followed by "5 Reset to Default" then "5 Reset to Factory". A final confirmation message will appear, select "Yes".

4. The phone will go through a series of screens.

   ! THIS PROCESS CAN TAKE SEVERAL MINUTES DO NOT UNPLUG THE PHONE DURING THIS PROCESS!

   After the phone finishes rebooting it will briefly come up before doing a 2nd quick reboot. After the phone should operate normally. Please contact your Admin or Support if you have any issues.

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Voicemail

Message Waiting Indicator

Flashing Red indicates a Voicemail is in New status waiting to be checked, saved, or deleted.

Location may vary by model and some may not have one.

Voicemail Icon

If you have a Voicemail in New status at the top of the screen the phone will display intermittently flash how many new messages are waiting.

An Envelope Icon will also display next to the Line 1 button.

The location may vary by model.

Message Button

Press to dial directly into your voicemail box. Enter your Pin to access, listen to, and manage your voicemail.

Location may vary by model.

Extension

5000: Check another Voicemail
Dialing this extension allows you to check another Voicemail box that is not your own. This could be a shared voicemail for after hours or a departmental voicemail box. After dialing enter the extension assigned to the voicemail box you want to check then the password. Once authenticated you may manage the voicemail box normally.

5001: Check your Voicemail
Dialing this extension allows you to check your own voicemail box. Enter your Pin to access, listen to, and manage your voicemail.

Star Code

*55: Transfer to Voicemail
During the transfer process you may enter this star code to transfer the call to any other extension or user on the system. After dialing the code enter the extension you want to transfer the call to and complete the Transfer process as normal.

*62: Check your Voicemail
Voicemail Dialing this extension allows you to check your own voicemail box. Enter your Pin to access, listen to, and manage your voicemail.

* (Star) Code and Feature Codes Quick Reference Sheet

Star Codes

Pull active call to device:
*00

Transfer to Voicemail:
*55[extension]

Check Your Voicemail:
*62

Caller Id Block:
*67[dial number]

Call Return:
*69

Call Forward All – On:
*72[1+forward number]

Call Forward All – Off:
*73

Star Codes

Do Not Disturb – On:
*78

Do Not Disturb – Off:
*79

Call Forward No Answer – On:
*92[1+forward number]

Call Forward No Answer – Off:
*93

Call Forward Busy – On:
*94[1+forward number]

Call Forward Busy – Off:
*95

Star Codes

Pause Call Recording:
*96

Un-pause Call Recording:
*97

Start Call Recording:
*98

Stop Call Recording:
*99

Feature Codes

Call Pick Up from another User:
07[extension]

Call User with Intercom:
08[extension]

Check Another User's Voicemail:
5000

Check Your Voicemail:
5001

Button Overview

Line Key 1

Key Assigned to the primary user of the phone. Selecting this key will initiate a call or answer an incoming call on speaker phone. When ringing the key will flash green. Some phone models will have this key on the upper left side of the screen.

Line Keys/Soft Keys

Additional Line Key/Soft Keys maybe be configured depending on your individual deployment as a Call Park, Speed Dial, extra Line, or any number of features. Some models may have more than 1 extra key.

Transfer

Press to start the process for Transferring a call.

Voicemail

Press to dial directly into your voicemail box. Enter your Pin to access, listen to, and manage your voicemail.

Hold

Press to place the current active call on Hold where the call will hear music. Press again to start the call again. Only you may retrieve the call.

Soft Keys

Additional Soft Keys that can be assigned functions such as Call History, Directory, Do Not Disturb (DND), etc. Functions vary by individual deployment.

Directional Pad

Used for navigating menus on the phone with the Center button acting as Enter/Select/OK.

Selecting the Up arrow will short cut into Favorite Contacts.

Selecting the Right arrow will short cut into Placed Call history.

Selecting the Down arrow will short cut into Missed Call history.

Selecting the Left arrow will short cut into Received Call history.

Headset

If a headset is connected pressing this will initiate dial tone to place a call or answer and incoming call.

Speaker Phone

Press to answer, place, or switch a call to the speak phone from the handset.

Mute

Selecting the Mute button will prevent the party on the other end of the call from hearing you. Works for both the handset and speakerphone.

Volume Keys

Adjusts the volume output being heard by the User. "-" minus on the left will reduce the volume while "+" plus on the right will increase it. Changes will impact both the volume heard in the handset and on speakerphone.

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