



# Reference Guide

IP Phone/Calling Features • Voicemail


## Dialing

### To dial phone number or extension

Lift handset and dial number, (OR, with handset on-hook, dial number and tap  or press **Speakerphone** button ). For:

- **Local call** – dial the 7-digit local number
- **Long distance** – dial the 10-digit phone number (area code + local number)
- **International** – dial 011 + country code + city code + number
- **Internal extension** – dial the 4-digit extension

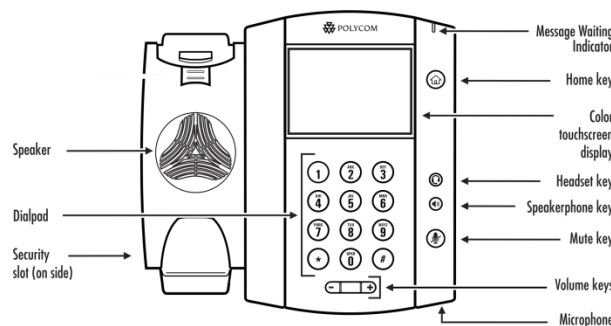
**To Speed Dial** – (requires set up)

- 1) Press 1-digit code, or # plus 2-digit code assigned to the number you want to dial.
- 2) Then lift handset, press **Speakerphone** button or tap .

*Note: If authorization codes are assigned to your phone, you may be prompted to enter a code to complete the call.*

## Phone Guide

### Polycom VVX500 Series IP phones



### Main Keys



**NOTE:** Be sure to use a surge protector with your phone.

### About the Touchscreen



- Tap to select and highlight screen items.
- To scroll, touch the screen, and swipe your finger up, down, right, or left.
- To go back to a previous screen, tap **Back**.

## Your Phone Calling Features

### Phone Views

Your phone has four main Views: Home, Calls, Active Call, and Lines View (the default).

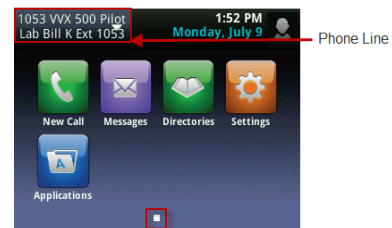
**To change Views:**



- For Home View, press .
- Press  again to display Lines, Calls, or Active Call View.
- To switch between Lines, Calls or Active Call View, swipe the screen left or right.

*Note: If your phone is idle, you can access Home and Lines view. If your phone has multiple calls, or one held call, you can access Home, Lines and Calls view.*

### Home View

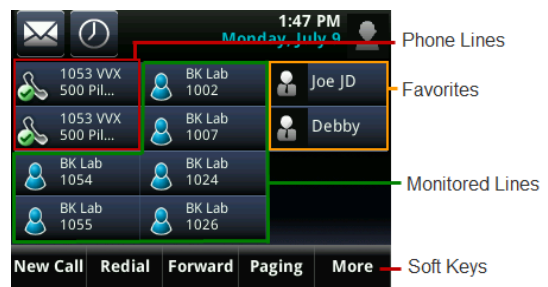
Home View displays icons you can tap to access phone functions.



- Touch and hold  to display fewer icons. Touch and hold  or swipe the screen to display more icons.
- From Home View, tap the phone line to display your phone Lines, monitored Lines (if BLF Keys are enabled), and Favorites (Speed Dial Keys). These contacts you can dial by tapping their name. To go back, tap **Close**.

### Lines View

Lines View displays your phone Lines, monitored Lines (if enabled), Favorites, and soft keys.



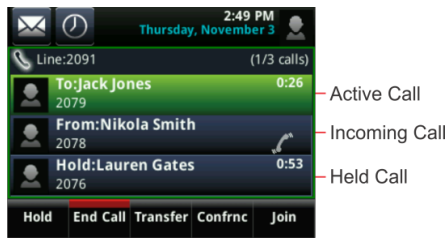
If your phone is idle, you can:

- Tap the phone line to access the dialer.
- Tap a monitored Line or Favorite to call that number. *A monitored line (BLF Key) will show a flashing green bar if it is ringing or a solid red bar if it is on a call.*

## Calls View

You can access **Calls View** if your phone has multiple calls in progress, or you have one held call.

**Calls View** displays a list of all your calls.



Call color indicates status:

- **Bright green:** Active call
- **Dark blue:** Held call
- **Bright blue:** Selected, held call

Tap a call to highlight it. The soft keys apply to the highlighted call.



## Active Call View

If a phone line has only one call—and it's active—you can access **Active Call View**.





## Entering Data

Use the onscreen keyboard or the dial pad keys to enter information.


- To use the onscreen keyboard, tap .
- To type with the dial pad keys, press a key repeatedly to view the character options and stop to select.
- To backspace, tap .
- To type other characters, tap **Encoding** or **Mode**.  
When using the dial pad keys, use the 1, \*, 0, and # keys.

## About Calls




- Only one call can be active at a time.
- You can use the handset, speakerphone, or headset for calls.
- During a call, you can change modes by picking up the handset, or by pressing  or .





### Tip: Returning to Your Calls

If you navigate away from your call(s), tap  **Calls** to see Active Call or Calls View again.

## Placing Calls

- 1) Pick up the handset, or press  or .
- 2) Enter the phone number, and tap .

- **From Lines View:** Tap the phone line, enter the phone number, and tap .
- **From Home View:** Tap **New Call**, enter the phone number, and tap .





### Timesaver: Placing Calls Quickly

Tap a recent call, monitored line (if enabled), or favorite, or tap a contact's phone number in the contact directory.

## Redial

- To redial the last call placed, tap **Redial**

## Answer Calls

- Press  or tap **Answer** and pick up the handset, or press .
- To answer a new call while on an active call, tap **Answer**. *The current call will be held.*

## Hold Calls

- To Hold calls from Lines, Calls, or Active Call View, tap **Hold**. Party will hear music while holding. *(If you're in Calls View, remember to highlight the call first.)*
- To resume a held call, tap **Resume** from either Lines or Calls View.



## Transfer Calls

From Lines, Calls, or Active Call View

- 1) Tap **Transfer**, and call the other party.
- 2) When you hear the ring back sound, or after you talk with the other party, tap **Transfer**.

*NOTE: If you hang up after hearing ring back sound, the call will be transferred blindly/immediately without speaking to other party.*

## End Calls

- **To end an active call**, replace the handset, press , or press . OR, tap **End Call**.
- **To end a held call**, navigate to Calls View and highlight the held call. Tap **Resume**, and tap **End Call**.

## Transfer Call direct to Voicemail

**To transfer directly to voicemail**

- 1) During a live call, tap **VMxfr**.
- 2) Enter the extension number and tap **Enter**.

## Park and Unpark Calls (If Enabled)

### To park a live call

- 1) Tap **More**, then tap **Park**.
- 2) Listen to the message which identifies the extension the call is parked to.
- 3) Notify the intended recipient(s) that a call is parked at specified extension.

### To unpark a call

- 1) Recipient taps **More**, then **Unpark**.
- 2) Recipient dials the extension to which call was parked, and then taps **Enter**.

## Forward Calls

*NOTE: Please see Quick Dial section of this guide for additional Call Forwarding options and methods.*

### To enable call forwarding Always

- 1) Tap **Forward**, then tap **Always**.
- 2) Type a forwarding number, then tap **Enable**.

### To disable call forwarding Always

- 1) Tap **Forward**.
- 2) Tap **Always**, and tap **Disable**.

### To enable call forwarding No Answer

- 1) Tap **Forward**, then tap **No Answer**.
- 2) Type a forwarding number in Contact field.
- 3) Tap **Forward after Rings** and enter number of rings.
- 4) Tap **Enable**.

### To disable call forwarding No Answer

- 1) Tap **Forward**.
- 2) Tap **No Answer**, and tap **Disable**.

### To enable call forwarding Busy


- 1) Tap **Forward**, then tap **Busy**.
- 2) Type a forwarding number in Contact field.
- 3) Tap **Enable**.

### To disable call forwarding Busy

- 1) Tap **Forward**.
- 2) Tap **Busy**, and tap **Disable**.

## Return Calls

### To select from list of recent missed incoming calls

- 1) Tap  from Lines, Calls, or Active Call View..
- 2) Swipe up and down to view entire list of missed calls.
- 3) Tap desired number to place call.

*Another way to access Call Return*

- 1) Dial **\*69** and the system will announce the last incoming number, then dial **1** to place call to that number.

## Conference Calls

### To conduct conference calls

- 1) Call the first party.
- 2) From Lines, Calls, or Active Call View, tap **More**, and tap **Confnc**.
- 3) Dial and connect with the other party, then tap **More** and tap **Confnc**.

From Lines or Calls View, you can

- Tap **Hold** to hold the conference.
- Tap **Split** to remove a party from the conference.



### Timesaver: Placing Conference Calls

If you have an active and a held call, tap **Join** to set up a conference.

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## Paging and Intercom Features

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### Intercom

To intercom an extension (connect directly to other party's speakerphone)

- 1) Tap **Intercom** from Lines View
- 2) Dial the number to which you wish to intercom, then tap **Enter**.

*NOTE: If you are receiving an intercom call, the phone rings, then the caller automatically connects to your speakerphone.*

### Zone Paging (If Enabled)

Zone Paging enables you to intercom to all extensions in a pre-defined group at once. To zone page a group of extensions,

- 1) Tap **Paging** from Lines View
- 2) Select the group you want to page, then tap **Page**.
- 3) You can then begin speaking.




*NOTE: If you are receiving a paging call, the phone beeps, then caller automatically connects to your speakerphone.*

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## Viewing Recent Calls


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To view your **Recent Calls** list

- 1) Tap **New Call** from Home View, and tap **Recent** or Tap  from Lines, Calls, or Active Call View..
- 2) From the Recent Calls list:
  - Tap  to sort calls by time or name.
  - Tap  to display only certain calls, or
  - Tap the call record to call the person.



### Tip: Saving Recent Callers to Your Directory

From your Recent Calls list, tap  next to the call, and tap **Save**. Enter additional information and tap **Save**.

## Contacts and Favorites (Speed Dial Keys)

### Contact Directory


#### To view your directory

- 1) Tap **Directories** from Home View. If a Corporate Directory is on your phone, tap **Contact Directory** on the directory screen.


#### To add a contact

- 1) Navigate to your **Contact Directory** and tap .
- 2) Type the contact's information, and tap **Save**.


#### To make a contact a Favorite

- 1) Navigate to your **Contact Directory** and tap the contact.
- 2) Tap **Add to Favorites**, and tap **Yes** to confirm.
- 3) Tap  to exit.

#### To update contact information

- 1) Navigate to your Contact Directory and tap the contact.
- 2) Tap , update the contact's information, and tap **Save**.

#### To delete a contact

- 1) Navigate to your Contact Directory and tap the contact.
- 2) Tap , and tap **Yes** to confirm.

#### To search for a contact


- 1) Navigate to your Contact Directory and tap **Search**.
- 2) Enter search criteria, and tap **Search**.

#### To dial a contact from your directory

- 1) Navigate to your Contact Directory and tap the contact.
- 2) From the contact's information screen, tap the contact's phone number.



#### Tip: What Does a Green Star Mean?

A green star, , indicates a Favorite (Your top ranked Favorites appear as Speed Dial Keys).


### Favorites (Speed Dial Keys)

**Favorites** are contacts you call most often. Favorites display in your Favorites list and Lines view as Speed Dial Keys. They also display when you tap the phone line in Home view. (Note that the display of Favorites may be lost after a phone reboot.)

#### To view your Favorites list

- 1) Tap **New Call** from Home View, and tap **Favorites**.

#### To make a contact a Favorite

- 2) Navigate to your **Contact Directory** and tap the contact.
- 3) Tap **Add to Favorites**, and tap **Yes** to confirm.
- 4) Tap  to exit.

#### To speed dial a Favorite

- 1) Tap the **Favorite (Speed Dial Key)** from Lines View or your Favorites list.

#### To reorder your favorites list

- Update the contact's **Favorite Index number** in the Contact Directory.

### Notes

- **Monitored Lines (BLF Keys)** are part of an optional add-on, and are managed by your phone system administrator. Up to 9 can be configured.
- **Line Appearance Keys** (3 standard) can independently handle live calls. With the add-on up to 12 total Line Appearance Keys can be configured (3 standard, 9 additional). These are also managed by your phone system administrator.
- **Speed Dial Keys:** Your Favorites can be added and changed on your phone by designating personal directory entries as favorites and then by ranking them. Your top ranked favorites are displayed as speed dial keys. These can be added up to the phone's limit of 12 total line keys; speed dial keys are displayed where line keys are not being used by BLF Keys or Line Appearance Keys.

## ACD Call Queues (If Enabled)

#### To log into a Call Queue

- 1) Tap **ASignIn**. When you are signed into a call queue, a green icon will be displayed next to your line.

#### To log out of a Call Queue


- 1) Tap **More, More** and then tap **ASignOut**. After logging out, a white icon will be displayed next to your line.

#### To change your agent state to unavailable while logged in:

- 1) Tap **More** and then **Unavailable**.
- 2) Tap the status that best describes the reason for not being available (e.g., out to lunch, in a meeting, etc.).
- 3) Tap **More** and then **Available** to begin receiving calls from queue(s).

## Additional Phone Features



### Muting the Microphone

- During a call, press  (Mute button) so other parties can't hear you.
- To disable Mute, press  again.

### Do Not Disturb

- To disable ringing, tap **DND**. The LCD display will show a "DND" icon and any incoming calls will be directed to voicemail.
- Tap **DND** again to re-enable ringing.

### Change Volume

- **To change call volume**, press  during a call.
- **To change the ringer volume**, press  when the phone is idle or ringing.


## Update Ringtone

### To change the incoming call ringtone

- 1) Tap **Settings** from Home View
- 2) Tap Basic > Ring Type.
- 3) Tap Default and then tap the desired ringtone.

NOTE: Tap **Back** to return to previous menus or press the **Home** button twice to return to previous view.

## Access Voice Messages

- 1) Tap  from Lines, Calls, or Active Call View. (Or, tap **Messages** from Home View, then tap **Message Center**.)
- 2) Follow prompts to play messages, record greetings, etc. (See *Voice Messaging section for more options*.)

## Authorization Codes

- If authorization codes are enabled on your phone, you will be prompted to enter a non-validated code after dialing the desired number.

### **IMPORTANT NOTE about 911:**

Because VOIP (Voice over Internet Protocol) service works differently than traditional phone service, VOIP E911 service may also work differently. To understand limitations and to be prepared should you need to make a 911 call from your IP phone, please read the TelNet E911 Emergency Service Advisory Notification at [www.telnetww.com/TelNet911Advisory.pdf](http://www.telnetww.com/TelNet911Advisory.pdf)

## Quick Dial Calling Features

### Call Forwarding

Forward all incoming calls to another number or voicemail, forward calls only when your line is busy, or when calls go unanswered. As part of your business continuity plan, have Call Forwarding Not Reachable feature set to automatically forward all calls if something prevents calls from completing, (e.g. power failure or loss of Internet connectivity).

#### To activate Call Forwarding

- 1) Lift handset. Press the **\* code** (noted below).
- 2) Enter phone number to which calls will be forwarded. (Or forward to voicemail)
- 3) Replace handset. The service is on.

#### To deactivate Call Forwarding

- 1) Lift handset. Press the **\* or # code** (below).
- 2) Replace handset. The service is off.

Call Forwarding	Activate	Deactivate
<b>All Calls</b>	<b>*72</b>	<b>*73</b>
<b>   Calls to Voicemail</b>	<b>*21</b>	<b>#21</b>
<b>*When Busy</b>	<b>*90</b>	<b>*91</b>
<b>*Busy to Voicemail</b>	<b>*40</b>	<b>#40</b>
<b>When No Answer to Voicemail</b>	<b>*41</b>	<b>#41</b>
<b>Not Reachable (for business continuity plan – requires set up)</b>	<b>*94</b>	<b>*95</b>

Note: Call forwarding options marked with \* require call waiting to be disabled to function properly.

### Call Waiting

Be notified of other calls coming in while you are on the line.

#### To activate Call Waiting for All Calls

- 1) Lift handset. Press **\*43**.
- 2) The Call Waiting service is turned on for all calls.

#### To deactivate Call Waiting for All Calls

- 1) Lift handset. Press **#43**.
- 2) The Call Waiting service is turned off for all calls.

#### To cancel Call Waiting for a Single Call

- 1) Lift handset. Press **\*70**.
- 2) The Call Waiting service is turned off so that you can make an uninterrupted phone call. The Call Waiting service will be back on for the next phone call.

## Directed Call Pickup

Intercept or pick up a call coming in on another phone in your call pickup group.

- 1) Tap **More**, then **Pickup**.
- 2) Dial the extension of the phone that is ringing and then tap **Enter**.

OR, you may

- 1) Lift handset. Press **\*97**.
- 2) Enter the extension of the phone that is ringing and then press the **#** key. The call will be redirected to your extension and you will be connected to the call.

## Speed Dial 8 (1-digit codes)

Set up and update 1-digit speed dial codes for frequently dialed numbers; directory is active on both your phone and Personal Assistant Toolbar for fast, easy dialing.

### To set up/update Speed Dial 8 (1-digit codes)

#### From your phone

- 1) Dial **\*74** and listen for tone.
- 2) Enter the 1-digit code plus the 10-digit phone number you would like assigned followed by **#**. (*Recorded message confirms code was programmed.*)

#### From your Personal Assistant Toolbar

- 1) Click **Portal Auto-Login** button on toolbar.
- 2) Select **Outgoing Calls**, then **Speed Dial 8**.
- 3) Enter the 10-digit phone number next to the code you would like assigned. (Optional – add description.)
- 4) Click **Apply**.

### To place call using Speed Dial 8

#### From your phone

- 1) Press the 1-digit **speed dial code**, then tap .

#### From Personal Assistant Toolbar

- 1) Click on **Speed Dial Directory** icon.
- 2) Click on the number you wish to dial.

## Speed Dial 100 (If Enabled)

Set up and update 2-digit speed dial codes for frequently dialed numbers; active on both your phone and Personal Assistant Toolbar for fast, easy dialing.

### To set up/update Speed Dial 100 (2-digit codes)

#### From your phone


- 1) Dial **\*75**, press **#** and listen for tone.
- 2) Enter the 2-digit code plus the 10-digit phone number you would like assigned followed by **#**. (*Recorded message confirms code was programmed.*)

#### From Personal Assistant Toolbar

- 1) Click **Portal Auto-Login** button on toolbar.
- 2) Select **Outgoing Calls**, then **Speed Dial 100**.
- 3) Click **Add**, then select 2-digit code from pull-down list.
- 4) Enter **Description** (optional) and 10-digit phone number you would like assigned.
- 5) Click **OK**.

### To place call using Speed Dial 100

#### From phone

- 1) Press **#** plus the 2-digit speed dial code, then tap .

#### From Personal Assistant Toolbar

- 1) Click on **Speed Dial Directory** icon.
- 2) Click on the number you wish to dial and pick up your phone handset.


## Quick Dial Guide

	On	Off
<b>Call Forward</b>		
<b>All Calls</b>	Forward or <b>*72</b>	Forward or <b>*73</b>
All Calls to Voicemail	<b>*21</b>	#21
<b>When Busy</b>	<b>*90</b>	<b>*91</b>
Busy to Voicemail	<b>*40</b>	#40
<b>When No Answer to Voicemail</b>	<b>*41</b>	#41
<b>Not Reachable</b> (for business continuity plan – requires set up)	<b>*94</b>	<b>*95</b>
<b>Check Not Reachable Status</b>	<b>*63*</b>	
<b>Call Waiting</b>	<b>*43</b>	#43
Cancel for single call		<b>*70</b>
<b>Call Return</b> (last inbound number)	<b>*69</b>	
<b>Directed Call Pickup</b> (intercept)	<b>*97</b>	
<b>Redial</b> (last outbound number)	<b>*66</b>	or Redial or MESSAGE
<b>Access Voicemail</b>	<b>*86</b>	
<b>Transfer Call</b>	<b>Transfer</b>	
<b>Call Hold</b>	<b>Hold</b>	<b>Resume</b>
<b>Do Not Disturb</b>	DND or <b>*78</b>	DND or <b>*79</b>
<b>Three-way Call</b>	<b>Confrc</b>	(repeat to add) (again for off)
<b>Speakerphone</b>	<b>Speaker</b>	(again for off)
<b>Mute</b>	<b>Mute</b>	(again for off)
<b>Music On Hold Deactivation</b> (per-call deactivation)		<b>*60</b>
<b>Clear Message Waiting Indicator</b>	<b>*99</b>	
<b>Change Number of Rings before Voicemail picks up</b>	<b>*610</b>	




## Accessing Voicemail and Your Voice Portal

You can access your Voicemail and personal Voice Portal using your own phone:

- Press **Voicemail** .
- OR - Dial **\*86** from your phone.

Your administrator provides you with the phone number/ extension for the group Voice Portal (referred to as the Voice Portal general access number/extension.)


### Initial Voicemail set up

- 1) First time logging in, tap **Voicemail** , OR **\*86** from your phone, and then:
- 2) Enter a new passcode at the prompt, followed by **#**.
- 3) Re-enter your passcode at the prompt followed by **#**.
- 4) Record your name at the prompt and press **#**. Your Voice Portal is setup and ready for use.

*NOTE: Your voicemail passcode must be 6 digits in length and cannot be your phone number. Do not use weak passcodes (e.g., not sequential or repeating digits).*

### To access your Voicemail and Voice Portal

#### From your own phone

- 1) First time logging in, tap **Voicemail** , OR dial **\*86**.
- 2) Enter your passcode followed by **#**. (Skip step if auto login is enabled.)
- 3) Follow prompts of the Voice Messaging Main Menu.

#### From another phone within your group

- 1) Dial your phone number or extension.
- 2) Press **\*** during your greeting to reach the login prompt.
- 3) Enter your passcode followed by **#** to reach **Voice Messaging Main Menu**.
- 4) At the Voice Messaging menu, make selection, (or press **\*** to reach the **Voice Portal Main Menu**.)

#### From a phone outside of your group

- 1) Dial the Voice Portal general access phone number/extension
- 2) Enter your mailbox number (typically your phone number).
- 3) Enter your passcode followed by **#**.
- 4) Follow prompts of the **Voice Portal Main Menu**.

### Voice Messaging Main Menu

- 1 Listen to Messages
- 2 Busy Greeting Menu
- 3 No Answer Greeting Menu
- 4 Extended Away Greeting Menu
- 5 Compose Message Menu
- 7 Delete All Messages
- \* Voice Portal Main Menu (see below)
- # Repeat Menu

#### "Play Message" options

While listening to message	Between messages
1 Skip Back	# Save
2 Pause/Resume	7 Delete
3 Skip Forward	2 Repeat
4 Jump to Beginning	5 Envelope Info
6 Jump to End	6 Play Next Msg
Anytime	8 Callback Caller
* Return to Prev Menu	9 Add'l Options

- 1 Reply to Message
- 2 Forward
- Return to Prev
- \* Menu
- # Repeat

### Voice Portal Main Menu

- 1 Access Voice Mailbox
- 2 Change Profile
- 3 Greetings Menu
- 5 Change Passcode
- 6 Exit
- # Repeat menu

*Note: Message waiting indicator light may stay on if messages are not deleted. To clear message waiting indicator, dial **\*99**.*