USER GUIDE

6.3.1 | March 2021 | 3725-48813-005A

Poly VVX Business IP Phones

Getting Help

For more information about installing, configuring, and administering Poly/Polycom products or services, go to Polycom Support.

Plantronics, Inc. (Poly — formerly Plantronics and Polycom)
345 Encinal Street
Santa Cruz, California
95060

© 2021 Plantronics, Inc. All rights reserved. Poly, the propeller design, and the Poly logo are trademarks of Plantronics, Inc. All other trademarks are the property of their respective owners.

PLANTRONICS + POLYCOM. NOW TOGETHER AS poly

Contents

Before You Begin.....10

Audience, Purpose, and Required Skills.....10

Related Poly and Partner Resources.....10

Getting Started.....11

Overview of Phone Hardware and Keys..... 11

VVX 150 Hardware.....11

VVX 250 Hardware.....13

VVX 350 Hardware.....15

VVX 450 Hardware.....17

Securing Your Phone with the Security Slot.....19

Accessing Screens on VVX Business IP Phones 19

Access the Main Menu.....20

Access the Calls Screen..... 20

Access the Lines Screen.....20

Switch Phone Screens..... 21

Icons and Status Indicators on VVX Business IP Phones..... 21

Entering Information in Data Fields.....22

Entering Information Using the Dialpad.....23

Entering Chinese Characters with PinYin.....24

Logging In to and Locking Your Phone.....25

Logging In to Your Poly VVX Business IP Phone.....25

Log In to a Phone.....25

Log Out of the Phone..... 26

Change Your Login Password.....26

Log In to a Visitor Desk Phone.....26

Log Out of a Visitor Desk Phone.....27

Log In to a Host Phone..... 27

Log Out of a Host Phone.....27

Log In to a Guest Automatic Call Distribution Phone.....28

Log Out of a Guest ACD Phone.....28

Sign In Using Your BroadSoft UC-One Credentials..... 28

Locking Your Phone..... 28

Lock Your Phone..... 29

Unlock the Phone..... 29

Change Your User Password..... 30

Audio Calls.....31
Placing and Answering Audio Calls..... 31
Placing Audio Calls..... 31
Redial a Number..... 35
Redial a Contact when the Contact is Available.....35
Answering Audio Calls..... 36
Use the Handset, Headset, or Speakerphone..... 37
Mute and Unmute Audio..... 38
Holding and Resuming Calls.....38
Hold a Call.....38
Resume a Call.....38
Resume a Call on an Expansion Module..... 39
Ending Calls.....39
End an Active Audio Call.....39
End a Held Call..... 39
Transferring Calls.....39
Choose a Default Transfer Type.....40
Transfer a Call.....40
Cancel a Transfer.....40
Parking and Retrieving Calls on the BroadSoft BroadWorks Server..... 40
Park a BroadSoft Call.....41
Retrieve a Parked BroadSoft Call..... 41
Retrieve a Parked BroadSoft Call on Another Phone..... 41
Ignore a Parked Call.....42
Managing Calls..... 42
Display Calls from the Lines Screen..... 42
Display Calls from the Calls Screen.....42
Manage a Call from the Calls Screen.....42
Managing Calls Remotely with Broadworks Server..... 43
Managing Calls with BroadSoft UC-One BroadWorks Anywhere..... 43
Managing Calls with BroadSoft UC-One Remote Office..... 45
Ignoring or Rejecting Incoming Calls..... 46
Ignore or Silence an Incoming Call..... 46
Reject Incoming Calls.....46
Automatically Reject Calls from a Contact..... 46
Rejecting Calls with Do Not Disturb..... 46
Reject Anonymous Calls..... 48
Redirecting Incoming Calls..... 48
Forwarding Incoming Calls to a Contact..... 48
Divert Calls to a Contact.....49

Call Precedence and Preemption..... 50

Conference Calls..... 51

Audio Conference Calls..... 51

Initiate a Conference Call..... 51

Join Calls to Create a Conference Call..... 51

End a Conference Call..... 52

Hold a Conference Call..... 52

Resume a Conference Call..... 52

Split a Conference Call..... 52

Manage Conference Call Participants..... 52

Alcatel-Lucent Advanced Conference Calls..... 53

Initiate an Advanced Conference Call..... 53

Initiate an Advanced Conference Call During a Call..... 53

Add Contacts to an Advanced Conference Call..... 54

Add Incoming Calls to an Advanced Conference Call..... 54

Join Two Calls into an Advanced Conference Call..... 54

Viewing a Roster of Conference Participants..... 54

Managing Advanced Conference Participants..... 55

Shared Lines..... 56

Shared Line Limitations..... 56

Answering Calls on Shared Lines..... 56

Missed and Received Calls on Shared Lines..... 56

Hold a Call Privately on a Shared Line..... 57

Barge In on Calls for Busy Lamp Field Lines..... 57

Access the Call Actions for BroadWorks Dynamic Busy Lamp Field (BLF)..... 58

Ribbon Communications Multiple Appearance Directory Number - Single Call Appearance..... 58

Placing a MADN Call..... 58

Answering a MADN Call..... 59

Barge In on an Active Call..... 59

Leave a Bridge Call..... 59

Resume a Held MADN Call..... 59

Enabling Privacy for MADN Calls..... 60

Alcatel-Lucent Shared Call Appearance..... 61

Placing a SCAP Call..... 61

Answering a SCAP Call..... 61

Bridge In to an Active SCAP Call..... 61

Leave a Bridge SCAP Call..... 62

Make an Active SCAP Call Public..... 62

Make an Active SCAP Call Private....62
Holding or Passing SCAP Calls.... 62
BroadSoft UC-One Simultaneous Ring....63
Create a Personal Ring Group....63
Add Numbers to Your Simultaneous Ring List.... 63
Delete Numbers from the Simultaneous Ring List.... 64
BroadSoft Executive-Assistant....64
Executive Options.... 65
Assistant Options.... 66
Pick Up a Held Executive Call on a Shared Line.... 67
Pick Up a Held Executive Call on a Private Line....67
Barge In on an Executive Call....67

Recording Audio Calls....69
Guidelines When Recording Calls.... 69
Record a Call.... 70
Manage a Call while Recording.... 70
Pause a Recording....70
Resume a Recording.... 70
Stop Recording.... 71
Record a Conference Call....71
Browse Recorded Calls....71
Play a Recorded Call.... 71
Pause and Resume Played Recordings.... 72
Stop Playing a Recording....72
Rename a Recording.... 72
Delete a Recording.... 73

Call Lists and Directories.... 74
Recent Calls....74
View Recent Calls.... 74
Sort Recent Call Entries....74
Sort Entries by Call Type....75
View Call Details....75
Edit a Recent Call Entry.... 75
Delete a Recent Call Entry....75
Save a Recent Call Entry.... 75
Contact Directory.... 76
Search for a Contact in the Contact Directory....76
Add a Contact to the Contact Directory....76
View Contact Information.... 77

Update a Contact's Information....77
Delete a Contact from the Contact Directory....77
Corporate Directory....77
Searching the Corporate Directory....78
Add Corporate Directory Contacts to the Local Directory....78
BroadSoft Directories....79
View a List of BroadSoft Contacts....79
Searching the BroadSoft Directory....79
Add BroadSoft Contacts to the Local Directory....80
Managing a Personal BroadSoft Directory....80
Managing the Ribbon Communications Address Books....81
Using the Global Address Book....81
Using the Personal Address Book....83

Favorites and Contact Lists....85

Managing Favorites....85
Add Favorites....85
Viewing Favorites....86
Reorder Favorites....86
Delete Favorites....86
Using Buddy Lists....86
Add Contacts to Your Buddy List....87
View Your Buddy List....87
Monitor Contacts on Your Buddy List....87
View Your Watcher List....88
Block Contacts from Viewing Your Status....88
View a List of Blocked Contacts....88
Unblock a Contact....88
Managing BroadSoft UC-One Favorites and Contacts....89
BroadSoft UC-One Contacts' Presence Information....89
Viewing BroadSoft UC-One Contacts and Favorites....89
View Aggregated Self-Presence for BroadSoft Lines....90
Filter BroadSoft UC-One Favorites....90
Search for BroadSoft UC-One Contacts....91

Accessing, Sending, and Broadcasting Messages....92

Accessing Voicemail....92
Access Voicemail Messages....92
Remove the Message Alert....93
Instant Messaging....93
Send Instant Messages....93

Read Instant Messages....93
Reply to Instant Messages....94
Delete Instant Messages....94
Broadcasting Messages with Group Paging....94
Send a Group Page....94
Receiving Pages....95
Group Paging Settings....96
Broadcasting Messages with Push to Talk....97
Send a PTT Broadcast....97
Receiving PTT Broadcasts....98
Reply to PTT Broadcasts....98
End PTT Broadcasts....99
Push To Talk Settings....99

Phone Applications....101

Using the Calendar....101
Open the Calendar....101
Navigate Day View....101
Navigate to Other Views....102
Navigate Month View....102
Display Meeting View on the Calendar....102
Return to Day View....102
Meeting Reminders....102
Joining Calendar Meetings....104
Navigating the Web....104
View the Idle Browser....105
Open the Web Browser....105
Customizing the Font Size....105
Change the Font Size....106

Connecting to a Wireless Network....107

Add a Wireless Network....107
Enable Wireless Network Connectivity....107
Connect to a Secured Wireless Network....108
Disconnect from a Wireless Network....108
Remove a Wireless Network....108

Poly VVX Business IP Phone Settings....109

Password Required to Access Basic Settings....109
Choose a Theme for Your Phone....109

Set the System Language.....110
Disable Call Waiting.....110
Time and Date Display.....110
Change the Time and Date Format.....110
Disable the Time and Date Display.....111
Backlight Intensity and Timeout.....111
Set the Backlight Intensity.....111
Set the Backlight Timeout.....112
Changing Your Background.....112
Change the Background Picture.....112
Adding Personal Photos as Your Background.....112
Reset Your Background.....113
Screen Savers.....114
Enable Screen Savers.....114
Use Personal Photos as Screen Savers.....114
Disable the Screen Saver.....115
Use Your Phone as a Digital Picture Frame.....115
Picture Frame Icons.....116
Power Saving Mode.....116
Change Your Office Hours for Power Saving Mode.....117
Change Idle Timeouts for Power Saving Mode.....117
Changing Audio Settings.....118
Change Incoming Call Notifications.....118
Set a Ringtone for Incoming Calls.....118
Set a Ringtone for Individual Contacts.....118
Change the Volume.....118
Enable Acoustic Fence.....119
Updating Your Buddy Status.....119
Update Your Buddy Status.....119
Automatically Update Your Buddy Status.....120
Security Classification.....120
View the Security Classification for Your Phone.....120
Modify Security Classification Level.....120
Clear Call Logs and Contacts.....121
Restrict Call Log and Contact Uploads.....121
Plantronics Headset Settings.....121
Set the Answering Call Alert.....122
Set the Mute On or Off Alert.....122
Set the Mute Reminder.....122
Set the Mute Reminder Interval.....123
Set the Volume Level Indicator Tones.....123
Adjust the Headset Speaker Bass and Treble.....123

View Voice Visual Feedback..... 124
Record and Play the call..... 124
Adjust the Microphone Gain..... 124
Set the Dial Tone..... 125
Set the Decibel Spike Limit..... 125
Set the Decibel Threshold Limit..... 125
Set the Hours on Phone Per Day..... 125
Restore Default Settings..... 126
Features Compatibility Chart..... 126

Phone Accessories and Computer Applications..... 127

Using a Headset with Your Phone..... 127
Connecting a USB Headset..... 127
Use Your Headset for All Calls..... 128
Reactivate Headset Memory Mode..... 128
Using Electronic Hookswitch..... 128
Disconnect Your Headset..... 129
Controlling Your Phone with Polycom Desktop Connector..... 130
Setting Up and Enabling the Polycom Desktop Connector..... 130
Using the Polycom Desktop Connector..... 132

Poly VVX EM 50 Expansion Modules..... 135

VVX EM 50 Expansion Module Hardware Features..... 135
Connect a VVX EM50 Expansion Module..... 137
Disconnect a VVX EM50 Expansion Module..... 138
Connect an Additional VVX EM50 Expansion Module..... 138
Disconnect an Additional VVX EM50 Expansion Module..... 139
Assigning Contacts and Favorites to VVX EM 50 Expansion Modules..... 140
Assign Favorites to Expansion Modules..... 140
Identify Line Key Assignments..... 140
Navigate Expansion Module Paging..... 141
Smart Paging on VVX EM50 Expansion Modules..... 141
Alternate Paging..... 142
Changing the Backlight Intensity on the Expansion Module..... 142

Accessibility Features..... 143

Users Who Are Deaf or Hard of Hearing..... 143
Users with Limited Mobility..... 144
Users Who Are Blind, Have Low Vision, or Have Limited Vision..... 145

Maintaining Your Phone.....146

Investigate Warnings.....146
Remove Warnings.....146
Restart Your Phone.....147
Update the Phone's Configuration 147
Test the Hardware.....147
Cleaning the Screen.....148
View Software Details.....148
Updating the Phone Software.....148
Update the Phone Software.....148
Update the Software Later.....148
Postpone Software Updates.....149
Ignore Software Updates.....149
Exit the Software Update Notification.....149

Troubleshooting.....150

Speakerphone.....150
USB Port.....150
Check the Status of the Calendar.....151
Ribbon Communications Address Book.....151
View the Status of the Personal Address Book.....151
Polycom Desktop Connector.....151
Troubleshoot Audio and Echo Issues.....152
Recording Issues and Solutions.....152
Reset the Phone to Factory Defaults.....153
Using an Approved Power Source.....153

Before You Begin

Topics:

- Audience, Purpose, and Required Skills
- Related Poly and Partner Resources

This *Poly VVX Business IP Phones User Guide* contains overview information for navigating and performing tasks on Poly VVX Business IP phones.

This user guide contains information for the following Poly products and accessories:

- VVX 150 business IP phones
- VVX 250 business IP phones
- VVX 350 business IP phones
- VVX 450 business IP phones
- VVX EM50 expansion module

Audience, Purpose, and Required Skills

This guide is intended for beginning users, as well as intermediate and advanced users who want to learn more about the features available with VVX business IP phones.

Related Poly and Partner Resources

See the following sites for information related to this product.

- The Poly Online Support Center is the entry point to online product, service, and solution support information including Video Tutorials, Documents & Software, Knowledge Base, Community Discussions, Poly University, and additional services.
- The Poly Document Library provides support documentation for active products, services, and solutions. The documentation displays in responsive HTML5 format so that you can easily access and view installation, configuration, or administration content from any online device.
- The Poly Community provides access to the latest developer and support information. Create an account to access Poly support personnel and participate in developer and support forums. You can find the latest information on hardware, software, and partner solutions topics, share ideas, and solve problems with your colleagues.
- The Poly Partners are industry leaders who natively integrate the Poly standards-based RealPresence Platform with their customers' current UC infrastructures, making it easy for you to communicate face-to-face with the applications and devices you use every day.
- The Poly Services help your business succeed and get the most out of your investment through the benefits of collaboration.

Getting Started

Topics:

- Overview of Phone Hardware and Keys
- Accessing Screens on VVX Business IP Phones
- Icons and Status Indicators on VVX Business IP Phones
- Entering Information in Data Fields

Before you use your phone, familiarize yourself with its features and user interface.

Note: As you read this guide, remember that your system administrator configures certain features or your network environment may determine them. 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 available options or what your device screen displays.

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

Overview of Phone Hardware and Keys

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

For more information about attaching phone hardware, including how to connect your phone to the network, see your phone's *Setup Sheet* at Polycom Voice Support.

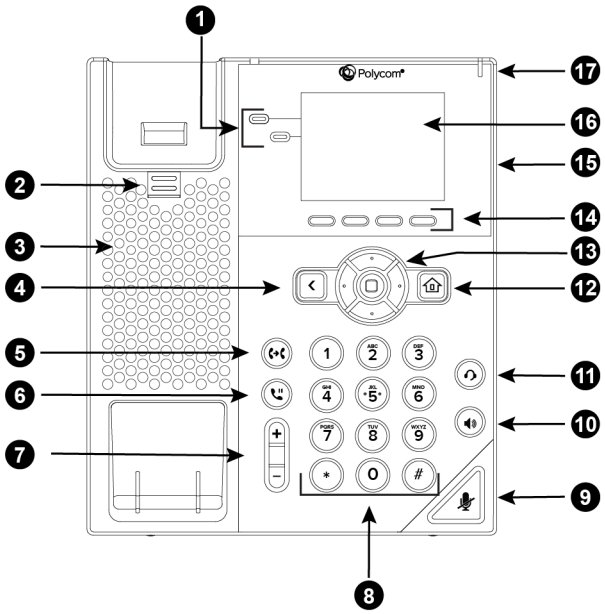
Related Links

VVX EM 50 Expansion Module Hardware Features on page 135

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.

Figure 1: VVX 150 hardware features



VVX 150 Hardware Feature Descriptions

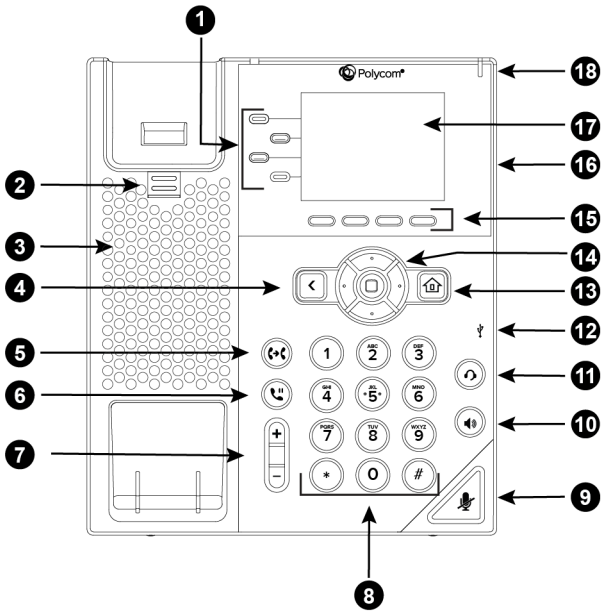
Reference Number	Feature	Feature Description
1	Line keys	Enables you to select a phone line, view calls on a line, or quickly call a favorite contact.
2	Reversible tab	Secures the handset in the cradle when you position your phone stand at a high angle. To secure the handset, remove the tab, reverse it so the protrusion points up, and reinsert 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	Adjusts the volume of the handset, headset, speaker, and ringer.
8	Dialpad	Enables you to enter numbers, letters, and special characters. You can also use the dialpad keys to select menu items that have index numbers.
9	Mute key	Mute or unmute the microphone during an active call.

Reference Number	Feature	Feature Description
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	Enables 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.

Figure 2: VVX 250 hardware features



VVX 250 Hardware Features

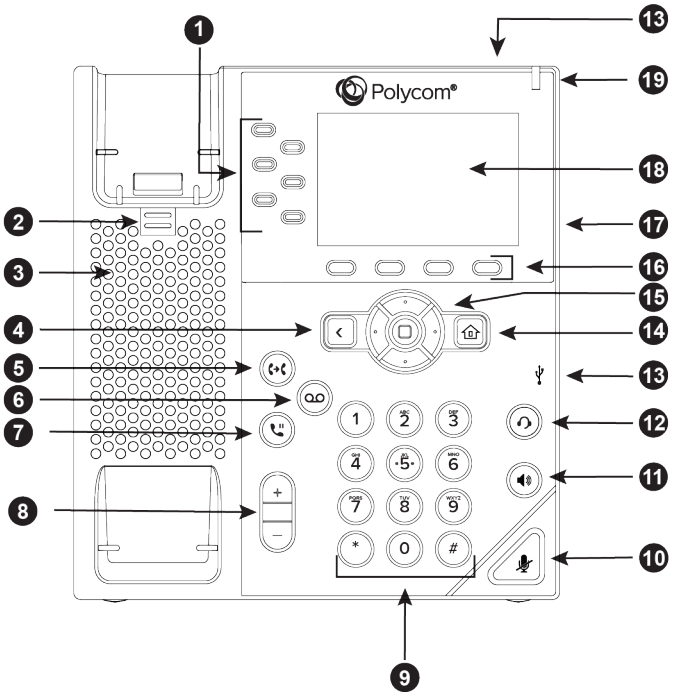
Reference Number	Feature	Feature Description
1	Line keys	Enables you to select a phone line, view calls on a line, or quickly call a favorite contact.
2	Reversible tab	Secures the handset in the cradle when you position your phone stand at a high angle. To secure the handset, remove the tab, reverse it so the protrusion points up, and reinsert 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	Adjusts the volume of the handset, headset, speaker, and ringer.
8	Dialpad	Enables you to enter numbers, letters, and special characters. You can also use the dialpad keys to select menu items that have index numbers.
9	Mute key	Mute or unmute the microphone during an active call.

Reference Number	Feature	Feature Description
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(s)	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	Enables 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.

Figure 3: VVX 350 hardware features



VVX 350 Hardware Feature Descriptions

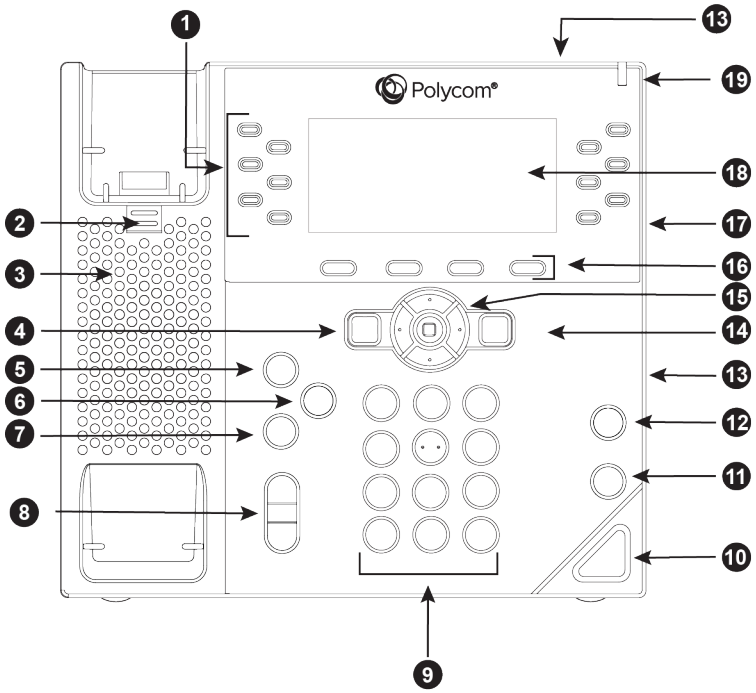
Reference Number	Feature	Feature Description
1	Line keys	Enables you to select a phone line, view calls on a line, or quickly call a favorite contact.
2	Reversible tab	Secures the handset in the cradle when you position your phone stand at a high angle. To secure the handset, remove the tab, reverse it so the protrusion points up, and reinsert 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	Adjusts the volume of the handset, headset, speaker, and ringer.

Reference Number	Feature	Feature Description
9	Dialpad	Enables you to enter numbers, letters, and special characters. You can also use the dialpad keys to select menu items that have index numbers.
10	Mute key	Mute or unmute the microphone during an active call.
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(s)	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	Enables 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.

Figure 4: VVX 450 hardware features



VVX 450 Hardware Feature Descriptions

Reference Number	Feature	Feature Description
1	Line keys	Enables you to select a phone line, view calls on a line, or quickly call a favorite contact.
2	Reversible tab	Secures the handset in the cradle when you position your phone stand at a high angle. To secure the handset, remove the tab, reverse it so the protrusion points up, and reinsert 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	Adjusts the volume of the handset, headset, speaker, and ringer.

Reference Number	Feature	Feature Description
9	Dialpad	Enables you to enter numbers, letters, and special characters. You can also use the dialpad keys to select menu items that have index numbers.
10	Mute key	Mute or unmute the microphone during an active call.
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(s)	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	Enables 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 phones, you can prevent someone from removing your phone.

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:

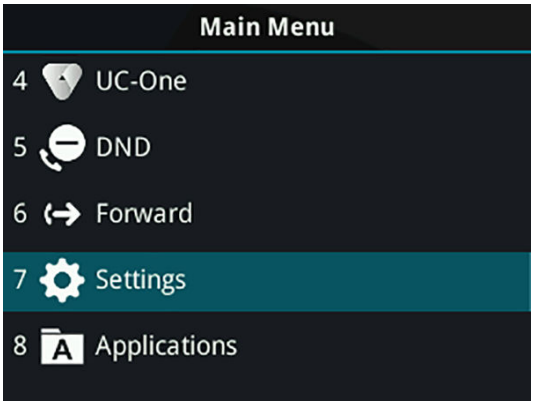
- Main Menu—Displays menu options for settings and device information.
- **Calls**: Displays all active and held calls on your line.

- **Lines**: Displays your phone lines, favorites, and conditional softkeys.

Access the Main Menu

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

Figure 5: Main Menu on VVX 250 Phones



Procedure

» Press the Home key .

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 displays when you have an active call and one or more held calls on your phone. Your line displays the total number of calls. If you have multiple lines on your phone, the calls display under the associated line.

Procedure

» During a call, do one of the following:
- Press the **Home** key.
- On the **Lines** screen, press the **Calls** softkey.

Access the Lines Screen

View your phone lines, favorites, and softkeys on the **Lines** screen.

When you have multiple calls on your phone, the number of calls display next to the line number.

Procedure

» Do one of the following:
- Press the **Home** key.
- During a call, select the **Lines** softkey.
- When off-hook on a VVX 150 phone, select the **New Call** soft key.

Switch Phone Screens

You can switch the screens that display on your phone. Some 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** softkey to access the **Lines** screen from the **Calls** or **New Call** screens.
- Press the **Calls** softkey to access the **Calls** screen from the **Lines** screen.
- When off-hook, press the **New Call** softkey to access the **Lines** screen.

Icons and Status Indicators on VVX Business IP Phones

VVX business IP phones 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)

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

Related Links

Users Who Are Deaf or Hard of Hearing on page 143

Entering Information in Data Fields

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

Before you enter information into fields, choose how to enter the information using the following softkeys:

- **Mode**: Enables you to enter numbers or text in title case, lowercase, or uppercase characters.
- **Encoding**: Enables you to enter characters from foreign languages.

The following table lists the **Mode** and **Encoding** options for the dialpad 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)

Mode Options	Encoding Options
	Cyrillic (for Russian characters)

Entering Information Using the Dialpad

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

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

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 displays in the field. Wait one second, and enter the next character.
Enter a number	Select **Encoding** or **Mode**, and select **123** or press a dialpad 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: # > < { } [ ] “ ‘ You can’t access special characters when you are in numerical (123) mode.
Enter a space	Select **Encoding**, and select one of the alphabetic options: **Abc**, **ABC**, or **abc**. Press the **0** key. You can’t enter a space when you are in numerical (123) mode.
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. Press the **Delete** key or press the **<<** softkey.

Entering Chinese Characters with PinYin

The PinYin text input feature uses Nuance XT9 Smart Input to enable you to enter Chinese characters into text fields using the phone's dialpad keys.

You can use the PinYin input widget to enter Chinese characters in the contact directory, corporate directory, and browser. When you select a data field to edit, the PinYin input widget automatically displays when you set **Simplified Chinese** or **Traditional Chinese** as the 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 DialPad Keys

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

The PinYin input widget disappears if you press the pound/hash key # or don't press a key for 5 seconds.

Procedure

1. Enter the PinYin text that corresponds with the digits on the phone's dialpad.

   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 displays 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 **Select** to select the character from the recommendation area.

   After you select the character, it displays in the input field at the cursor location.

Logging In to and Locking Your Phone

Topics:

- Logging In to Your Poly VVX Business IP Phone
- Log In to a Visitor Desk Phone
- Log In to a Host Phone
- Log In to a Guest Automatic Call Distribution Phone
- Sign In Using Your BroadSoft UC-One Credentials
- Locking Your Phone

Sign in to your phone with your credentials and lock your phone using a lock code.

Logging In to Your Poly VVX Business IP Phone

If your system administrator has set up user credentials for your phone, you can log in to a phone and access your contacts or favorites, settings, and calendar (if enabled).

You can view your personal settings from any phone or system within your organization. Contact your system administrator 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 your system administrator for assistance.

Log In to a Phone

Depending on how your system administrator set up your user login options, you may need to log in to a Poly phone before you can use one.

By default, Poly devices don’t require you to log in before you can use them. If you don’t 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 on a public phone commit to your profile and display the next time you log in to any phone.

Procedure

1. If you see the **User Login** screen, proceed to the next step.
2. Enter your user ID and password, and select **Log In**.

   Your personal profile displays when you enter the correct login credentials. If you enter incorrect credentials, a message indicating that your login attempt has failed displays and the **User Login** screen displays 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 go to **Settings** > **Features** > **User Login** > **Log Out**.

   The **Log Out** screen displays 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.

Change Your Login Password

You can change your login password from any phone on your network.

Procedure

1. Log in to a phone on your network.
2. Go to **Settings** > **Features** > **User Login** > **Change User Login Password**.
3. On the **Change User Login Password** screen, enter your old and new password information and select **Enter**.

   Your password changes. The next time you log in to a phone, you must enter your new password.

Log In to a Visitor Desk Phone

When you are registered with the Alcatel-Lucent Converged Telephony Server (CTS), you can log in to a phone as a visitor desk phone. A visitor desk phone is a shared public phone, to make calls to contacts or access and change your personal settings.

When you log in to a visitor desk phone, you have full access to your personal phone settings and your directory. Your system administrator provides you with login credentials that you can use to log in to a visitor desk phone. By default, Poly phones do not require you to log in before you can use them. However, if you do not log in, you see only the phone's default profile.

Procedure

1. Do one of the following:
   - If you see the **Visitor Login** screen.
   - If you do not see the **Visitor Login** screen, press the **Visitor Login** soft key or navigate to **Settings** > **Features** > **Visitor Desk Phone** > **Visitor Login**.
2. From the **Visitor Login** screen, enter your user ID and password, and select **Log in**.

   When your login credentials are accepted, the phone updates to display your personal phone profile. When your credentials are not accepted, the message “User login failed” is displayed, and the Login screen is displayed again. Check with your system administrator to confirm that your login credentials are correct.

Log Out of a Visitor Desk Phone

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

Procedure

» Select the **Log out** soft key or navigate to **Settings** > **Features** > **Visitor Desk Phone** > **Visitor Log out**.

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

Log In to a Host Phone

When VVX business IP phones phones are registered with the BroadSoft BroadWorks server and your system administrator has 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 your system administrator.

Your system administrator 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 BroadSoft Directory and BroadSoft UC-One Favorites, but you cannot access your Contact Directory or general favorites from a host phone.

Procedure

1. Do one of the following:
   - If you see the **Guest In** screen.
   - 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 Automatic Call Distribution Phone

Log in to your Automatic Call Distribution (ACD) account after you log in as a guest on a host phone.

Your system administrator enables Flexible Seating with the ACD on your phone.

Note: When you log in to a host phone as a guest user, the Use Host softkey isn't available.

If your system administrator enables Hoteling, you don't need to log in as a guest before you log in to your ACD account.

On a guest ACD phone, answer incoming calls from call center customers, update your presence status, view incoming call center information, and transfer calls.

Procedure

» Do one of the following:
- If you see the **Agent Sign In** screen, sign in.
- If you don't see the **Agent Sign In** screen, press the **ASignIn** softkey or go 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

» Select the **ASignOut** soft key or navigate to **Settings** > **Features** > **Agent Sign In** > **Sign Out**.

The phone displays the default guest profile.

Sign In Using Your BroadSoft UC-One Credentials

You can enter your BroadSoft UC-One credentials on your phone and view your line registered with the BroadWorks server.

Your system administrator provides your BroadSoft UC-One credentials.

Procedure

1. Go to **Settings** > **Basic** > **UC-One Credentials**.
2. Enter the **Server Address**.
3. Enter your user name.
4. Enter your password.

Locking Your Phone

Your system administrator provides you with a user password that you can use to unlock the phone.

Locking your phone prevents unauthorized people from placing or answering calls. It also prevents anyone from viewing or modifying phone information, such as your directory, call lists, or favorites.

When you lock your phone, you can do the following:

- Place outgoing calls to emergency and authorized numbers only
- Place outgoing calls to a contact, unless your system administrator restricts your phone to placing calls to emergency and authorized numbers only
- Enter a password to answer incoming calls
- Answer incoming calls, unless your administrator has set your phone to require a password to answer calls
- View the browser, if enabled

A locked phone displays a phone lock message. The message indicates that only authorized calls are allowed.

Related Links

Answer a Call on a Locked Phone on page 37
Place a Call from a Locked Phone on page 34

Lock Your Phone

You can choose how you want your phone to handle incoming calls when it's 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, Don't Disturb applies to all lines on your phone, and your phone doesn't ring.

Note:
- When the Flexible Seating feature is enabled and you're 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 don't see the Lock softkey or menu option, check with your system administrator to see if this feature is available on your phone.
- There will be no response when you press the Back key if the phone is locked.

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 softkey. When you do this, you can't choose how to handle incoming calls. Your phone uses the default setting or the last setting selected.

Unlock the Phone

You can unlock the phone with your user password.

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**.

Change Your User Password

You can change your user password at any time from the **Advanced** settings menu on your phone.

The Advanced settings menu requires a password to access the menu options. Ask your system administrator for the password if you cannot access menu.

Procedure

1. Go to **Settings** > **Advanced**.
2. Enter your user password and select **Enter**.
3. On the **Advanced** screen, select **Change User Password**.
4. On the **Change User Password** screen, enter your old and new user password and select **Enter**.

Audio Calls

Topics:

- Placing and Answering Audio Calls
- Use the Handset, Headset, or Speakerphone
- Mute and Unmute Audio
- Holding and Resuming Calls
- Ending Calls
- Transferring Calls
- Parking and Retrieving Calls on the BroadSoft BroadWorks Server
- Managing Calls
- Managing Calls Remotely with Broadworks Server
- Ignoring or Rejecting Incoming Calls
- Redirecting Incoming Calls
- Call Precedence and Preemption

Your phone enables 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 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

Your phone 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.

You can have one active call in progress with multiple incoming or held calls.

Your phone can have up to six lines with unique extension numbers or the same extension number as other lines on your network.

Placing Audio Calls

Poly phones enable you to place calls to local numbers, international numbers, and contacts.

You can initiate calls from your favorites list, recent calls list, and your phone directory. From a locked phone, you can place calls to numbers authorized by your system administrator.

Call Charges for Outgoing Calls

If your service provider charges for outgoing calls, a notification displays on your phone informing you of the potential charges of an outgoing call.

If enabled by your service provider, a tone plays on your phone when call information displays. Check with your system administrator to find out if this feature is enabled for your phone.

The following call charge information displays on your phone for outgoing calls:

- **Call initiation costs**—the initial cost for placing a call.
- **Cumulative call costs**—the accruing cost of the ongoing call.
- **Completed call costs**—the total cost of the call after the call ends.

Place a Call from the Dialer

The Dialer on your phone 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 the phone automatically dials a number 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.
   - Press a line key.
   - Pick up the handset, press the Handset key , or press the Speakerphone key).
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 your phone.

Procedure

1. On the dialpad, quickly press the star key (*) twice.

   A plus sign (+) displays.
2. Enter the phone number with the country code and press **Dial**.

Place a Call from Recent Calls

You can place calls from the **Recent Calls** list, which contains calls that you recently placed, answered, or missed.

Procedure

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

Calling Favorites

Call favorite contacts from the Favorites list or from your Home or Lines screen.

Call Favorites from the Favorites List

Add a contact as a favorite to have them appear in your Favorites list. Call contacts directly from the Favorites list.

Procedure

1. Select **New Call**.
2. From the Dialer, select **Favorites**.
3. Select a favorite, and select **Dial**.

Call Favorites from the Lines Screen

Call favorites from the Lines screen on your phone.

Procedure

» Select a line key associated with a favorite on the **Lines** screen.

The phone places a call to the favorite automatically.

Calling Contacts from Directories

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

Call a Contact from a Directory

Place a call to a contact directly from your directory or select contacts in your directory the New Call screen.

Procedure

1. Do one of the following:
   - Select **Directories**.
   - Go to **Place a 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 your phone.

Procedure

1. Go 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

» From the **Place an Authorized Call** screen, choose a number and select **Dial**.

Related Links

Locking Your Phone on page 28

Placing Intercom Calls

Like a normal call, the intercom feature enables you to place a call to a contact.

An intercom call differs from a normal call in that the call recipient's phone answers automatically when not in an active call. Check with your system administrator to find out if this feature is available on your phone.

If the call recipient has an active call, the recipient can choose to answer the intercom call. Otherwise, the phone answers the intercom call automatically after their active call ends.

Place an Intercom Call

You can place an intercom call from your phone to quickly relay a message to a contact.

Tip: Your system administrator can set up your phone to automatically call a specific contact when you select **Intercom**. If your phone is set up this way, select **Intercom** and wait for your contact to answer before speaking your message.

Procedure

1. Select **Intercom**.
2. Enter a number or select a contact.
3. Select **Dial**.

   The phone plays a tone and the contact's phone answers the call automatically.
4. After your contact answers the call, speak your message and select **End Call**.

Place an Intercom Call During a Call

You can place an intercom call to another contact during an active call.

Procedure

1. Select **Hold** > **Intercom**.

   The active call goes on hold and the dialpad displays.
2. Enter a number or select a contact.
3. Select **Dial**.

   The phone plays a tone and the contact's phone answers the call automatically.
4. After your contact answers the call, speak your message and select **End Call**.
5. Select **Resume**.

Place a Call with a Hidden Number

When your phone is registered with the BroadSoft BroadWorks server, you can choose to hide your phone number when you place a call.

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

Procedure

1. Do one of the following:
2. If you have more than one line registered, select a line.
3. Select **Line ID Delivery Blocking** and select **Enabled**.

   Your number does not display when you place calls to contacts.

Place a Call from an Expansion Module

You can place a call using the line keys on expansion modules connected to supported VVX business IP phones.

VVX EM 50 expansion modules are supported on VVX 450 business IP phones only.

Procedure

» Do one of the following:
   - Press a line key corresponding to an available line and dial the number.
   - Press the line key of the assigned favorite you want to call.

   The call is placed and is displayed on your phone's screen.

Related Links

Poly VVX EM 50 Expansion Modules on page 135

Redial a Number

Your phone automatically keeps a record of all calls placed. You can recall the last contact you called using **Redial**, if enabled by your system administrator.

Procedure

1. Do one of the following:
   - Select **Redial**.
   - Go to **Place a Call** > **Recent Calls** ⏲, and select the first number in the list.
2. Select **Redial**.

Redial a Contact when the Contact is Available

When you place a call to a contact and the contact’s line is unavailable due to an unregistered line or a service outage, a notification displays on your phone when the contact’s line is available again, and you can choose to call the contact from the notification.

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

Procedure

» When the contact availability notification displays, select **Dial**.

Answering Audio Calls

When you receive an incoming call on your phone, you can choose to answer the call in a number of different ways.

Answer an Incoming Call

When you receive an incoming call, the phone rings and the **Incoming Call** screen displays. On 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 **Home** or **Calls** screen displays the incoming call. For more information about this feature, contact your system administrator.

Procedure

» Do one of the following:

- Pick up the handset.
- Press the Speakerphone key or select **Answer**.
- Press the Headset key .

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 displays.

Procedure

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

Answer a Call When in a Call

When you're 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 displays.

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

Procedure

» Select **Answer**.

This places the active call on hold, and the incoming call becomes active.

Answer Calls Automatically

You can set up your phone to automatically answer calls using Auto Answer.

When enabled, the phone automatically answers all incoming calls using the speakerphone. Your system administrator sets how many times the phone rings before it automatically answers the call.

The phone doesn't automatically answer a call until you place your current call on hold or end it.

Procedure

1. Go to **Settings** > **Basic** > **Preferences**.
2. Select **Auto Answer**.
3. Select **Auto Answer SIP Calls** and select **Yes**.
4. Select **Microphone Muted** and choose **Yes** (the default setting) to mute the microphone for auto-answered calls.
5. Select **Save**.

Related Links

Users with Limited Mobility on page 144

Answer a Call on a Locked Phone

You can enable your phone to accept calls while it's locked. To answer calls on a locked phone, enter your password.

Procedure

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

   The call connects.

Related Links

Locking Your Phone on page 28

Answer an Intercom Call

When you receive an intercom call, your phone answers the call automatically as long as you don't have an active call already.

If the phone answers an intercom call with your microphone muted, you must unmute your microphone before responding to the call.

Answer a Call from an Expansion Module

You can answer calls using the line keys on your VVX phone or from your connected expansion module.

Procedure

» Press the expansion module line key that has the flashing green LED indicator.

Related Links

Poly VVX EM 50 Expansion Modules on page 135

Use the Handset, Headset, or 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 analog headset is connected or blue if a USB headset is connected.

Procedure

» 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.

Related Links

Use Your Headset for All Calls on page 128

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 **Mute** .

   The other parties cannot hear you.
2. Press **Mute** 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.

The **Mute** keys and microphones glow red when you place a call on hold. The **Mute** keys and microphones flash green when the other contact places you on hold.

Hold a Call

Place an active call on hold.

Procedure

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

Resume a Call

View and resume a held call.

Procedure

» Do one of the following:

- Select **Resume**.
- From the **Calls** screen, select the call and select **Resume**.

Resume a Call on an Expansion Module

You can resume calls placed on hold by other contacts from your expansion module connected to supported VVX business IP phones.

A flashing red LED light on a line key on the expansion module indicates a call is on hold on the contact's line.

Procedure

» Press the line key corresponding to the line with the held call.

Related Links

Poly VVX EM 50 Expansion Modules on page 135

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

» 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 can end active calls at any time. To end a held call, resume the call and then end it.

Procedure

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

Transferring Calls

You can transfer active or held calls to another contact.

Use one 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

Your phone is preconfigured to use consultative as the transfer type, but you can choose a default transfer type to use for all calls on your phone.

Procedure

1. Go to **Settings** > **Basic** > **Preferences**.
2. Select **Default Transfer Type** and choose a transfer type.

   All calls use the selected transfer type you select.

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 doesn’t answer the transfer or if you want to remain speaking with the contact on your line, you can cancel the transfer before it completes.

Procedure

» Select **Cancel**.

  The call doesn’t transfer and becomes active.

Parking and Retrieving Calls on the BroadSoft BroadWorks Server

When your phone is registered with a BroadSoft BroadWorks 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 BroadSoft 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 Ⓟ.
- 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.

The Call Park icon Ⓟ also displays for shared lines, monitored contacts, and for lines and monitored contacts on connected expansion modules.

Procedure

» During a call, press **Hold** and dial ***68** and the contact’s line extension.

For example, dial `*684144`.

Retrieve a Parked BroadSoft 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 BroadSoft 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 Ⓟ and status message is removed from the line.

Procedure

» 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 Ⓟ and status message is removed from the line.

Managing Calls

You can see the number of calls on the line from the Lines screen. 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.

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

» 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

» Do one of the following:
   - Press the **Home** key.
   - On the **Lines** screen, press the **Calls** softkey.

   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 with Broadworks Server

Manage calls to your line remotely using the BroadWorks Anywhere or Remote Office features.

When you register your phone with a BroadWorks server and sign in to BroadSoft UC-One, you can manage calls to your line remotely.

You can handle any incoming calls to your office phone on other phones or mobile devices. 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 BroadSoft UC-One BroadWorks Anywhere

BroadWorks Anywhere is a BroadSoft UC-One feature that enables you to use one phone number to receive calls on your desk phone, mobile phone, or home office phone and place calls from any of these phones using one number.

BroadWorks Anywhere also enables you to move calls between your desk phone and mobile phone as well as perform any additional functions, such as intercom calls that you would make from your desk phone.

Contact your system administrator or service provider for more information on using BroadWorks Anywhere.

Enable BroadWorks Anywhere

Enable BroadWorks Anywhere (BWA) to add locations that act as duplicates of your desk phone. Once you enable and configure BWA, you can manage calls from any of your added locations.

Note: The phone supports up to 10 phone numbers added as BWA locations for each registered line.

You can save a location name, primary number, and alternate number for each location you add. When you add a location, you can also choose to enable the following settings:

- Diversion Inhibitor—Determines if you need to enable diversion inhibitor when extending a call to the remote BWA location.
- Answer Confirmation Required —Requires confirmation when a remote location answers a call.
- Call Control—Determines if the BWA location or the BroadWorks server handles the call control.

Procedure

1. Do one of the following:
   - Select **UC-One** on the **Home** screen.
   - Go to **Settings** > **Features** > **UC-One Call Settings**.

2. Select a line.
3. Select **BroadWorks Anywhere** and press **Add**.
4. Enter information for the **Status**, **Name**, **Primary Number**, and **Alt. Number/SIP URI** fields, if applicable.
5. Choose the settings you want to enable.
6. Select **Save**.

Edit BroadWorks Anywhere Locations

After you enable BroadWorks Anywhere and add locations on phone, you can edit the added locations.

Procedure

1. Do one of the following:
   - Select **UC-One** on the **Home** screen.
   - Go to **Settings** > **Features** > **UC-One Call Settings**.
2. Select a line.
3. Select **BroadWorks Anywhere** and select a location.
4. Edit the selection.
5. Select **Save**.

Disable BroadWorks Anywhere Locations

When you return to the office or want to stop remotely managing your calls, you can disable BWA locations.

Procedure

1. Do one of the following:
   - Select **UC-One** on the **Home** screen.
   - Go to **Settings** > **Features** > **UC-One Call Settings**.
2. Select a line.
3. Select **BroadWorks Anywhere** and select a location.
4. Select **Status** > **Disabled**.
5. Select **Save**.

Remove BroadWorks Anywhere Locations

You can choose to remove BroadWorks Anywhere locations that you do not want to manage remote calls from anymore.

Procedure

1. Do one of the following:
   - Select **UC-One** on the **Home** screen.
   - Go to **Settings** > **Features** > **UC-One Call Settings**.
2. Select a line.
3. Select **BroadWorks Anywhere** and select a location.
4. Select **Delete**.

Managing Calls with BroadSoft UC-One Remote Office

With the Remote Office feature, you can forward all incoming calls to a remote office number, such as your mobile or home office number.

Remote Office allows you to use your mobile or home phone as your office phone. Answer your office phone calls from your mobile device or home phone. Calls from your remote office number display your office number on the recipient's caller ID.

For more information on using Remote Office, contact your system administrator or service provider.

Add a Remote Office Number

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

Procedure

1. Do one of the following:
   - Select **UC-One** on the **Home** screen.
   - Go 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 forward 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. Do one of the following:
   - Select **UC-One** on the **Home** screen.
   - Go 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. Do one of the following:
   - Select **UC-One** on the **Home** screen.
   - Go 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 period of time.

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

Ignore or Silence an Incoming Call

Ignore or silence a call to mute the ringer without rejecting the call.

When you ignore a silence a call, the incoming call notification continues to display.

Procedure

» 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, your phone stops ringing, and either the Home or Calls screen displays.

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

Automatically Reject Calls from a Contact

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

Procedure

1. Go to **Directories** > **Contact Directory**.
2. From your **Contact Directory**, select a contact.
3. On the **Contact Information** screen, select **Edit** .
4. From the **Edit Contact** screen, select **Auto Reject** > **Enabled** and select **Save**.

   Calls from the contact go 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 **DND Disabled** to **DND Enabled**.

  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 reflecting your Do Not Disturb status scrolls under the time display. The **DND** icon doesn't display in the status bar.

Enable Do Not Disturb

Enable DND to prevent your phone from ringing and to send all incoming calls to voicemail. The phone logs all calls you receive while on DND in the **Recent Calls** list.

DND on shared lines disables ringing only. A visual notification of the call still displays, and you can 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

» Select **DND**.

Reject Calls with Do Not Disturb on Multiple Lines

Use Do Not Disturb to reject incoming calls when you're busy.

Note: By default, Do Not Disturb applies to all lines on your phone. Your system administrator can enable you to select the lines DND applies to.

Procedure

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

Reject Calls with Do Not Disturb on One Line

If enabled, you can choose to enable DND on a particular line.

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

When you're ready to receive calls, disable DND.

Procedure

» Select **DND**.

Reject Anonymous Calls

When your phone is registered with a BroadWorks server and you are signed into the phone with your BroadSoft UC-One credentials, 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 your system administrator to find out if this feature is available on your phone.

Procedure

1. Do one of the following:
   - Select **UC-One** on the **Home** screen.
   - Go 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

Forward one or all incoming calls to a specific contact or divert calls from a specific contact to another contact.

Forwarding Incoming Calls to a Contact

You can forward incoming calls to one of your contacts.

Note: When you sign in to a host phone as a guest, you can only forward calls if your administrator enables the server-based **Call Forwarding** feature. Otherwise, you can't forward calls to a contact from the host phone. Contact your system administrator for help with enabling this feature.

Forward an Incoming Call to a Contact

You can forward an incoming call directly to a contact without answering the call.

Note: On shared lines, you must answer a call before forwarding it to a contact.

Procedure

1. On the **Incoming Call** screen, select **Menu** ≡ and select **Forward**.
2. On 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 automatically forward incoming calls to a specific contact.

Use 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 aren’t available for shared lines.

Procedure

1. Select **Forward** or go 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. Optional: 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 displays 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

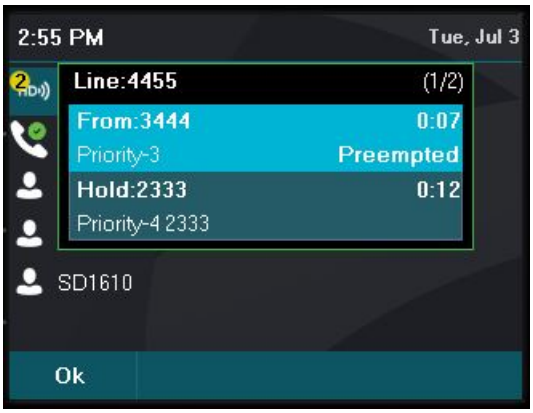
1. Select **Directories** > **Contact Directory**.
2. From the **Contact Directory**, select a contact.
3. On the **Contact Information** screen, select **Edit**.
4. From the **Edit Contact** screen, select **Divert Contact**, and enter a contact's number.
5. Select **Auto Divert** > **Enabled**.
6.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

Call Precedence and Preemption

If your administrator has enabled call precedence and preemption, your outgoing calls are assigned a precedence level.

If you are in an active call and receive a new call with a higher precedence, your active call is preempted —ended. If your call is preempted, your phone plays a preemption tone and displays a preemption screen. The preemption screen is shown both for caller and callee. After you acknowledge the preemption screen, you can answer, reject, or ignore it. The notification screen disappears if you do not acknowledge the preemption notification after the display time out as defined by your admin.

When you receive higher precedence call, the lower precedence call gets disconnected, private line and shared line preemption screen displays as below.



Conference Calls

Topics:

- Audio Conference Calls
- Alcatel-Lucent Advanced Conference Calls

When you initiate a conference call, you can manage conference participants, join calls into a conference, or split your conference into individual calls.

Audio Conference Calls

Start a conference call with two contacts on hold. You can also split, hold, or resume conference calls.

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.

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

» 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 selected held call join 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. Your system administrator can set up your phone so that all connections terminate when you end a conference call.

Procedure

» 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

» Select **Hold** .

Resume a Conference Call

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

Procedure

» Select **Resume.**

Split a Conference Call

When you split an active or held conference call, the conference ends and places the other two participants on hold. You can then resume one of the held calls.

Procedure

» During a conference call, select the **Split** softkey.

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 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. Participant information includes name, number, and call details. Call details include whether the call is muted, held, or is video-enabled.

This feature isn't 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 can’t 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 displays listing the person's information.
5. Select **Back** to exit the conference management function.

Alcatel-Lucent Advanced Conference Calls

When you are registered with the Alcatel-Lucent CTS on your VVX phone, you can initiate impromptu audio conference calls with two or more contacts from your phone.

You can also create a participant list and manage conference participants. You can manage a maximum of 24 advanced conference calls at a time on your phone, if enabled on the server. However, you can have only one active conference call in progress on your phone.

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

Initiate an Advanced Conference Call

You can initiate an advanced audio conference call, add and invite contacts to the audio conference call, and have up to 24 audio conference calls on your phone. You can also initiate an audio conference call from an active call.

Procedure

1. Press **Meet Now**.
2. Press **Invite** and choose the contacts you want to add to the conference from a directory, Recent Calls, or Favorites.
3. Press **Invite**.

   The Roster screen displays with a list of participants in the conference.

Initiate an Advanced Conference Call During a Call

During an active call on your phone, you can add contacts to the call to initiate a conference call.

Procedure

1. During an active call, select the **Conference** soft key.

   The call is held.
2. Enter another contact's number or select a contact from the directory or the call lists.
3. When the contact answers, select the **Conference** soft key.

   All call participants are added to a conference call.

Add Contacts to an Advanced Conference Call

During a conference call, the chairperson— the person who initiated the conference call—can invite additional contacts to the call.

Procedure

1. During a conference call, press **Invite**.
2. Select a contact to join the meeting.

Add Incoming Calls to an Advanced Conference Call

The conference host can join incoming calls in to a conference. Conference participants cannot add incoming calls to a conference.

Procedure

1. During a conference call, answer the incoming call.
2. Press the **Join** soft key.

   The call is joined to the conference call.

Join Two Calls into an Advanced Conference Call

You can join an active call and a held call into an advanced conference call.

Procedure

» 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 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.

Viewing a Roster of Conference Participants

When you initiate or join a conference call, all conference participants automatically display in a roster.

The roster only displays participants in the conference call; it does not display any calls on hold.

Exit Participant Roster

When you exit the roster, you cannot view the list of conference participants.

Procedure

» Press **Exit**.

Return to Participant Roster

You can return to the roster at anytime during an active conference.

Procedure

» Press **Roster**.

Managing Advanced Conference Participants

From the roster, the chairperson (the person who initiated the conference call) can mute and remove individual participants from the conference.

Muting Advance Conference Participants

Chairpersons can mute all conference participants at one time or mute an individual participant.

Only chairpersons can mute and unmute conference participants. If a chairperson mutes a participant's audio, a mute icon is displayed in the roster next to each person who is muted.

Mute and Unmute All Advanced Conference Participants

Chairpersons can mute and unmute all conference participants at one time.

Procedure

1. Press **Mute All**.
2. Press **Unmute** to enable participants to speak in the conference.

Mute and Unmute Individual Advance Conference Participants

Chairpersons can choose to mute and unmute individual participants during conferences.

Procedure

1. Select a participant and press **Far Mute**.
2. Select the muted participant and press **Unmute**.

Remove Advanced Conference Participants

A chairperson can remove any participant from the conference call.

Procedure

» In the roster, select a participant and select **Remove**.

Shared Lines

Topics:

- Shared Line Limitations
- Answering Calls on Shared Lines
- Missed and Received Calls on Shared Lines
- Hold a Call Privately on a Shared Line
- Barge In on Calls for Busy Lamp Field Lines
- Access the Call Actions for BroadWorks Dynamic Busy Lamp Field (BLF)
- Ribbon Communications Multiple Appearance Directory Number - Single Call Appearance
- Alcatel-Lucent Shared Call Appearance
- BroadSoft UC-One Simultaneous Ring
- BroadSoft Executive-Assistant

All VVX business IP phones support multiple and shared lines. Your administrator can customize your phone to enable multiple shared lines.

Related Links

Missed and Received Calls on Shared Lines on page 56

Shared Line Limitations

The following features are not available or have limitations on 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. You can answer the call on any of the registered phones.

When you answer an incoming call, a green indicator light displays on the line key on all phones for the shared line.

Missed and Received Calls on Shared Lines

If no phones answer a shared line call, it displays as missed on all registered phones. When on phone answers the call, no other registered phone displays call as missed.

Your administrator can configure the phone to display answered shared line calls on the received calls list of all phones.

Related Links

Shared Lines on page 56

Hold a Call Privately on a Shared Line

You can hold a call privately on a shared line. Using Private Hold places the call on hold and displays the line as busy on the other phones on the shared line.

By default, when you hold a call on a shared line, all of the phones registered with that line display the call's held status. When your administrator enables Private Hold, the **Pvt Hold** softkey displays. You can hold a call privately, transfer a call, or initiate a conference call without notifying others of the call's held state.

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

Procedure

» During a call, press **More** > **Pvt Hold**.

The call is held on your phone, and the line shows as busy on the other shared line users' phones.

When you hold a call privately, other users on the shared line cannot resume or pick up the call. However, users on the shared line can barge in on privately held calls. In order to allow other users to resume the call, you have to publicly hold the call by pressing the Hold key or soft key.

When Private Hold is enabled, you can also transfer a call or initiate a conference call without the other shared line users being notified of the call's status. When you press the Transfer or Conference soft key on the shared line, the call is held privately. If you press Hold before you transfer a call or initiate a conference, the other users on the shared line are notified of the call's held status.

Barge In on Calls for Busy Lamp Field Lines

When your phone is registered with the Alcatel-Lucent CTS, you and other contacts can barge in on active calls for Busy Lamp Field (BLF) lines you all are monitoring.

Only one contact can barge in on a call at a time. Contacts can barge in on remote held calls using the Normal barge in mode but cannot barge in on parked calls.

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

You can barge in on a call using one of the following modes:

- **Normal (audio and video calls)**—Initiates a conference call with you and the contacts currently in the call.
- **Whisper (audio-only)**—Enables you to barge in on audio calls only to talk to a contact in the call without the far-end hearing your audio. This mode is not available for video calls.
- **Listen (audio-only)**—Enables you to barge in to audio calls only and listen to the other parties' conversation without anyone hearing your audio. This mode is not available for video calls.

Procedure

1. During an active call, select **Barge In**.

2. On the **Barge In** screen, select a mode.

   If enabled, a tone plays when you barge in to a call using any of the modes.

Access the Call Actions for BroadWorks Dynamic Busy Lamp Field (BLF)

You can access the call actions settings on the phone and modify the settings from the **Attendant Call Action** menu when dynamic BLF is configured on the phone.

You can one touch the following BLF actions on the phone:

- Dial-Pickup - Indicates the single-press action to use the BLF as a speed dial except the alerting state.
- Blind - Enables the active call to blind transfer to another user with one press of the associated BLF key.
- Park - Enables one-touch call park and retrieve using the BLF keys.

Procedure

1. On the Home Screen, go to **Settings** > **Basic** > **Preferences**.
2. Select the **Attendant Call Action** menu.
3. On the **Attendant Call Action** screen, select one of the following options:
   - Dial-Pickup
   - Blind
   - Park

Ribbon Communications Multiple Appearance Directory Number - Single Call Appearance

Register your phone with the Ribbon Communications server to use Multiple Appearance Directory Number - Single Call Appearance (MADN-SCA). With MADN-SCA, you can share a single line with other contacts in a Multiple Appearance Directory Number (MADN) group.

System administrators assign members to MADN groups. MADN groups support a maximum of 32 members. Any MADN member can place, answer, hold, resume, or barge in on calls on the shared line. Additionally, all group members can view the status of a call on the shared.

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

Placing a MADN Call

Any MADN member can place a call on the shared line. When a member places a call on the shared line, the other members are notified with a steady red LED light on the line key of the members' phones.

Only one call at a time can be active on the shared line. If a call is placed to the shared line with an active call in place, the incoming call is sent to voicemail.

Answering a MADN Call

Any incoming call to the shared line rings on all group members' phones simultaneously. The call is displayed on all members' screens, and a green LED light flashes on the line's line key.

Any MADN member can respond to an incoming call to the shared line. When a MADN member answers an incoming call, the LED indicator on the line key for all phones changes to a steady red light to indicate the call was answered. Members can also view the status of a call on the shared line by pressing and holding the corresponding line key for one second. The call's status and the Barge In soft key display for five seconds.

If bridging is disabled and privacy is enabled for the shared line, you cannot barge in on active calls answered by other MADN members.

Barge In on an Active Call

After a call is answered, any group member can barge in on the active call on a public shared line, which becomes a bridge call—a call between two or more MADN members and another party.

Ask your system administrator about the maximum number of participants allowed on a bridge call.

Procedure

1. Press and hold the corresponding line key for the shared line for one second.
2. Select the **Barge In** soft key.

   A bridge tone plays notifying the other call participants that you are barging in on the call.

Leave a Bridge Call

Any member in a bridge call can leave the call, and the call remains active.

After you leave a bridge call, you can rejoin by pressing the Barge In soft key again.

Procedure

» Select the **End Call** soft key, or place the handset in the cradle.

  Your connection to the bridge call is ended, and the other call participants remain on the call.

Resume a Held MADN Call

Any MADN member can resume a held call on the shared line. When an active call is placed on hold on the shared line, all group members are notified of the call's new status by a flashing red LED light on the line key on all members' phones, if enabled by your system administrator.

When a held call is resumed by another MADN member, the other group members are notified of the call's new status with a steady red LED light on the line key on the members' phone.

Procedure

» Do one of the following:

- Select the corresponding line key and lift the handset.
- Press and hold the corresponding line key and select **Resume**.

Enabling Privacy for MADN Calls

Any MADN member can temporarily enable privacy for an active or bridge call on a public shared line using privacy codes or privacy soft keys configured by your system administrator.

Additionally, MADN members can use privacy codes and soft keys to temporarily disable privacy on an active call on a private shared line.

The following are three types of privacy codes that you can use to enable and disable privacy on a shared line:

- **Privacy Access (PRV) code**—Enables privacy for an active call on a public line.
- **Privacy Release Activation (PRLA) code**—Disables privacy for an active call on a private shared line.
- **Privacy Release Cancel (PRLC) code**—Re-enables privacy for an active call on a private shared line.

When a shared line is configured as private or when privacy is enabled on an active call, bridging is disabled and other MADN members cannot barge in on an active call on the shared line.

Enable Privacy

After you enable privacy for an active call on a public shared line, you cannot disable privacy for the call. You can allow other MADN members to join the active call by transferring the call or initiating a conference call.

Procedure

» During an active call, do one of the following:

- Select **Transfer** and dial the PRV code given to you by your administrator

  For example, dial **91*.
- Select the **Priv** soft key, if enabled.

A confirmation tone plays and the call is resumed automatically.

Disable Privacy Temporarily

You can temporarily disable privacy for an active call on a private shared line to allow other MADN members to join the call.

Procedure

1. During an active call, press the **PRLA** soft key or select **Hold** and dial the PRLA code given to you by your administrator.

   For example, dial **921*.

   A confirmation tone plays, and the call is resumed automatically. Privacy is disabled for the call and any member can barge in on the call.
2. After other MADN members have joined the call, press the **PRLA** soft key or select **Hold** and dial the PRLC code given to you by your administrator.

   For example, dial **922*.

   A confirmation tone plays, and the call is resumed automatically.

Enable Privacy on a Bridge Call

You can enable privacy on a bridge call to prevent additional MADN members from barging in to the call.

Procedure

» During a bridge call, select **Transfer** and dial the PRV code or select the **Privacy** soft key, if enabled.

A confirmation tone plays when privacy is enabled and the call is resumed automatically. The bridge call is now private and additional MADN members are not allowed to join the call.

Alcatel-Lucent Shared Call Appearance

When your phone is registered with the Alcatel-Lucent CTS, you can use the Shared Call Appearance (SCAP) feature to share a single line with other contacts as a member of a group. System administrators assign members to SCAP groups.

Any SCAP group member can place, answer, hold, or resume calls on the line. SCAP group members can also bridge in on a call on the shared line. Additionally, all group members can view the status of a call on the shared line on their phones. Each line supports up to 21 call appearances.

Placing a SCAP Call

Any group member can place a call on the Shared Call Appearance line.

When a member places a call on the shared line, the other members are notified with a steady red LED light on the line key on members' phones. Multiple group members can place outgoing calls while a call is in progress on the shared line.

Answering a SCAP Call

Any incoming call to the shared line rings on all group members' phones simultaneously; the call is displayed on all members' screens, and a green LED light flashes on the line key.

Any group member can respond to an incoming call to the shared line. When a group member answers an incoming call, the line key's LED indicator on all phones changes to a steady red light to indicate the call was answered. Members can also view the status of a call on the shared line by pressing and holding the corresponding line key for one second. The call's status and the Bridge In soft key display for five seconds.

Bridge In to an Active SCAP Call

Multiple group members can bridge in to one call if the call is public. After a group member bridges in to a call, the call becomes a bridge call—a call between two or more SCAP members and another party.

Ask your system administrator about the maximum number of participants allowed on a bridge call.

If the call is private or if bridging is disabled, the Bridge In soft key does not display or you cannot bridge in to active calls answered by other group members.

Procedure

1. Press and hold the line key with the active call for one second.
2. Select **Bridge In**.

If enabled, a bridge tone plays notifying the other call participants that you are bridging in on the call.

Leave a Bridge SCAP Call

Any member in a bridge call can leave the call, and the call remains active.

Procedure

» Select the **End Call** soft key or place the handset in the cradle.

Your connection to the bridge call is ended, and the other call participants remain on the call.

You can rejoin a bridge call after leaving by pressing the **Bridge In** soft key again.

Make an Active SCAP Call Public

By default, all active calls on the shared line are private. After a call is answered, you can make the call public and enable other SCAP members to bridge in to the active call.

Procedure

» During an active call, select **Share**.

The call is now public, the Private soft key is displayed, and other group members can bridge into the call.

Make an Active SCAP Call Private

After you make a call public and allow group members to bridge in to the call, you can make the call private to prevent more group members from bridging in to the call.

Procedure

» During an active bridge call, select **Private**.

The call is now private and other group members cannot bridge in to the call.

Holding or Passing SCAP Calls

You can choose to hold or pass a call on the shared SCAP line. When you place a call on hold, the call is held on your phone. You are the only one that can view the held status of the call and resume the call.

Passing a call enables other group members to resume the call on the shared line.

Pass an SCAP Call

When you pass a call, you enable SCAP group members to view the held status of the call and resume the call.

You cannot pass active bridge calls on the shared line.

Procedure

» During an active call, select **Pass**.

The call is placed on hold and all members on the shared line can view and resume the passed call.

Resume a Passed SCAP Call

Any group member can resume a passed call on the shared line.

When an active call is passed on the shared line, all group members are notified of the call's new status by a flashing red LED light on the line key on all members' phones, if enabled by your system administrator.

When a passed call is resumed by another group member, the other group members are notified of the call's new status with a steady red LED light on the line key on the members' phone.

Procedure

» Do one of the following:
- Select the corresponding line key and lift the handset.
- Press and hold the corresponding line key and select **Resume**.

BroadSoft UC-One Simultaneous Ring

When your phone is registered with a BroadWorks server and you are signed into the phone with your BroadSoft UC-One credentials, 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 your system administrator to find out if this feature is available on your phone.

Create a Personal Ring Group

Before you can add numbers to your personal ring group, you need to enable the Simultaneous Ring feature on your phone.

Procedure

1. Do one of the following:
   - Select **UC-One** on the **Home** screen.
   - Go to **Settings** > **Features** > **UC-One Call Settings**.
2. Select a line.
3. Select **Simultaneous Ring Personal**.
4. Select **Status** > **Enabled**.

Add Numbers to Your Simultaneous Ring List

You can add up to 10 extensions and phone numbers to the Simultaneous Ring list.

When you add an extension or a phone number, you can choose to enable Answer Confirmation Required, which notifies you when a call is answered on one of the added numbers.

Procedure

1. Do one of the following:

- Select **UC-One** on the **Home** screen.
- Go to **Settings** > **Features** > **UC-One Call Settings**.

2. Select a line.
3. Select **Simultaneous Ring Personal** > **Add**.
4. Enter an extension or phone number.
5. Select **Answer Confirmation Required** to receive confirmation that the call was answered.
6. Select **Save**.

   You cannot pick up or barge in on calls answered on another phone. The contact who answers the call must transfer the call to your phone or park the call on your line for you to speak with the caller.

Delete Numbers from the Simultaneous Ring List

You can delete a number added to your Simultaneous Ring list at any time.

Procedure

1. Do one of the following:
   - Select **UC-One** on the **Home** screen.
   - Go to **Settings** > **Features** > **UC-One Call Settings**.
2. Select a line.
3. Select **Simultaneous Ring Personal**.
4. Select the numbers you want to remove and press **Delete**.

BroadSoft Executive-Assistant

The BroadSoft 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 your system administrator 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 BroadSoft BroadCloud 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

» 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.

Recording Audio Calls

Topics:

- Guidelines When Recording Calls
- Record a Call
- Manage a Call while Recording
- Pause a Recording
- Resume a Recording
- Stop Recording
- Record a Conference Call
- Browse Recorded Calls
- Play a Recorded Call
- Pause and Resume Played Recordings
- Stop Playing a Recording
- Rename a Recording
- Delete a Recording

On VVX 250, 350, and 450 phones, you can record audio calls onto a USB flash drive connected to your phone.

Recordings save as `.wav` files on the USB flash drive, and you can record up to four hours in one `.wav` file. You can replay recordings on the phone or on a computer.

For a list of supported USB flash drives to record phone audio, see *Technical Bulletin 38084: Supported USB Devices* at Polycom Support.

Note: If your phone doesn't detect the USB device when you insert it into the USB port, the USB port on your phone may be disabled. Contact your system administrator for assistance using the USB port.

Guidelines When Recording Calls

Use the following guidelines when recording audio calls on your phone.

- Inform contacts when you're recording a call.
- Make sure to mute your audio when you're placed on hold while recording the call.
- During an active call, pause your recording before answering incoming calls. All incoming calls you answer after you start recording are also recorded in the same file. For example, on June 22, 2019, at 11:22 a.m., you answer a call from person A. During your call with person A, you answer calls from person B and person C. All three calls are recorded in the same file.

Record a Call

The phone allows you to record an active audio call. Make sure to inform your contacts on the call before you begin recording.

Some things to note about recording:

- You can't record when there are no connected calls, when you place a new call to transfer a call or initiate a conference, or when you have an incoming call.
- Your phone records some tones that your contact's phone makes.
- When you mute your microphone while recording, the phone doesn't record your audio and records only the other participants' audio.

Procedure

» During an active call, select **Record** > **Start**.

The message `Recording in progress` displays in the status bar.

Manage a Call while Recording

You can hold, end, transfer, or set up a conference call while you record or while a recording is paused.

Procedure

1. During a recording, select **Back** and choose a task to perform.
2. Select **Record** to view the recording options.

Pause a Recording

During a call, you might need to pause a recording while the call is active.

Procedure

» Select **Pause**.

The message `Recording Paused` displays in the status bar.

Resume a Recording

After you pause and then resume recording, recording continues in the same file.

Procedure

» Select **Resume**.

Stop Recording

You can stop recording a call before the call ends. The recording also stops when the active call ends, no matter who ended the call.

Caution: Don’t remove the USB flash drive while recording. Doing so may corrupt the file, preventing you from playing it back later. Removing the USB flash drive while recording can also damage the flash drive.

Procedure

» Do one of the following:

- Select **Stop**.
- Select **Back** > **End Call**.

When you stop recording, the **USB** icon displays in the status bar.

Record a Conference Call

You can record a conference call in the same way as an active call with the following exceptions:

- All conference call participants are recorded. When a conference participant mutes their audio, that participant is not recorded.
- When you place a conference call on hold, the recording pauses. You can place or answer other calls, which are recorded in the same file. When you resume the conference call, the recording resumes.

Procedure

Browse Recorded Calls

You can browse recorded files stored on the USB flash drive connected to supported phones.

Procedure

» Go to **Settings** > **Features** > **Removable Storage Media** > **Browse Recordings**.

A list of recordings displays.

Play a Recorded Call

Play back calls recorded on a USB flash drive connected to your phone.

If the handset is off-hook when you play a recording, the audio plays through the handset. Otherwise, the audio plays through the speaker.

Note: You can't open and play recordings when you are in an active call or if you're recording a call. If you try to, the phone cancels the action. Place the call on hold before playing recordings. The recording stops playing when you resume the call.

Procedure

1. Go to **Settings** > **Features** > **Removable Storage Media** > **Browse Recordings**.

   A list of recordings displays.
2. Select a recording.
3. Select **Open** > **Play**.

   The length of the recording and a progress bar displays as the recording plays.

Pause and Resume Played Recordings

While playing a recording, you can pause the recording, perform another task on the phone, and resume the recording at any time.

When you receive an incoming call while playing a recording, the phone automatically pauses the recording playback. If you don't answer or reject the incoming call, the recording remains paused until you select **Resume**.

Procedure

1. To pause the recording, select **Pause**.
2. Select **Resume** to continue playing the recording.

Stop Playing a Recording

After you finish listening to a recording, you can stop playing it by exiting the recording.

Procedure

» Select **Exit**.

Rename a Recording

By default, recordings are labeled with the date of the recording. You can rename recordings to provide them with more meaningful names.

Procedure

1. Go to **Settings** > **Features** > **Removable Storage Media** > **Browse Recordings**.

   A list of recordings displays.
2. Select a recording.
3. Select **Rename**, update the file name, and select **OK**.

Delete a Recording

When you've played a recording or need additional space on your USB drive, delete recordings from the phone.

Procedure

1. Go to **Settings** > **Features** > **Removable Storage Media** > **Browse Recordings**.

   A list of recordings displays.
2. Select a recording.
3. Select **Delete**.

Call Lists and Directories

Topics:

- Recent Calls
- Contact Directory
- Corporate Directory
- BroadSoft Directories
- Managing the Ribbon Communications Address Books

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

The phones can also support a BroadSoft Directory and the Ribbon Communications Address Books depending on your server and if enabled by your system administrator.

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 includes missed, received, and placed calls. Each list holds up to 100 entries.

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, you can view a list of up to 100 missed, received, and placed call entries.

Procedure

» Go 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

» 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

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

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

Contact Directory

You can store a large number of contacts in the Contact Directory, 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. Go to **Directories** > **Contact Directory** .
2. In the **Contact Directory**, select **Search**.
3. In the search field, enter your search criteria and select **Submit**.

Add a Contact to the Contact Directory

When you add a contact to your Contact directory, you can choose how much information you want to enter for your contact. The phone requires you to enter a contact number.

The following is a list of information you can enter for each contact:

- First and Last Name—The name of your contact
- Contact—Your contact's phone number
- Job Title—Your contact's position
- Email—Your contact’s personal or work email address
- Favorite Index—An index number that displays in your Favorites list
- Label—A label or title for your contact
- Outgoing Line—The line that speed dial calls will use for your contact

---

Note: If your phone doesn’t display all of these contact fields, contact your system administrator. The only required field in the contact directory is the **Contact** field, which includes the contact’s phone number.

Procedure

1. Go to **Directories** > **Contact Directory** .
2. In the **Contact Directory**, select **Add**.
3. On the **Add Contact** screen, enter your contact's information in the available fields.

   You only have to enter a phone number in the **Contact** field to add a new contact to the directory. You can choose to enter additional information.
4. Select **Save**.

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. Go to **Directories** > **Contact Directory** .
2. In the **Contact Directory**, select a contact.

Update a Contact's Information

After you add a contact to the contact directory, you can update the contact’s information.

Procedure

1. In the **Contact Directory**, select a contact.
2. On the **Contact Information** screen, select **Edit**.
3. On the **Edit Contact** screen, update the contact’s information.
4. Select **Save**.

Delete a Contact from the Contact Directory

You can delete any contact from the contact directory.

Procedure

1. In the **Contact Directory**, select a contact.
2. On the **Contact Information** screen, select **Delete**.

   A confirmation message displays.
3. Select **Yes** to delete the contact.

Corporate Directory

Your system administrator can set up your phone so that you can access a corporate directory, which lists contacts and groups within your company.

However, you can’t update the corporate directory, and your system administrator determines which contacts you can see. Check with your system administrator to find out if this feature is available.

Note: You may need to enter your user credentials to access the directory for the first time, if set by your system administrator.

Searching the Corporate Directory

In the Corporate Directory, you can perform a quick or advanced contact search.

Search the Corporate Directory

You can search for contacts in the corporate directory using either their first name or last name.

Procedure

1. In the search field, enter your search criteria and select **Submit**.
2. Choose a contact and select **View** to view the contact's information.

Perform an Advanced Search of the Corporate Directory

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

Procedure

1. Go to **Directories** > **Corporate Directory**.
2. In the **Corporate Directory**, select **AdvFind**.
3. In the search field, enter your search criteria and select **Submit**.
4. Choose a contact and select **View** to view the contact's information.

Save Corporate Directory Search Results

Save your last search results if you would like to see them displayed in the Corporate Directory the next time you view it.

Procedure

1. Go to **Settings** > **Basic** > **Preferences**.
2. Select **Corporate Directory** > **View Persistency** and select **Enabled**.

   Each time you view the Corporate Directory, your last search results automatically display.

Clear Corporate Directory Search Results

After you search for a contact, you can clear your search results and start a new search.

Procedure

» On the **Search** screen, select **Clear**.

Add Corporate Directory Contacts to the Local Directory

You can add contacts in the corporate directory to the Contact Directory.

When you save a corporate directory contact to the Contact Directory, the first name, last name, and phone number of the contact automatically save to the directory. You can add additional contact information the contact in the directory afterward.

Procedure

1. In the **Corporate Directory**, search for a contact.
2. From the search results, choose the contact and select **View**.

3. Select **Save**.
4. Enter any additional contact information and select **Save**.

BroadSoft Directories

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 your 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 displays even with a blank search of the directory.

VVX150 phones don’t support the BroadSoft directory. Check with your system administrator to find out if this feature is available on your phone.

Search the BroadSoft Directory

Searching the BroadSoft directory allows you to search for contacts using either their first name, last name, or by typing a few letters of their name. You can view a maximum of 50 contacts at one time.

Procedure

1. Go to **Directories** and select a BroadSoft directory.

   A default list of contacts displays.
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. Go to **Directories** and select a BroadSoft directory.

   A default list of contacts displays.
2. Select **Advanced Search** and choose how you want to search for a contact: by first name, last name, or a contact number.
3. Optional: Do one of the following:
   - Select **Cs.Sn** to make the search case-sensitive.
   - Select **Cs.In** to make the search case-insensitive.
4. In the search field, enter your search criteria and select **Submit**.
5. Choose your contact.

   A contact details screen displays.

Add BroadSoft Contacts to the Local Directory

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

Procedure

» On the contact details screen, select **Save**.

The first and last name and phone number of the contact save to the contact directory. You can go to the contact directory to see if the contact saved correctly and to add additional contact information.

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 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. Go 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. Go to **Directories** > **Personal Directory**.
2. Select a contact.
3. On 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. Go to **Directories** > **Personal Directory**.
2. On the **Contact Information** screen, select **Delete**.

   A confirmation message displays.
3. Select **Yes** to delete the contact.

Managing the Ribbon Communications Address Books

When your phone is registers with the Ribbon Communications server, you can access your Global Address Book and Personal Address Book on your phone.

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

Using the Global Address Book

Ribbon Communications Global Address Book (GAB) is a read-only directory similar to the Corporate Directory, which is a company directory enabled and populated with contacts by your system administrator.

Use the GAB to search for and save contacts to the Contact Directory or Personal Address Book (PAB).

Perform a Simple Search of the Global Address Book

A simple search enables you to search for contacts using either their first or last name or by typing a few letters or their name.

Procedure

1. Go to **Directories** > **Global Address Book**.
2. In the search field, enter your search criteria and select **Submit**.

Perform an Advanced Search of the Global Address Book

An advanced search lets you search for contacts by first or last name or phone number.

Procedure

1. Go to **Directories** > **Global Address Book**.
2. In the Global Address Book screen, select **AdvFind**.
3. Select a search option and select **Next**. You can choose to search by a contact's last name, first name, or phone number.
4. Enter your search criteria and press **Next**.

   Your search results display with the contact's name and phone number.

Save a Global Address Book Contact to the Contact Directory

If you want to modify a GAB contact's information, you need to save the contact to the Contact Directory or the Personal Address Book, if enabled.

When you save a contact to the Contact Directory or PAB, you can modify and save the contact's information in the PAB or Contact Directory.

Procedure

1. After you find your contact, select **View**.
2. In the **Edit Contact** screen, select **Save**.

   The contact is saved to the Contact Directory or your Personal Address Book.

Save Global Address Book Search Results

For the GAB, you can also enable View Persistency, which lets you view your most recent search results in the GAB after you have left the Directory screen.

Procedure

1. Go to **Settings** > **Basic** > **Preferences**.
2. Select **Global Address Book** > **View Persistency** and select **Enable**.

   View Persistency is enabled and you can view your most recent search each time you return to the GAB.

Using the Personal Address Book

Search for contacts, edit contact information, and save contacts to the PAB.

Note: Before importing contacts to your phone, make sure you save all of your contacts to your PAB. Save contacts to your PAB using the Ribbon Communications Personal Agent on your computer. Saving all of your contacts to the PAB ensures that your contacts download to the Contact Directory on your phone.

View Contacts in the Personal Address Book

Contacts saved to your PAB display in the Contact Directory.

Procedure

1. Go to **Directories** > **Contact Directory** .
2. Select a contact and select **Edit**.

   The contact's information, including first and last name, directory number, nickname, and other details display.

Search Your Personal Address Book

You can search for contacts in the PAB by first name or last name.

Procedure

1. In the **Contact Directory** screen, select **Search**.

   Select **More** if you do not see the Search soft key.
2. In the search field, enter your search criteria and select **Submit**.

Add Contacts to the Personal Address Book

When you add a new contact to the PAB, you must enter a unique nickname that is at least one character long for each new contact. If you try to save a contact without a nickname, a message asking you to enter a nickname is displayed.

Procedure

1. In the **Contact Directory**, select **Add**.
2. Enter your contact's information, create a nickname for the contact, and select **Save**.

   The contact is added to the Contact Directory on your phone and to the PAB on the server.

Delete Contacts from the Personal Address Book

When you delete a contact, the contact is deleted from your PAB on your phone and the Ribbon Communications Personal Agent.

Procedure

1. In the **Contact Directory** screen, select a contact and select **Delete**.

   A message asking for confirmation to delete the contact is displayed.
2. Select **Yes** to delete the contact.

Editing Contacts in the Personal Address Book

You can edit contacts in the PAB on your phone or in your Ribbon Communications Personal Agent on your computer.

If you modify a contact's information on your phone or computer, the changes are automatically updated in the Ribbon Communications Personal Agent and in the PAB on your phone.

Edit Contacts Locally

You can edit PAB contacts locally on your phone. When you edit contacts on your phone, your contact's information is updated in the Ribbon Communications Personal Agent as well.

Procedure

1. In the **Contact Directory** screen, select a contact and select **Edit**.
2. Edit the information in the contact fields and select **Save**.

Note: If adding, editing, or deleting a contact fails, a message is displayed with the reason the modification failed. Depending on the reason for the failure, the database state can change to “out of sync”. Contact your system administrator if an “out of sync” message is displayed.

Editing Contacts Remotely

When you edit a contact's information in the Ribbon Communications Personal Agent on your computer, the contact's information is updated on the Ribbon Communications Server.

After the contact information is updated on the server, your PAB contact's information is updated immediately on your phone, and a notification with the nickname of the modified contact is displayed on the phone. When a contact is deleted, the phone deletes the contact from the PAB without any notification.

Favorites and Contact Lists

Topics:

- Managing Favorites
- Using Buddy Lists
- Managing BroadSoft UC-One Favorites and Contacts

On your VVX phone, you can add contacts as favorites, view and manage BroadSoft 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.

Related Links

Assigning Contacts and Favorites to VVX EM 50 Expansion Modules on page 140

Managing Favorites

You can add contacts as favorites from the Contact Directory, designate an index number for favorites, view favorites on the Home or Lines screen depending on your phone, and delete favorites.

Favorites are the contacts in your Contact Directory that you will call most often.

Add Favorites

Contacts that you add as favorites display in the **Lines** screen and in the **Favorites** list on all VVX phones. A star displays in the contact directory for contacts saved as favorites.

Procedure

1. Go to **Directories** > **Contact Directory** .
2. In the **Contact Directory**, select a contact.
3. Select **Add** or **Add to Favorites**.

   A notification display asking if you want to 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 Favorites

You can view favorites in the Favorites list in the Directory or the New Call screen. Favorites display consecutively according to their index number. The contact with the lowest number is displays first.

View Favorites

View favorites in the Favorites lists on the New Call screen.

Procedure

» Select **New Call** > **Favorites**.

View Favorites from the Lines Screen

You can view a list of favorites on the Lines screen.

Procedure

Reorder Favorites

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

Procedure

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

Delete Favorites

You can delete favorites to make room for new favorites.

Procedure

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

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

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 favorite.

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. In the **Contact Directory**, select a contact.
2. On 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

» 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

View the status of contacts on your Buddy list. If a buddy is a favorite, you can also monitor the buddy from the Home and Lines screen.

Procedure

» Do one of the following:

- Select **Buddies** or go to **Settings** > **Features** > **Presence** > **Buddy Status**.
- Press the Home key ⌂ to go 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	🔴

Buddy Status	Icon
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. Go 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. In the **Contact Directory**, select a contact.
2. On 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. Go 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. Go 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 BroadSoft UC-One Favorites and Contacts

You can see your BroadSoft UC-One contacts marked as favorites in the UC-One Contacts list and on the Lines screen.

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

BroadSoft 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
L	Away
	Busy
	Unavailable
	Offline, Unknown

Viewing BroadSoft UC-One Contacts and Favorites

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

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

Note: If the message “Authentication failure” is displayed when you try to view UC-One contacts, make sure you entered the correct BroadSoft UC-One credentials on your phone.

View BroadSoft UC-One Contacts and Favorites

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

Procedure

» From the **Home** screen, press the Home key .

UC-One contacts and favorites display on the Lines screen.

View BroadSoft UC-One Favorites in the Contact List

In addition to viewing UC-One favorites on the Lines screen, you can also view your favorites 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 BroadSoft 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

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

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

View Aggregated Self-Presence for BroadSoft Lines

The home screen displays the aggregated self-presence received from the BroadSoft Messaging Server (UMS).

Procedure

Filter BroadSoft UC-One Favorites

You can filter your list of contacts either by Favorites 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 **Favorites** to display only your BroadSoft UC-One Favorites on the Home screen and in the UC-One Contacts list.

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

Search for BroadSoft UC-One Contacts

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

Note: For more information on Using BroadSoft applications, refer to web pages BroadSoft UC-One and BroadSoft Instant Messaging & Presence.

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.

Accessing, Sending, and Broadcasting Messages

Topics:

- Accessing Voicemail
- Instant Messaging
- Broadcasting Messages with Group Paging
- Broadcasting Messages with Push to Talk

You can access, send, and broadcast a variety of message types.

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.

Accessing Voicemail

Your phone indicates when you have new voicemail in the following ways:

- The message icon displays with the number of new messages:
  - On the Home screen.
  - In the status bar.
  - Next to the phone line on the Lines screen.
- The message waiting indicator LED flashes.
- The phone plays an audible alert.

Note: Contact your system administrator or service provider for information on setting or changing your voicemail greeting.

Access Voicemail Messages

Check your voicemail in the Message Center on your phone.

Note: For information on remotely accessing your voicemail, contact your system administrator or service provider.

Procedure

1. Go to **Messages**.
2. Select **Message Center**.
3. If you have multiple lines on your phone, select the line that has the new message.
4. From the **Messages** screen, select **Connect** and follow the prompts to access your messages.

Remove the Message Alert

If you are not ready to listen to your messages when you receive new messages, you can temporarily remove the message alert.

Procedure

1. Go to **Messages**.
2. Select **Message Center**.
3. Select **Clear**.

   All message indicators are removed for approximately one to two hours.

Instant Messaging

You can send and receive instant messages from your phone to other phones on your network.

Instant messaging is an optional feature. Contact your system administrator to find out whether instant messaging is enabled on your phone.

Send Instant Messages

When you send a message, you can either select a message from a preset list of short messages, or you can use the dial pad or onscreen keyboard to enter a custom message.

Procedure

1. Go to **Messages**.
2. Select **Instant Messages**.
3. If you have multiple lines on your phone, select a line.
4. From the **Instant Messages** screen, select the **New** soft key.
5. Enter a contact's phone number, URL, or IP address and select **OK**.

   The phone number, URL, or IP address you entered is displayed on the screen.
6. Do one of the following:
   - Press **Select** to choose a pre-scripted message from the **Message Select** screen.
   - Select **Edit** to compose a custom message, and enter your message.
7. Select **Send**.

Read Instant Messages

Instant messages display in the order they are received with the first message received displaying first.

Procedure

1. Go to **Messages**.
2. Select **Instant Messages**.
3. If you have multiple lines on your phone, select a line.

   The first message received is displayed.
4. Select the **Next** or **Previous** soft key to read additional messages, if available.

Reply to Instant Messages

After you read an instant message on your phone, you can send a reply to the message.

Procedure

1. Go to **Messages**.
2. Select **Instant Messages**.
3. From the **Instant Messages** screen, select a message and select **Reply**.
4. Enter a message and select **Send**.

Delete Instant Messages

You can choose to delete instant messages from your phone.

Procedure

1. Go to **Messages**.
2. Select **Instant Messages**.
3. Select a message and select **Delete**.

Broadcasting Messages with Group Paging

Group Paging enables you to send pages—one-way audio announcements—to contacts subscribed to a page group.

Your administrator can enable a broadcast mode called Group Paging mode. In this mode, you can broadcast one-way announcements to a specified group of phones, called a Paging Group.

Your system administrator can define up to 25 paging groups and assign a label to each group to identify the phones in the group, such as All, HR Dept, Shipping Staff, or Executives.

Each group has one of the following priorities:

- Normal—By default, broadcasts sent to groups 1 to 23 are considered Normal broadcasts. By default, all phones are configured to receive broadcasts sent to group 1.
- Priority—By default, broadcasts sent to group 24 are considered Priority broadcasts. A Priority broadcast interrupts Normal broadcasts or active calls. All phones receive Priority broadcasts unless Do Not Disturb is enabled.
- Emergency—By default, broadcasts sent to group 25 are considered Emergency broadcasts. An Emergency broadcast interrupts Normal broadcasts, Priority broadcasts, and active calls and plays out at near maximum volume even if Do Not Disturb is enabled.

To send and receive pages, you need to subscribe to certain paging groups. By default, you are subscribed to paging groups 1, 24, and 25, and you can send and receive pages to those paging groups. Contact your system administrator to find out which paging group you are subscribed to.

Send a Group Page

When you send a group page without selecting a page group, it is automatically sent to the default paging group, which is group 1. You cannot send a page while you are in an active call.

Procedure

1. From the Lines screen, select the **Paging** soft key.
2. From the **Paging Groups** screen, select a paging group.
3. To begin a page, select **Page**.

   Just before the page starts, you'll hear an alert tone, and then the page begins.
4. Begin speaking.
5. To end the page, select **End Page**.

Receiving Pages

You receive pages on the paging groups you are subscribed to as well as Group 24 (Priority pages), and Group 25 (Emergency pages). When you enable Do Not Disturb, you only receive Emergency pages. Non-emergency pages do not display or play on your phone.

How you receive a page depends on the priority of the page, whether you are in an active call, and whether your phone is set to receive a page during an active call. When you receive a page, the page is always played through the phone's speakerphone. You cannot play a page through your handset or headset.

When you enable Do Not Disturb on your phone, you receive only Emergency broadcasts. Non-emergency broadcasts do not display or play on your phone.

Listen to a Page During an Active Call

Pages received during an active call defer or automatically play depending on the page priority.

Pages received during an active call don't interrupt the call. The phone plays audio from both the call and the page at the same time. When you receive a page during a call:

- If configured by your administrator, standard priority pages play during active calls. Otherwise, the page displays on your phone as pending.
- Priority and emergency pages play immediately.

Note: If you adjust the volume of a normal, nonemergency page while it plays, the phone uses the adjusted volume for all subsequent nonemergency pages. However, only your system administrator can change the volume of an emergency page.

Procedure

» Do one of the following:
   - For normal pages that play automatically during a call, hold the call to hear only the page.
   - For pending pages, select **Accept** or hold the call to listen to the page.

Receiving Pages When Not in an Active Call

When you receive a page and you aren’t in an active call, the page immediately plays, regardless of the paging priority.

While a page plays, you can do the following:

- Hold the page.
- End the page. This ends the page at your phone only.
- Place a new call.

Group Paging Settings

You can change your default paging group, update page group subscriptions, and enable pages to play during active calls on your phone.

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

Change the Default Paging Group

You can change the default paging group to any group you want.

The default paging group is group 1. If you change the default paging group, you are automatically subscribed to the group you selected.

Procedure

1. Go to **Settings** > **Basic** > **Preferences** > **Paging/PTT Configuration**.
2. Select **Group Paging** > **Default Group**, and select a new paging group number.

   When you press Paging, your phone sends pages using the new group.

Update Paging Group Subscriptions

By default, you are subscribed to Paging Groups 1, 24, and 25. This means that you can send pages to and receive pages sent from these groups. You can change which groups you are subscribed to. However, you cannot disable your subscriptions to Paging Groups 24 and 25.

Procedure

1. Go to **Settings** > **Basic** > **Preferences** > **Paging/PTT Configuration**.
2. Select **Group Paging** > **Group Subscriptions**.
3. From the **Group Subscriptions** screen, select the group you want to subscribe to and select **Yes**.

Enable Pages to Play during Active Calls

The Accept While Busy setting determines what happens when you are in a call and receive a page. This setting is disabled by default. When disabled, the incoming page is held in a pending state, it does not disrupt the call, and you cannot hear the page.

When you enable the Accept While Busy setting, a page interrupts calls and you hear the audio of the call and the page.

Procedure

1. Go to **Settings** > **Basic** > **Preferences** > **Paging/PTT Configuration**.
2. Select **Group Paging** > **Accept While Busy** and select **Enable** or **Disable**.

Broadcasting Messages with Push to Talk

The Push to Talk (PTT) feature enables you to transmit messages and listen to replies much like a walkie-talkie.

Your system administrator sets up the feature, defines up to 25 channels for PTT mode, and assigns a label to each channel that easily identifies the channel, such as All, HR Dept, Shipping Staff, or Executives. By default, you are subscribed to Channels 1, 24, and 25. This means that you can send and receive PTT broadcasts on Channels 1, 24, and 25.

Each group or channel has one of the following priorities:

- Normal—By default, broadcasts sent to channels 1 to 23 are considered Normal broadcasts. If two users begin a broadcast on the same group/channel at the same time, the phone with the lower serial number continues to transmit while the other phone enters the receiving state. By default, all phones are configured to receive broadcasts sent to channel 1.
- Priority—By default, broadcasts sent to channel 24 are considered Priority broadcasts. A Priority broadcast interrupts Normal broadcasts or active calls. All phones receive Priority broadcasts unless Do Not Disturb is enabled. Phones play Priority broadcasts at the phone's current audio level.
- Emergency—By default, broadcasts sent to channel 25 are considered Emergency broadcasts. An Emergency broadcast interrupts Normal broadcasts, Priority broadcasts, and active calls and plays out at near maximum volume even if Do Not Disturb is enabled.

Send a PTT Broadcast

You can choose a channel to broadcast on before you send a PTT broadcast, or you can hold the Talk soft key to immediately begin broadcasting on Channel 1, the default channel.

While you send a broadcast, you can pick up the handset, or press the Speakerphone or Headset key and continue speaking. You can also press the Mute key to mute your audio so the people receiving your broadcast do not hear anything. This behavior is similar to a phone call.

Tip: To automatically send a PTT broadcast on the default channel, press and hold **Talk**. After the transmitting beep, begin speaking.

Procedure

1. Select **Talk**.
2. From the **PTT Channels** screen, select a channel.

   A list is displayed with the default channel, the most recent channel you sent a broadcast on, and other channels you can broadcast on.
3. Press and hold **Talk** to start the broadcast.

   Be sure to hold **Talk** throughout the entire broadcast.

   A transmitting beep plays and the phone displays the channel information.
4. Begin speaking.
5. When you finish your broadcast, do one of the following:
   - Release **Talk**.

     When you release Talk while sending the broadcast, the broadcast temporarily stops and enters a 10-second waiting period. During this period, the channel remains open to give

others a chance to reply. At any time during the waiting period, you can resume your broadcast by pressing and holding Talk. If no one broadcasts during the waiting period, the channel closes and the broadcast ends.

- Select **End PTT**.

  After you select End PTT, you can immediately initiate another broadcast on another channel, even if the previous broadcast is in the waiting period.

Receiving PTT Broadcasts

To receive a broadcast sent on a particular channel, you need to be subscribed to that channel.

How you receive a PTT broadcast depends on the broadcast priority, whether you are in an active call, and whether your phone is set up to receive broadcasts during active calls.

When you enable Do Not Disturb on your phone, you receive only Emergency broadcasts. Non-emergency broadcasts do not display or play on your phone.

Listen to a PTT Broadcast during an Active Call

How you handle a broadcast when you are in an active call depends on the broadcast priority and if your phone is set up to receive a broadcast when you are in an active call.

The following occurs when you receive a broadcast during an active call:

- When your phone is set up to receive Normal broadcasts during an active call, the broadcast immediately plays. You hear both the active call and the broadcast.
- When your phone is not set up to receive broadcasts during active calls, the broadcast is displayed as a Pending broadcast.
- When the broadcast is a Priority or Emergency broadcast, the broadcast plays immediately. You hear the active call and the broadcast.

Procedure

» Do one of the following,
  - For broadcasts that play automatically during a call, hold the call to hear only the broadcast.
  - For Pending broadcasts, select **Accept** or hold the call.

Receiving PTT Broadcasts When Not in an Active Call

When you receive a broadcast and you are not in an active call, the broadcast immediately plays, regardless of the broadcast priority.

When you adjust the volume of a non-emergency broadcast, your phone retains the adjusted volume for all subsequent non-emergency broadcasts. However, only system administrators can adjust the volume level of an Emergency broadcast.

Reply to PTT Broadcasts

When a broadcast ends, the broadcast enters a 10-second waiting period. During this period, the channel remains open to receive or send additional broadcasts.

Procedure

1. During the 10-second waiting period, press and hold **Talk**.
2. Begin talking.

The broadcast is sent to all people listening on the channel.

3. When you finish talking, release **Talk**.

   The broadcast enters another waiting period until someone broadcasts again. If no activity occurs within the waiting period, the channel closes and no more broadcasts can take place.

End PTT Broadcasts

After you end a broadcast, the channel remains open so others can respond.

Procedure

» Do one of the following:

- Release **Talk**.

  The broadcast enters a waiting period. You can initiate another broadcast on another channel when the waiting period ends.

- Select **End PTT**.

  The broadcast ends. You cannot resume the broadcast by pressing and holding Talk on the same channel. You can immediately initiate another broadcast on another channel.

Push To Talk Settings

This section provides information on changing your default channel, updating channel subscriptions, and enabling broadcasts to play during active calls.

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

Change the Default Channel

When you press and hold Talk, your broadcast automatically transmits on the default channel 1. You can change your default channel to any other channel. When you change the default channel, you are automatically subscribed to the channel you selected.

Procedure

1. Go to **Settings** > **Basic** > **Preferences** > **Paging/PTT Configuration**.
2. Select **PTT Push to Talk** > **Default Channel** and select the number of the channel you want to use.

Update Channel Subscriptions

You can subscribe to any channel that has been enabled by your system administrator and appears in your channels list.

When you subscribe to a channel, you can send and receive PTT broadcasts on that channel.

Procedure

1. Go to **Settings** > **Basic** > **Preferences** > **Paging/PTT Configuration**.
2. Select **PTT Push to Talk** > **Channel Subscriptions**.

3. From the **Channel Subscriptions** screen, select the channel you want to subscribe to and select **Yes**.

Enable PTT Broadcasts to Play During Active Calls

The Accept While Busy setting determines what happens when you are in a call and receive a PTT broadcast. The setting is disabled by default, and when disabled, your phone does not play broadcasts while you are in a call but holds them in a pending state instead. When you enable the Accept While Busy setting, a PTT broadcast interrupts active calls and you hear the audio of the call and the broadcast.

Procedure

1. Go to **Settings** > **Basic** > **Preferences** > **Paging/PTT Configuration**.
2. Select **PTT Push to Talk** > **Accept While Busy** and select **Enable**.

Phone Applications

Topics:

- Using the Calendar
- Navigating the Web
- Customizing the Font Size

Poly 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.

Using the Calendar

When connected to Microsoft Exchange Server, you can view and join meetings scheduled in Microsoft Outlook from your phone.

Open the Calendar

To view and join scheduled meetings, access the calendar on your phone.

Procedure

» Select **Calendar** from the Home screen or navigate to **Settings** > **Features** > **Calendar**.

The calendar displays your meetings for the day.

Note: If you do not see the Calendar icon on the Home screen or the Calendar does not display when selected, it is possible your login credentials are incorrect or the Calendar is not connected.

Related Links

Check the Status of the Calendar on page 151

Navigate Day View

In Day view, you can see your scheduled meetings for the day, and you can navigate to a previous or upcoming day.

Procedure

» Do one of the following:

- To view a meeting, use the Navigation keys to select a meeting or tap the meeting.
- To view the previous day, select **Previous**.

- To view an upcoming day, select **Next**.

Navigate to Other Views

From Day view, you can also access Month and Meeting view.

Procedure

» Do one of the following:
  - Select **Month** to access Month view.
  - Select a meeting to display Meeting view.

Navigate Month View

From Month view, you can select a date to view meetings for that day, and you can also view meetings for previous and upcoming months.

Month view displays all the days in the month, with a dot next to the days that have meetings. The current day is displayed in a darker color, and days you select display in gray.

Procedure

» Do one of the following:
  - To view a meeting, use the Navigation keys to select a meeting or tap the meeting.
  - To view the previous day, select **Previous**.
  - To view an upcoming day, select **Next**.

Display Meeting View on the Calendar

Meeting view displays the details for a chosen meeting.

From Meeting view, you can view the meeting's start and end time, location, organizer, required attendees, and meeting description; view meeting numbers that you can call to join meetings; and join meetings.

Procedure

Return to Day View

Day view is the default Calendar view. You can return to Day view from Month or Meeting view.

Procedure

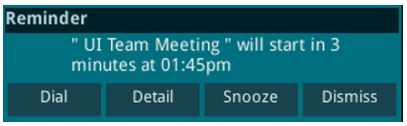
» Select **Exit** or select **Back** < .

Meeting Reminders

When you have a scheduled meeting on the calendar, a meeting reminder displays and an alert tone plays 5 to 15 minutes5 minutes and 1 minute before a meeting starts.

From the meeting reminder, you can view meeting details and join the meeting.

Figure 6: Meeting Reminder



Note: If you have enabled meeting reminders but the reminders don't display before meetings, make sure that your login credentials are correct.

Respond to Meeting Reminders

From the meeting reminder, you can join a meeting, view meeting details, snooze the reminder to temporarily remove it from the screen, and dismiss the reminder to permanently remove it from the screen and stop all future reminders for the meeting.

Procedure

» Do one of the following:

- Select **Dial** to join the meeting.
- Select **Detail** to view information for the meeting.
- Select **Snooze** to temporarily remove the meeting reminder from your screen for one minute.
- Select **Dismiss** to permanently remove the reminder for the meeting.

Choose a Meeting Reminder Type

Choose a meeting reminder type that determines if an alert tone plays each time a meeting reminder displays.

The following options are available for meeting reminders:

- Silent—The meeting reminder displays without an alert tone.
- Audible Once—An alert tone plays the first time a meeting reminder displays but doesn't play for any additional reminders.
- Audible Always (default)—An alert tone plays each time a meeting reminder displays.

Procedure

1. Go to **Settings** > **Basic** > **Preferences**.
2. Select **Calendar Settings** > **Reminder Settings**.
3. Select **Reminder Type** and choose a meeting reminder type.

Choose a Meeting Alert Tone

Choose the alert tone that plays for meeting reminders.

Procedure

1. Go to **Settings** > **Basic** > **Preferences**.
2. Select **Calendar Settings** > **Alert Tone**.
3. Choose an alert tone and select **Play** to hear the tone.

Disable Meeting Reminders

Meeting reminders are enabled by default. The phone displays reminders for all meetings. You can choose to disable meeting reminders on your phone.

Procedure

1. Go to **Settings** > **Basic** > **Preferences**.
2. Select **Calendar Settings** > **Reminder Settings**.
3. Select **Reminder** > **Disable**.

Joining Calendar Meetings

You can join any scheduled meeting from the calendar or from a meeting reminder.

Join Meetings from the Calendar

Join meetings on your phone from the Calendar in Meeting view.

Procedure

1. From **Day** view, select the meeting.
2. In **Meeting** view, select **Dial**.

Join a Meeting from a Meeting Reminder

Join a meeting from the meeting reminder when it displays before a meeting, if enabled.

Procedure

» Select the meeting number that displays on the reminder.

Join a Meeting with an Alternate Number

If the meeting organizer has provided alternate numbers you can use to join the meeting, you can view and use alternate numbers to join the meeting.

Procedure

» Do one of the following:
  - From **Meeting** view, select **More Actions** and select a number.
  - From the meeting reminder, select **Details** > **More Actions** and select a number.

Navigating the Web

The phone supports the following browsers:

- Web Browser—Enables you to search and view web pages

  The Web Browser is an interactive browser. Use the Web Browser to search the Internet and view web pages. From the Web Browser, you can select hyperlinks, enter information into text boxes, and scroll through web pages. There are scrolling indicators on the screen indicating your position on the web page.

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

» When your phone is not in a call, press the Home key .

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.

Figure 7: Navigation bar in the Web Browser

Procedure

» 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.
	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.

Customizing the Font Size

You can customize the font size on your VVX 250, 350 and 450 business IP phones.

The following font size options are available:

- Normal

- Large

Note: This feature is only applicable for English (default) language.

Change the Font Size

You can customize the font size from the available options.

Procedure

1. Navigate to **Settings** > **Basic** > **Preferences** > **Font Size**.
2. Select a font size.
3. Select **Save**.

   A notification displays to reboot the phone to make the changes effective.
4. Select **Yes**.

Connecting to a Wireless Network

Topics:

- Add a Wireless Network
- Enable Wireless Network Connectivity
- Connect to a Secured Wireless Network
- Disconnect from a Wireless Network
- Remove a Wireless Network

You can connect to a wireless network from your USB-enabled VVX phone using the Poly Wi-Fi wireless network adapter to access all phone services over the wireless network.

You cannot use a wireless network and Ethernet simultaneously to connect VVX phones to your network. Enabling wireless connectivity automatically disables the Ethernet port.

Add a Wireless Network

You can manually add a new wireless network on from the **Basic** menu.

Procedure

1. Go to **Settings** > **Basic** > **Wi-Fi**.
2. Select **Add Network** .
3. Enter the wireless network in SSID.
4. From **Security** select the network security type and other relevant security parameters along with any other wireless settings.
5. Save these selected settings.

Enable Wireless Network Connectivity

You can enable wireless connectivity for your USB-enabled VVX phone using the Poly Wi-Fi wireless network adapter.

Before setting up a wireless network, make sure that you connect the VVX phone to its power adapter.

Note: VVX phones do not support WEP.

Procedure

1. Insert the Poly Wi-Fi wireless network adapter into the USB port of your VVX phone.
2. Select **Start**.
3. Select **Wi-Fi**, then select **On**.
4. Select **Yes** to reboot the phone.

   After the phone reboots, Wi-Fi is enabled.

The phone scans for wireless networks and lists any that are available. If the phone does not automatically scan, select **Scan** to manually initiate a Wi-Fi network scan.

Note: The administrator can configure the regulatory domain for your location and radio frequency bands on which the wireless network operates. If not configured, the phone uses the Global regulatory domain and 2.4 GHz and 5 GHz default radio bands.

Connect to a Secured Wireless Network

You can select a PSK or an enterprise-based security option to connect your phone to a secured wireless network.

Procedure

1. Select **Wi-Fi**.
2. Do one of the following:
   - For a WPA(2)-PSK network, enter the **Password**.
   - For a WPA2-enterprise network, enter **User ID** and **Password**.

     Note: Your administrator sets the appropriate EAP method to connect to an enterprise-based network.

     ---
3. Select **Connect**.

   The Wi-Fi connection status displays on the **Menu** and **Home** screens.

Disconnect from a Wireless Network

To change wireless connections or switch to an Ethernet connection, disconnect from the current wireless network.

Procedure

1. Go to **Menu** > **Settings** > **Device Settings**.
2. Select **Wi-Fi**.
3. Select the connected wireless network SSID from the list.
4. Select **Disconnect**.

Remove a Wireless Network

Remove any saved wireless network that is no longer necessary.

Procedure

1. Select the connected wireless network SSID from the list.
2. Select **Forget**.

Poly VVX Business IP Phone Settings

Topics:

- Password Required to Access Basic Settings
- Choose a Theme for Your Phone
- Set the System Language
- Disable Call Waiting
- Time and Date Display
- Backlight Intensity and Timeout
- Changing Your Background
- Screen Savers
- Use Your Phone as a Digital Picture Frame
- Power Saving Mode
- Changing Audio Settings
- Updating Your Buddy Status
- Security Classification
- Clear Call Logs and Contacts
- Restrict Call Log and Contact Uploads
- Plantronics Headset 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.

Password Required to Access Basic Settings

You may need a password to configure basic settings on your phone.

You can enable or customize your phone from the **Basic** settings menu. However, your system administrator may require a password to access the settings menu. If your phone requires a password to access the settings menu, contact your system administrator for assistance.

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:

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

Procedure

1. Go to **Settings** > **Basic** > **Preferences**.
2. Select **Themes**.
3. Select a theme and select **Save**.

   A screen displays informing you that the phone needs to reboot.
4. Select **Yes** to reboot your phone and apply the changes.

Set the System Language

Poly phones support several languages that you can choose to display on the phone.

Check with your system administrator to find out which languages your phone supports.

Procedure

1. Go to **Settings** > **Basic** > **Preferences**.
2. Select **Language** and select a language.

   The language on the phone updates immediately.

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

Time and Date Display

The time and date display in the status bar.

When the phone can’t obtain a time and date, the time and date display flashes. If this happens, or if the time and date are incorrect, contact your system administrator.

Change the Time and Date Format

Customize the time and date by choosing between several time and date formats, including options to display the day, month, or year.

Procedure

1. Go to **Settings** > **Basic** > **Preferences**.
2. Select **Time and Date** and choose one of the following:
   - Select **Clock Date** to change the date format.

- Select **Clock Time** to change the time format.

Disable the Time and Date Display

If desired, turn off the time and date display.

Procedure

1. Go to **Settings** > **Basic** > **Preferences**.
2. Select **Time and Date** and select **Disable**.

Backlight Intensity and Timeout

If desired, change settings for the following backlight components:

- **Backlight Intensity**: The brightness of the screen during phone activity and inactivity.
- **Backlight Timeout**: The number of seconds the phone is inactive before the backlight dims to its Backlight Idle intensity. The backlight timeout period begins after your last activity, such as an incoming call.

Backlight Intensity includes the following settings you can choose from:

- **Backlight On**: The brightness of the screen when there's activity.
- **Backlight Idle**: The brightness of the screen when there's no activity.
- **Maximum Intensity**: The brightness scale that applies to both Backlight On and Backlight Idle intensities.

Related Links

Changing the Backlight Intensity on the Expansion Module on page 142

Set the Backlight Intensity

The screen's backlight intensity settings adjust how bright the screen illuminates while on and while idle.

Set the **Backlight On** intensity and the **Backlight Idle** intensity separately. Choose an intensity level or turn off the backlight entirely. When you change the **Maximum Intensity**, you modify the entire backlight intensity scale. For example, if you decrease the **Maximum Intensity**, the **Low**, **Medium**, and **High** levels for both **Backlight On** and **Backlight Idle** intensities decrease.

Procedure

1. Go to **Settings** > **Basic**.
2. Select **Backlight Intensity** > **Backlight On Intensity**.
3. Select the intensity you want, and select **Back**.
4. From the **Backlight Intensity** screen, select **Backlight Idle Intensity**.
5. Select the intensity you want, and select **Back**.
6. From the **Backlight Intensity** screen, select **Maximum Intensity**.
7. Select **Up** or **Down**, or drag your finger along the slider to increase or decrease the maximum intensity.

Set the Backlight Timeout

The backlight automatically turns on with any phone activity.

By setting the **Backlight Timeout**, you can determine how long the phone should sit idle before the backlight dims to its **Backlight Idle** intensity. By default, the backlight dims after the phone is idle for 40 seconds.

Procedure

1. Go to **Settings** > **Basic**.
2. Select **Backlight Timeout**.
3. Choose the number of seconds the phone is idle before the backlight dims.

Changing Your Background

You can change the background picture that is displayed on your phone to any image set up by your system administrator.

By default, your screen displays a blue background named Default. If no background images are set up, only the Default is available.

You can also add personal photos on your phone using the Web Configuration Utility or a USB flash drive.

Change the Background Picture

If your system administrator has pre-loaded your phone with background pictures or you have added personal photos onto the phone, you can choose to display a background other than the default.

Procedure

1. Go to **Settings** > **Basic** > **Preferences**.
2. Select **Background** and select a background image.

   Depending how your system is set up, you might have to select **Background** > **Select Background**. The **Select Background** screen is displayed.

Adding Personal Photos as Your Background

You can upload a personal photo to use as your background using the Web Configuration Utility or using a USB flash drive. When you set one of your photos as the background picture, the picture is displayed as **Local File** in the Backgrounds list.

Keep in mind the following when you use a personal photo as the background image:

- Progressive or multiscan JPEG images are not supported.
- Smaller images are centered and surrounded with black space.
- Larger images are scaled proportionally to fit the screen.
- Horizontal or vertical black bars are added to preserve the original aspect ratio.

Add a Background Using the System Web Interface

You can add one or multiple images for your phone background using the system web interface.

Procedure

1. Find you phone's IP address, go to **Settings** > **Status** > **Platform** > **Phone**.
2. Enter your phone's IP address into the web browser on your computer.
3. Select **User** and enter your assigned password or the default (**123**) password.
4. From the menu bar, select **Preferences** > **Background**.
5. Click **+ Add a new background image**.
6. Click **Select a file from PC/Desktop**, and click **Choose File for Phone Image**.
7. Choose your picture file and click **Open**.
8. Click **Save**.

   The phone adds the file to the list of available backgrounds.
9. Go to **Settings** > **Basic** > **Preferences**.
10. Select **Background** and select a background image.

    The image displays as your background.

Use a USB Flash Drive to Add a Background

You can add personal photos as your background using a USB drive.

Before you can set a photo on your USB flash drive as the background picture, make sure the photo is on a USB flash drive and is not in a folder on the drive.

Note: If your phone doesn't detect the USB device when you insert it into the USB port, the USB port on your phone may be disabled. Contact your system administrator for assistance using the USB port.

Procedure

1. Attach a USB flash drive to the USB port on your phone.
2. Navigate to **Settings** > **Features** > **Removable Storage Media** > **Picture Frame**.

   Your pictures display one-by-one.
3. Use the arrow keys to find your picture and then select the **Set Background** icon .

   The picture you selected is displayed on the Home and Lines screens.

   Note: If your pictures on the flash drive are in a subfolder and not in the root directory, the phone displays a message stating that there are no available photos. Make sure the picture you want to display on your phone is not in a subfolder on the flash drive.

Reset Your Background

You can reset your background to display the default image.

Procedure

1. Go to **Settings** > **Basic** > **Preferences**.
2. Select **Background** > **Default**.

Screen Savers

Another way to personalize your phone is to enable a screen saver that can either show default pictures stored on your phone or pictures stored on a USB flash drive.

For VVX 450 phones with connected VVX EM50 expansion modules, the screen saver settings you apply to the phone also apply to the connected expansion modules. Ask your system administrator if this feature is available on your phone.

Enable Screen Savers

When you enable the screen saver, you can choose to have your phone display default photos stored on the phone or photos stored on a connected USB flash drive.

The screen saver automatically starts when your phone is idle for a specified amount of time. You can stop the screen saver at any time by touching the screen.

Procedure

1. Go to **Settings** > **Basic** > **Preferences**.
2. Select **Screen Saver** > **Screen Saver** screen and select **Enabled**.
3. Select **Wait Time** and enter the number of minutes the phone should wait after no activity before displaying the screen saver.

   Enter a time between 1 and 9999 minutes. The default is 15 minutes.
4. Select **Save**.

Use Personal Photos as Screen Savers

You can enable your phone to display your personal photos on a USB flash drive as a screen saver.

To set up a screen saver of your photos, you must set up certain screen saver settings, place your photos on a USB flash drive, and attach the USB flash drive to the phone.

The photos you use must have the following file type and size properties:

- File type: BMP, JPEG, or PNG
- Maximum size: 9999 x 9999 pixels

The phone can only display the photos as your screen saver when the USB flash drive is attached to the phone. You can set up your phone to use a single photo to display or have all photos display in slide-show style. This is an alternative to setting up a screen saver, and it automatically starts each time your phone is idle a certain amount of time.

For VVX 450 phones with connected expansion modules, you can connect a USB drive to the side USB port on the expansion module to display a slideshow for the screen saver. However, the VVX EM50 expansion module doesn't support the slideshow feature. The expansion module will display the default screen saver images while the phone displays the slideshow images.

Procedure

1. Place one or more photos onto a USB flash drive, either in the root directory or in a folder.
2. Attach the USB flash drive to your phone.

   The USB icon is displayed on the status bar.
3. Go to **Settings** > **Basic** > **Preferences**.

4. Select **Picture Frame** > **Folder**, and enter the name of the folder you placed your photos in on the USB flash drive.

   If you placed the photos in the root directory of your USB flash drive instead of a folder, do not enter a folder name.
5. Select **Time Per Image**, and enter the number of seconds you want each photo to display.

   You can enter a minimum of 3 seconds and a maximum of 300 seconds. The default is 5 seconds.
6. Select **Save**.

   If the message “No pictures found” displays after you select **Save**, there are no photos in the folder you specified or in the root directory. Go back and make sure the information you entered is correct.
7. Go to **Settings** > **Basic** > **Preferences**.
8. Select **Screen Saver** > **Screen Saver** screen and select **Enabled**.
9. Select **Wait Time** and enter the number of minutes the phone should wait after no activity before displaying the screen saver.

   Enter a time between 1 and 9999 minutes. The default is 15 minutes.
10. Select **Save**.

    Your phone displays the screen saver after the number of minutes you specified in the Wait Time field.

Note: If your phone doesn’t detect the USB device when you insert it into the USB port, the USB port on your phone may be disabled. Contact your system administrator for assistance using the USB port.

Disable the Screen Saver

You can stop a screen saver at any time by touching the screen. After your phone is idle for the specified period of time, the screen saver starts again.

You can disable a screen saver—prevent it from starting, even if your phone has been idle for the specified period of time—by doing the following:

- Disabling the Screen Saver setting. When you disable the setting, the screen saver does not display, even though the USB flash drive is still attached.
- Removing the USB flash drive. The screen saver does not display until you attach the USB flash drive again and your phone is idle for the period of time you specified.

Procedure

1. Go to **Settings** > **Basic** > **Preferences**.
2. Select **Screen Saver** > **Screen Saver** then select **Disabled**.
3. Select **Save**.

Use Your Phone as a Digital Picture Frame

You can use the picture frame feature on your phone to view pictures stored on your USB flash drive at any time without setting up a screen saver. You can display your pictures as thumbnails, as a slide show, or a single picture.

Before you can display your pictures, confirm that your pictures are on the USB flash drive and that the USB flash drive is attached to your phone.

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

Procedure

» Select **Settings** > **Features** > **Removable Storage Media** > **Picture Frame**.

Picture Frame Icons

Use the icons in the following table to perform actions in the Picture Frame.

Picture Frame Icons

Icon	Label	Action
	Thumbnail	View thumbnails of your pictures.
←	Back	View the previous picture.
→	Forward	View the next picture.
⏸	Pause	Pause and display the current picture only.
▶	Start	Starts the display of pictures one-by-one again.
×	Stop	Stop displaying the pictures. The pictures do not display again until you access the Picture Frame feature (unless you have a screen saver enabled).
	Background Image	Set the picture that currently displays as the background picture for your phone.

Power Saving Mode

By default, Poly phones enter power saving mode and turn off the screen after being idle for a certain period of time to conserve energy.

You can determine the period of time 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. The phone exits power saving mode if an event occurs—for example, if there is an incoming call or message. If you enable a screen saver, power saving mode still activates.

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 is idle before the screen turns off.

Note: By default, Poly VVX Business IP systems enter power saving mode after a period of idle time to conserve energy. However, Poly Trio systems don't enter power saving mode while idle in the Bluetooth or Wi-Fi menus. To ensure that the system enters power saving mode, exit the **Bluetooth** or **Wi-Fi** menu.

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.

Procedure

1. Go to **Basic** settings.
2. Select **Power Saving** > **Office Hours** and select **Start Hour**.
3. Select a day of the week, and using the 24-hour clock, enter a start time from 0 to 23.
4. Select **Save**.
5. On the **Office Hours** screen, select **Duration**.
6. Select a day of the week and enter a duration of 0 to 12 hours per day.
7. Select **Save**.

Change Idle Timeouts for Power Saving Mode

Update the period of time the phone is idle before the screen turns off.

You can specify different timeouts for office hours and nonoffice hours. By default, the setting for office hours is much longer than the setting for nonoffice hours.

You can also specify the amount of time the phone waits to go idle after you press a key or tap the screen (on touchscreen models). You can choose to set this time period longer than the other idle timeouts. This prevents power saving mode initiating when you use the phone.

Tip: Once you press a key or tap the screen (on touchscreen models), the phone uses the idle timeout period with the highest value.

Procedure

1. Go to **Basic** > **Power Saving** > **Timeouts**.
2. Configure the following options:
   - **Office Hours Idle Timeout**: The number of minutes (1 to 600) the phone waits during office hours before starting power saving mode.
   - **Off Hours Idle Timeout**: The number of minutes (1 to 10) the phone waits during nonoffice hours before starting power saving mode.
   - **User Input Idle Timeout**: The number of minutes (1 to 10) the phone waits after you press a key or tap the screen before starting power saving mode.
3. Select **Save**.

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.

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

Set a Ringtone for Incoming Calls

One 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. Go to **Settings** > **Basic** > **Preferences**.
2. Select **Ring Type**.
3. If there are multiple lines on your phone, select a line.
4. On the **Ring Type** screen, select a ringtone.
5. Optional: Select **Play** to hear the ringtone.

Set a Ringtone for Individual Contacts

To help you quickly identify callers, select unique ringtones for contacts in your directory.

Procedure

1. Go to **Directories** > **Contact Directory** .
2. In the **Contact Directory**, select a contact.
3. On 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

If necessary, increase the volume of your ringtone and the audio during a call.

Procedure

» 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. Go to **Settings** > **Basic** > **Preferences**.
2. Select **Acoustic Fence** and select **Enable**.

Updating Your Buddy Status

Poly 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. Go 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

For VVX business IP phones phones registered with the BroadSoft BroadWorks Server, 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.

Modify Security Classification Level

You can modify your security classification level to choose a lower level during a call to allow users with a lower classification to join a call or to a higher level to restrict who can join the call.

For example, if you are classified as a Top Secret user, you can lower your classification level to Secret or Restricted during a call. You cannot change the security classification when the phone is idle and not in a call.

Procedure

1. During a call, select **Security**.
2. On the Security Classification screen, choose one of the following options:
   - Top Secret
   - Secret
   - Restricted
   - Classified

   A notification displays on all call participants' phones informing them that the classification level of the call has changed.

Clear Call Logs and Contacts

By default, the phone stores your call logs and saved contacts. As desired, clear your personal history of stored call logs and contacts from the phone.

Procedure

1. On the phone, go to **Settings** > **Basic** > **Clear Uploaded Calls/Directory**.
2. Select **Yes**.

Restrict Call Log and Contact Uploads

By default, the phone stores your call logs and saved contacts. If desired, restrict the phone from uploading your call logs and contacts to the server.

Procedure

1. On the phone, go to **Settings** > **Basic** > **Preferences** > **Restrict Calls/Directory Upload**.
2. Select **Enable**.

Plantronics Headset Settings

Poly UC software supports the following Plantronics headsets and the PLT Hub software on VVX 250, 350, and 450 business IP phones:

- Plantronics Blackwire C5220 Stereo USB-A headset
- Plantronics Blackwire 3225 USB Headset

Note: The features list in PLT Hub varies based on the Plantronics headset you use. To know your headset supporting features, refer to Features Compatibility Chart.

You can access the following headset settings from the **PLT Hub** menu when you connect a Plantronics headset to the VVX phone:

- General Settings
- Ringtone & Volume Settings
- Wireless Settings
- Softphone Settings
- Audio Tuning Settings
- Advanced Settings
- Restore Defaults settings

Set the Answering Call Alert

You can configure the headset to alert you on incoming calls to the phone.

Procedure

1. Do one of the following:
   - Go to **Settings** > **Basic** > **PLT Hub** > **General**.
   - Go to **PLT Hub** > **General**.
2. Select **Answering Call Alert**.
3. Select **On** to enable the call alert and **Off** to disable the call alert.

Set the Mute On or Off Alert

You can set the headset to notify you when the headset’s microphone is muted. You can choose to hear a voice alert, a single tone, or a double tone.

Procedure

1. Do one of the following:
   - Go to **Settings** > **Basic** > **PLT Hub** > **General**.
   - Go to **PLT Hub** > **General**.
2. Select **Mute On/Off Alert**.
3. Select one of the following alerts:
   - **Voice**
   - **Single Tone**
   - **Double Tone**

Set the Mute Reminder

You can set the headset to notify when the headset's microphone is muted in an active call.

Procedure

1. Do one of the following:
   - Go to **Settings** > **Basic** > **PLT Hub** > **General**.
   - Go to **PLT Hub** > **General**.
2. Select **Mute Reminder**.
3. Select one of the following reminders:
   - **Off**
   - **Audible Reminder**
   - **On-Screen Reminder**
   - **On-Screen & Audible Reminders**

Set the Mute Reminder Interval

You can set the headset to notify at set intervals when you are on mute.

You must set **Mute Reminder** to **Audible Reminder** to use the mute reminder interval option.

Procedure

1. Do one of the following:
   - Go to **Settings** > **Basic** > **PLT Hub** > **General**.
   - Go to **PLT Hub** > **General**.
2. Select **Mute Reminder Interval**.
3. Choose the mute interval time frame.

Set the Volume Level Indicator Tones

You can set the headset to play a tone when you increase or decrease the volume to any level or to play a tone when the volume has reached the minimum and maximum level.

Procedure

1. Do one of the following:
   - Go to **Settings** > **Basic** > **PLT Hub** > **Ringtone & Volume**.
   - Go to **PLT Hub** > **Ringtone & Volume**.
2. Select **Volume Level Tones**.
3. Select one of the following options:
   - **At Every Level**: Hear a tone every time you increase or decrease the volume.
   - **Minimum & Maximum Only**: Hear a tone only when you hit the minimum or maximum volume level.

Adjust the Headset Speaker Bass and Treble

You can adjust the bass and treble settings for the headset speaker from your VVX phone.

Procedure

1. Do one of the following:
   - Go to **Settings** > **Basic** > **PLT Hub** > **Audio Tuning**.
   - Go to **PLT Hub** > **Audio Tuning**.
2. Select **Speaker**.
3. Adjust the bass settings:
   a. Select **Bass Equalizer**.
   b. Press **Up** or **Down** to adjust the settings.
4. Adjust the treble settings:
   a. Select **Treble Equalizer**.
   b. Press **Up** or **Down** to adjust the settings.

View Voice Visual Feedback

You can speak to view the graphical representation of the audio from your VVX phone.

Procedure

1. Do one of the following:
   - Go to **Settings** > **Basic** > **PLT Hub** > **Audio Tuning**.
   - Go to **PLT Hub** > **Audio Tuning**.
2. Select **Microphone**.
3. Select **Voice Visual Feedback**.

Record and Play the call

You can record the call, stop, and play the recording to test your microphone.

Procedure

1. Do one of the following:
   - Go to **Settings** > **Basic** > **PLT Hub** > **Audio Tuning**.
   - Go to **PLT Hub** > **Audio Tuning**.
2. Select **Microphone**.
3. Select **Record and Play**.
   a. Select **Record** to start recording the voice.
   b. Select **Stop** to stop recording.
   c. Select **Play** to listen to the recorded voice.
   d. Select **Back** to return to the previous page.

   Note: Once you press **Back**, the recorded audio deletes automatically.

Adjust the Microphone Gain

You can adjust the headset microphone gain from your VVX phone.

Procedure

1. Do one of the following:
   - Go to **Settings** > **Basic** > **PLT Hub** > **Audio Tuning**.
   - Go to **PLT Hub** > **Audio Tuning**.
2. Select **Microphone**.
3. Select **Gain**.
   a. Press **Up** or **Down** to adjust the settings.

Set the Dial Tone

You can set the dial tone of the softphone to alert for an outgoing call.

Procedure

1. Do one of the following:
   - Go to **Settings** > **Basic** > **PLT Hub** > **Softphone**.
   - Go to **PLT Hub** > **Softphone**.
2. Select **Dial Tone**.
3. Select **On** to enable the dial tone and select **Off** to disable dial tone.

Set the Decibel Spike Limit

You can limit the decibel spike threshold on the headset to eliminate sudden loud and acoustic sounds.

Procedure

1. Do one of the following:
   - Go to **Settings** > **Basic** > **PLT Hub** > **Advanced**.
   - Go to **PLT Hub** > **Advanced**.
2. Select **Anti-Startle**.
3. Select one of the following:
   - **Off**: Headset limits the sound level to 118 dBA.
   - **G616**: Protects from acoustic shock and limits the sound levels to 102 dBA.

Set the Decibel Threshold Limit

You can set the headset with a noise exposure setting to limit how loud the sound levels can become. If you disable this setting, the headset limits the sound level to 118 dBA.

Procedure

1. Do one of the following:
   - Go to **Settings** > **Basic** > **PLT Hub** > **Advanced**.
   - Go to **PLT Hub** > **Advanced**.
2. Select **Noise Exposure**.
3. Select one of the following:
   - **No Limiting**
   - **Limited at 80 dBA**
   - **Limited at 85 dBA**

Set the Hours on Phone Per Day

You can set the headset with the number of hours on the phone per day to optimize the decibel limits.

Procedure

1. Do one of the following:

- Go to **Settings** > **Basic** > **PLT Hub** > **Advanced**.
- Go to **PLT Hub** > **Advanced**.

2. Select **Hours on Phone Per Day**.
3. Select the number of desired hours.

Restore Default Settings

You can restore the headset default settings from your VVX phone.

Procedure

1. Do one of the following:
   - Go to **Settings** > **Basic** > **PLT Hub** > **Restore Defaults**.
   - Go to **PLT Hub** > **Restore Defaults**.
2. Select **Yes**.

Features Compatibility Chart

Use the following table to know the features that are compatible to your headset.

Features Compatibility Chart

Features	Blackwire C5220 Stereo USB-A headset	Blackwire 3225 Series USB Headset
Answering Call Alert	Yes	No
Mute On/Off Alerts	Yes	Yes
Mute Reminder	Yes	Yes
Mute Reminder Interval	Yes	Yes
Volume Level Tones	Yes	Yes
Speaker Setting	Yes	Yes
Microphone Setting	Yes	Yes
Dial Tone	No	Yes
Anti-startle	Yes	No
Noise Exposure	Yes	No
Hours on Phone per Day	Yes	No
Restore Default Settings	Yes	No

Phone Accessories and Computer Applications

Topics:

- Using a Headset with Your Phone
- Controlling Your Phone with Polycom Desktop Connector

VVX business IP phones 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

Connect a headset to your phone to place and answer calls and use electronic hookswitch (EHS).

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 USB Headset

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

- When an 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. Go 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.

Related Links

Use the Handset, Headset, or Speakerphone on page 37

Reactivate Headset Memory Mode

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

Procedure

» 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.

See *Feature Profile 37477: Using Headsets with Polycom Phones* on Polycom Support for a list of compatible headsets.

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.

   See the Quick Start Guide for your phone on Polycom Voice Support for information on connecting a headset to your phone.
2. Go to **Settings** > **Basic** > **Preferences**.
3. Select **Headset** > **Hookswitch Mode**.

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

» 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

To disconnect or change your headset, properly detach your headset from your phone.

Procedure

1. Go 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.

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, select **Start** > **Polycom** > **Polycom Desktop Connector**.

   The PDC icon displays as an active program on your taskbar.

2. On your phone, go 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. Select **OK** to complete the setup process.

   The PDC icon turns red, indicating that you successfully enabled the PDC program.

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 credentials.

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, select **Start** > **Polycom** > **Polycom Desktop Connector**.

   The PDC icon displays as an active program on your taskbar.

2. On your phone, go 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. Select **OK** to complete the setup process.

   The PDC icon turns red, indicating that you successfully enabled the PDC program.

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

» 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

» 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	Home key	Alt + F6	Do Not Disturb
F7	Directories menu	Alt + F7	Mute key
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	Speakerphone key
F12	Headset	Alt + F12	ACD Sign Out (if enabled)

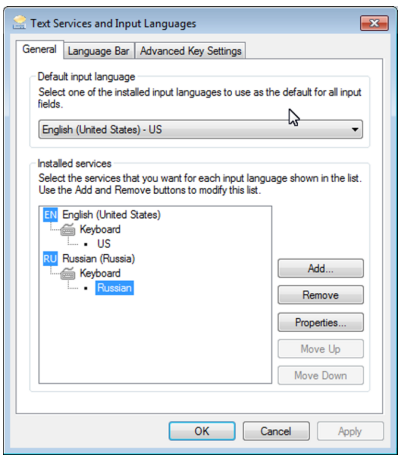
Enter Text in a Different Language

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.

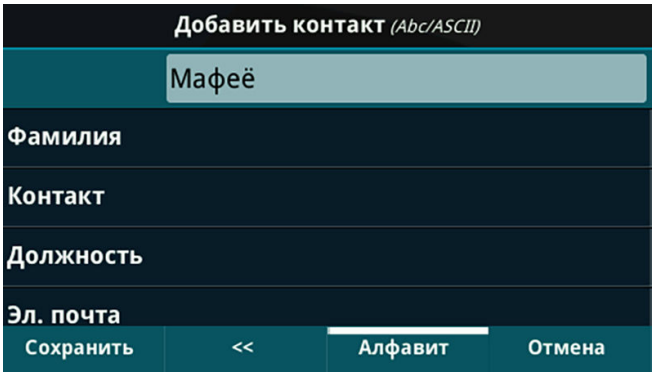


3. Move your cursor onto your phone's display screen.

   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.



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

Poly VVX EM 50 Expansion Modules

Topics:

- VVX EM 50 Expansion Module Hardware Features
- Connect a VVX EM50 Expansion Module
- Disconnect a VVX EM50 Expansion Module
- Connect an Additional VVX EM50 Expansion Module
- Disconnect an Additional VVX EM50 Expansion Module
- Assigning Contacts and Favorites to VVX EM 50 Expansion Modules
- Navigate Expansion Module Paging
- Changing the Backlight Intensity on the Expansion Module

The Poly VVX EM 50 expansion module is a console supported on VVX 450 business IP phones and enables you to add additional lines to your phone.

Expansion modules enable you to handle large call volumes on a daily basis and expand the functions of your phone.

Note: VVX 150, 250, and 350 phones do not support expansion modules. The VVX EM 50 expansion module is only supported on VVX 450 business IP phones, running UC Software 5.8.2 or later.

Related Links

Answer a Call from an Expansion Module on page 37
Resume a Call on an Expansion Module on page 39
Place a Call from an Expansion Module on page 35

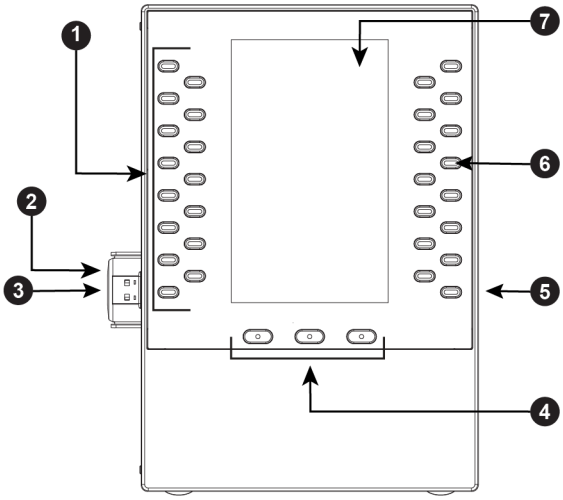
VVX EM 50 Expansion Module Hardware Features

The following features are available on the VVX EM 50 expansion module:

- 480 x 800 pixel, color LCD display
- 30 line keys and three display pages, which support a total of 90 lines that you can set up with registrations, favorites, or presence contacts.
- Support for up to two expansion modules connected to a VVX 450 business IP phone to support an additional 180 line keys per phone.

The following figure illustrates the features, components, and keys available on the VVX EM 50 expansion module. The table lists each numbered feature shown below.

Figure 8: VVX EM 50 Hardware Features



VVX EM 50 Hardware Description

Reference Number	Feature	Feature Description
1	Line keys	Selects available line key contacts, functions, and assignments.
2	Bracket	Secures the expansion module to the phone.
3	USB plug	Connects the expansion module to the phone.
4	Page keys and LED indicators	Navigates between pages on the expansion module. ▪ Fast-Flashing Green—Indicates an incoming call on a page not currently displayed. Press the page key that has a fast-flashing green LED indicator to view the contact with an incoming call. ▪ Slow-Flashing Green—Indicates a monitored busy lamp field contact on a page not currently displayed is receiving an incoming call. ▪ Solid Red—Indicates the current page displayed.
5	USB port (on side)	Enables you to connect USB devices to the expansion module, such as an additional expansion module or a USB flash drive.

Reference Number	Feature	Feature Description
6	Line key LED indicators	Indicates a line or busy lamp field contact's status. The following lists the LED Indicator behaviors shown on the expansion modules: ▪ Solid Green—Indicates an active call in progress. ▪ Fast-Flashing Green—Indicates an incoming call. ▪ Flashing Green—Indicates the remote party placed the call on hold. ▪ Solid Red—Indicates the phone of a monitored busy lamp field contact is placing a call or is in a call. ▪ Flashing Red—Indicates a held call. ▪ Flashing Green and Red—Indicates the phone of a monitored busy lamp field contact is on an active call or is receiving an incoming call.
7	Color Display	Displays line numbers, monitored contacts, contacts' presence, and favorites.

Related Links

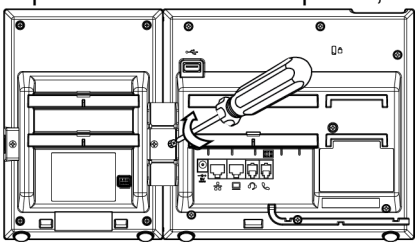
Overview of Phone Hardware and Keys on page 11

Connect a VVX EM50 Expansion Module

Expansion modules are powered and signaled by the connected VVX phone and require minimal setup. After you connect an expansion module to a phone, the module is automatically configured to work with the phone.

Procedure

1. Power off the VVX 450 business IP phone.
2. Insert the USB plug on the VVX EM50 expansion module into the side USB port on the VVX 450.
3. Lay the connected phone and expansion module face-down on the table.
4. Insert the supplied screw into the bracket screw hole and, using a screwdriver, secure the expansion module to the phone, as shown.



The LED lights on the module's line keys flash red and green as the module starts up.

Disconnect a VVX EM50 Expansion Module

You can disconnect a VVX EM50 expansion module from an IP phone.

Procedure

1. Power off the VVX 450 business IP phone.
2. Lay the connected phone and expansion module face-down on the table.
3. Using the screwdriver, remove the supplied screw from the bracket screw hole, as shown.
4. Detach the USB plug on the VVX EM50 expansion module from the phone.

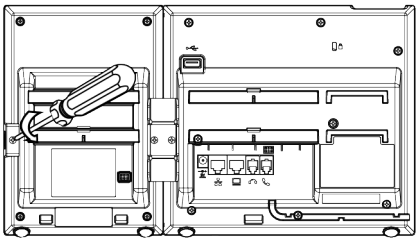
Connect an Additional VVX EM50 Expansion Module

You can connect up to two VVX EM50 expansion modules to a VVX 450 business IP phone.

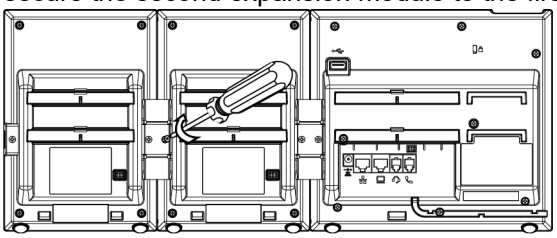
Note: When you connect expansion modules to a VVX 450 phone, you can connect additional USB devices to the rear port of the phone and the side port on the second connected expansion module. The side USB port on the expansion module can support low-powered devices, such as headsets, USB flash drives, or a smartphone to charge the phone.

Procedure

1. Power off the VVX 450 business IP phone.
2. Lay the VVX 450 phone with the connected expansion module face-down on the table.
3. Remove the screw from the left side of the connected expansion module, as shown.



4. Insert the USB plug on the second VVX EM50 expansion module into the side USB port on the first connected expansion module.
5. Using the screw you removed from the first expansion module, use a screwdriver and the screw to secure the second expansion module to the first, as shown.



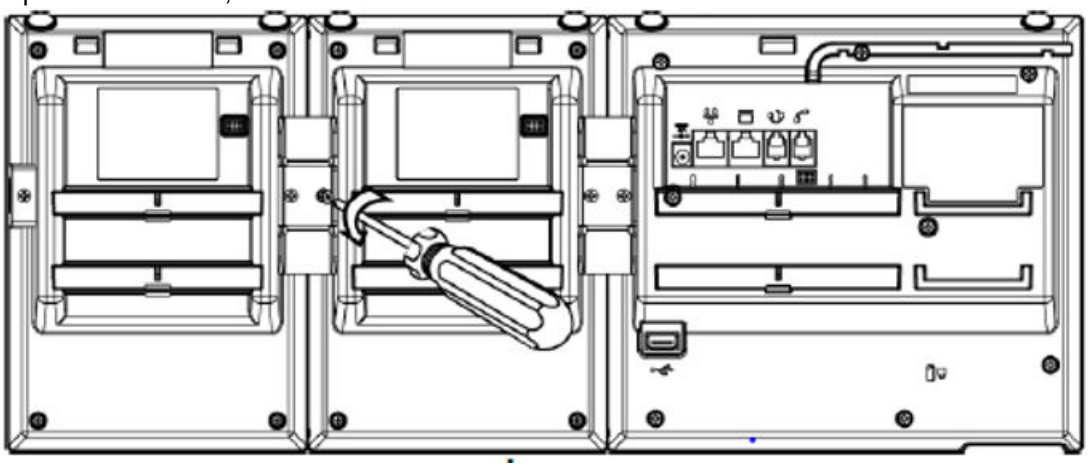
The LED lights on the module's line keys flash red and green as the module starts up.

Disconnect an Additional VVX EM50 Expansion Module

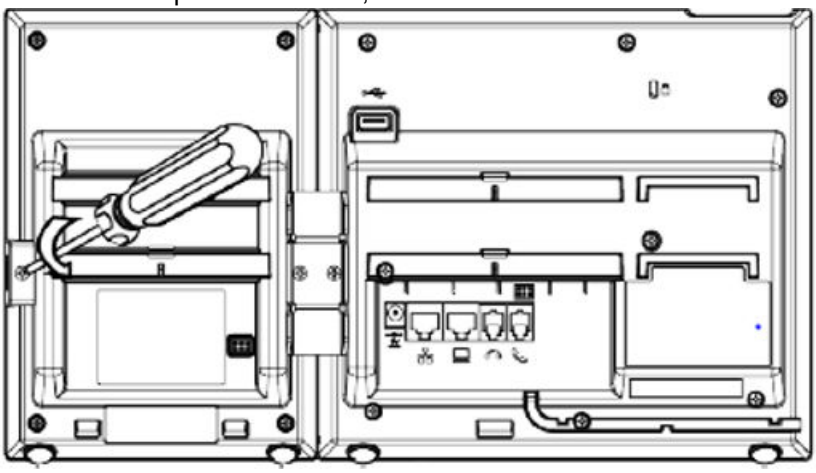
You can disconnect additional VVX EM50 expansion modules from an IP phone.

Procedure

1. Power off the VVX 450 business IP phone.
2. Lay the connected phone and the expansion modules face-down on the table.
3. Using the screwdriver, remove the secured screw from the bracket screw connecting both the expansion modules, as shown.



4. Detach the USB plug of the second VVX EM50 expansion module from the side USB port of the first connected expansion module.
5. Using the screwdriver, remove the supplied screw from the bracket screw hole between the phone and the first expansion module, as shwon.



6. Detach the USB plug on the first VVX EM50 expansion module from the phone.

Assigning Contacts and Favorites to VVX EM 50 Expansion Modules

You can assign contacts to line keys on your expansion module after the line keys on your phone are full.

The default view on your phone screen, which is the Lines screen, displays line registrations, monitored and presence contacts, and favorites. Each function occupies a display space on the Lines screen. When you reach the maximum number of display spaces on your phone, the next function you add is assigned to the first available line key on your expansion module.

The following table shows the maximum display spaces available on the VVX 450 phone and each connected expansion module.

Maximum Display Spaces on Phone and connected Expansion Modules

VVX 450 Phone	with Expansion Module 1	with Expansion Module 2
12	102	192

Note: After you fill all the display spaces on your phone and assign functions to all the lines on your expansion module, you can find additional favorites and contacts in the Contact Directory.

Related Links

Favorites and Contact Lists on page 85

Assign Favorites to Expansion Modules

You can assign favorites to line keys on connected expansion modules and automatically call contacts using the line keys on the expansion modules. When you assign favorites on your phone, favorites are assigned to the next available line key on the expansion module regardless of the index number. You can reorder your favorites once they are created by changing the value of their index number.

Procedure

1. Press and hold an available line key on your expansion module.
2. From the **Add Contact** screen, enter the contact's information, including a unique favorite index, and select **Save**.

Identify Line Key Assignments

You can identify which registrations, monitored or presence contacts, and favorites are assigned to each line key on your expansion module in the Status menu on your phone.

Procedure

1. Navigate to **Settings** > **Status** > **Line Key Information**.
2. Press a line key on the expansion module.

   The assignment and line number for the line key you pressed are displayed on your phone's screen.
3. Press the line key twice to return to the previous menu or select **Back**.

Navigate Expansion Module Paging

The expansion modules with color displays support three pages of line information on the LCD screen for each module connected to a supported VVX phone. Each page of the expansion module contains line registrations, monitored contacts, contacts' presence, or favorites assigned to line keys.

Procedure

» Press a Page key beneath the screen on the expansion module.

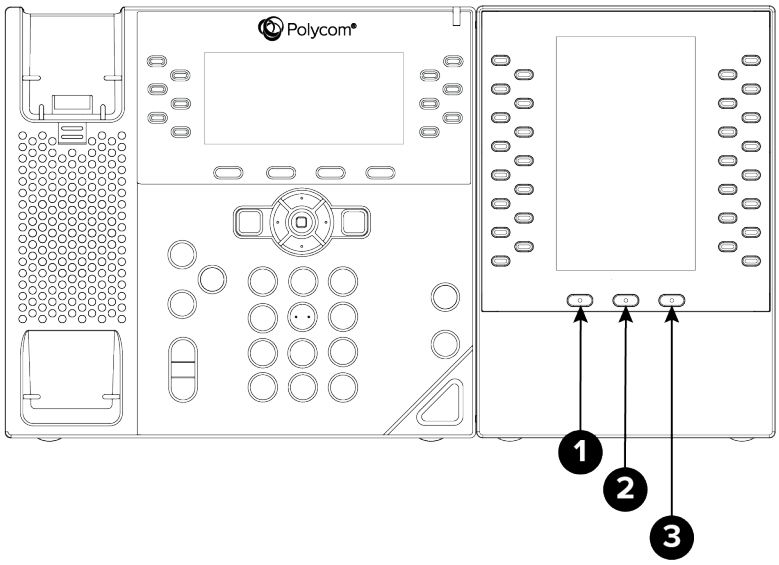
Smart Paging on VVX EM50 Expansion Modules

The Smart Paging feature arranges line key assignments and distributes pages on VVX EM50 expansion modules when two expansion modules are connected to a VVX 450 phone. This feature is enabled by default.

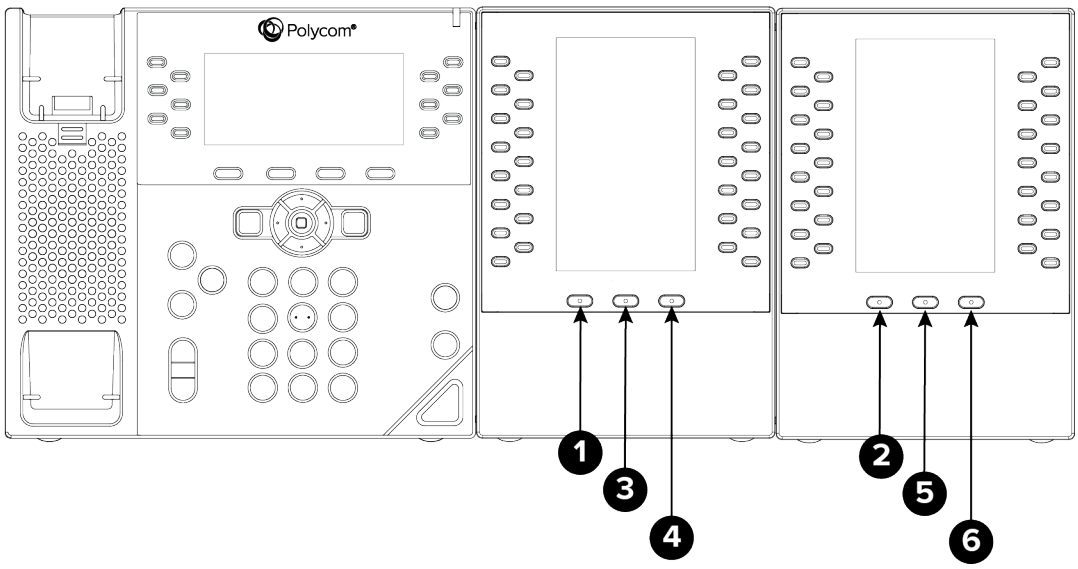
Note: If you assigned functions to line keys using the Flexible Line Key feature, the line key assignments display on the designated line key on the expansion module and are not affected by Smart Paging.

When Smart Paging is enabled, the pages on the expansion module are distributed across all connected expansion modules. This feature is described and shown in the following scenarios:

- If you only have one expansion module connected to your phone, the pages are ordered sequentially on the module, as shown next. Press the first, second, or third **Page** key to view the corresponding pages.



- If you have two expansion modules connected to your VVX phone, the pages are ordered non-sequentially. As shown in the next figure, the pages display on the two expansion modules in the following order:
  - Pages 1, 3, and 4 display on the first expansion module.
  - Pages 2, 5, and 6 display on the second expansion module.



Alternate Paging

When Smart Paging is disabled, the ordering of the pages on the expansion modules is not affected by the number of expansion modules connected to your VVX phone. With Alternate Paging, the expansion modules' pages are ordered sequentially.

Changing the Backlight Intensity on the Expansion Module

When you change the backlight intensity settings on your VVX phone, the backlight on your connected expansion module automatically changes to match the new settings.

Related Links

Backlight Intensity and Timeout on page 111

Accessibility Features

Topics:

- Users Who Are Deaf or Hard of Hearing
- Users with Limited Mobility
- Users Who Are Blind, Have Low Vision, or Have Limited Vision

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

Users Who Are Deaf or Hard of Hearing

Your phone includes accessibility features for users who are deaf or hard of hearing to use the phone.

The following table lists the accessibility features for users who are deaf or hard of hearing.

Accessibility Features for Users Who Are Deaf or Hard of Hearing

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.

Accessibility Feature	Description
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 47 CFR 68.317 & the Telecommunications Telephone Terminal Equipment Magnetic Field and Acoustic Gain Requirements of ANSI/TIA/EIA 504A Feb 1998. The phones are also compliant to Rehabilitation Act Section 508 Recommendations: Subpart B 1194.23.
TTY support	The phones support commercial TTY devices such as Ultratec Superprint. Additionally, the phones provide acoustically coupled TTY support.

Related Links

Icons and Status Indicators on VVX Business IP Phones on page 21

Users with Limited Mobility

Your phone includes accessibility features to enable users with limited mobility to use various phone features.

The following table lists the accessibility features for users with limited mobility.

Accessibility Features for Users with Limited Mobility

Accessibility Feature	Description
Auto-answering	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 enables you to hear audio on the device without having to use a handset or a 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 *Quick Start Guide* at Polycom Voice Support).
Polycom Desktop Connector application	You can use your computer's mouse and keyboard to enter information and navigate screens on your phone.

Related Links

Answer Calls Automatically on page 36

Users Who Are Blind, Have Low Vision, or Have Limited Vision

Your phone includes accessibility features for users who are blind, have low vision, or have limited vision to use the phone.

The following table lists the accessibility features for users who are blind, have low vision, or have limited vision.

Accessibility Features for Users Who Are Blind, Have Low Vision, or Have Limited Vision

Accessibility Feature	Description
Adjustable backlight settings	You can change the brightness of the screen by adjusting backlight intensity settings.
Auto-answering	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 Your Phone

Topics:

- Investigate Warnings
- Remove Warnings
- Restart Your Phone
- Update the Phone's Configuration
- Test the Hardware
- Cleaning the Screen
- View Software Details
- Updating the Phone Software

When the phone isn't operating properly, 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 status bar.

View details about the issues from the **Warnings** screen.

Procedure

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

   The **Warnings** screen displays, listing any issues.

Remove Warnings

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

Procedure

» In the **Warnings** screen, select **Clear Icon** to remove the Warning icon from the status bar.

Restart Your Phone

To assist with troubleshooting, your system administrator may ask you to restart your phone.

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. Go to **Settings** > **Basic**.
2. Select **Restart Phone**.

   A confirmation message displays.
3. Select **Yes**.

   The restart process begins, and the process ends when the Home screen displays.

Update the Phone’s Configuration

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

Procedure

1. Go to **Settings** > **Basic**.
2. Select **Update Configuration**.

   A confirmation message displays.
3. Select **Yes**.

   The configuration updates. The phone may rebootrestart, depending on which settings you changed.

Test the Hardware

If you're experiencing issues with your phone, your system administrator may ask you to test the phone hardware.

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

Caution: Don’t run diagnostic tests during a call on VVX 450 business IP phones with two connected expansion modules. Doing so can cause the phone to reboot.

Procedure

1. Go 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. Don't 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 to the screen because the solution could seep inside the screen or stain the phone. Do not use chemicals to clean the screen.

View Software Details

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

Updating the Phone Software

You can update the software on your phone when a new software version is available.

When new software is available, a notification is displayed on your phone and you have the option to update your software, postpone the software update, or exit the notification.

Update the Phone Software

When the software update notification is displays your phone, you can choose to update your phone's software at that time.

Procedure

» When prompted to update your software, select **Update**.

The phone reboots and the software updates.

Update the Software Later

If you exit the software update, you can press the **SWUpdate** soft key to update your phone's software at any time after you exit the software update notification.

Procedure

» Press the **SWUpdate** soft key.

Postpone Software Updates

Instead of updating your software immediately, you can choose to postpone the update for a later time.

You can choose to postpone the software update from 15 minutes up to six hours. You can postpone the software update up to three times. After the third time, the notification is displayed without the Postpone option.

If you do not update the phone's software after the postpone time, a notification with a countdown is displayed and the phone automatically reboots and updates the software when the countdown ends.

Procedure

1. When prompted to update your software, select **Postpone**.
2. Select one of the time options.

   The notification is removed from the phone screen and is displayed again during the remaining five minutes of the postpone time selected.

Note: If you postpone a software update and the time period you chose ends while you're on an active call, a software update notification with a countdown is displayed after the call ends. After the countdown ends, the phone reboots and updates the software.

Ignore Software Updates

If your administrator enables this option, you can choose to ignore software updates.

Note: You can’t both ignore and postpone software updates. Your system administrator can configure only one option or the other. Contact your system administrator with any questions.

Procedure

» When you receive a prompt to update your software, do one of the following:

- Select **Ignore** to ignore subsequent upgrade dialogs.
- Select **Ignore until next Reboot/Sync** to ignore software upgrades until the next time you reboot the phone or the next sync event.

Exit the Software Update Notification

When the software update notification displays, you also have the option to exit the notification without choosing to update or postpone the software.

Procedure

» When prompted to update your software, select **Exit**.

When you exit the notification, the **SWUpdate** soft key displays on the Lines screen.

Troubleshooting

Topics:

- Speakerphone
- USB Port
- Check the Status of the Calendar
- Ribbon Communications Address Book
- Polycom Desktop Connector
- Troubleshoot Audio and Echo Issues
- Recording Issues and Solutions
- Reset the Phone to Factory Defaults
- Using an Approved Power Source

If you’re having issues with your Poly 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.

USB Port

If you attach a USB device to your phone, and the phone does not detect the attached USB device, your system administrator may have disabled the USB port on your phone.

In this case, you cannot attach a USB device to your phone to use the following features:

- Call recording
- Picture frame
- USB headset

Contact your system administrator for help on enabling the USB port on your phone.

Check the Status of the Calendar

Issues with the phone's connection to the Microsoft server may cause calendar problems. Without a functioning connection, you may not see the **Calendar** icon on the **Home** screen or you may not receive meeting reminders.

Procedure

1. Go to **Settings** > **Features** > **Calendar**.
2. From the **Calendar** screen, select **Connect**.

Related Links

Open the Calendar on page 101

Ribbon Communications Address Book

If you are having issues accessing the Global Address Book (GAB), you can view the status of the GAB in the Status menu on your phone and contact your system administrator for further troubleshooting help.

Procedure

» On your phone, navigate to **Settings** > **Status** > **Global Address Book**.

The status information and the server URL for the GAB are displayed.

View the Status of the Personal Address Book

You can view the status of the Personal Address Book on your phone to determine any issues with the PAB. Contact your system administrator for further troubleshooting help.

Procedure

» Navigate to **Settings** > **Status** > **Contact Directory**.

The following information is displayed:

- Status
- Server Control Method
- Server URL
- Registration Index and User ID

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 **Dial**.
I want to change the phone that is connected to the Polycom Desktop Connector.	Disable the Polycom Desktop Connector, which is already connected to your computer and is in active state on your phone. 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 <*MACaddress1*> with your computer. Do you want to change to controlling <*MACaddress2*>?” Click **OK**.

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

Recording Issues and Solutions

If you encounter any issues recording calls, see the following table for possible solutions to common problems.

Common Recording Issues and Solutions

Issue	Corrective Action
The message “USB device is full. Recording canceled” displays when I pressed Start.	Check that there’s sufficient space on the USB flash drive.
The recording stops during a call.	If the USB flash drive becomes full during recording, recording stops and the message “USB device is full. Recording stopped” displays. Delete previous recordings to make space on the USB drive.
The message “USB device removed unsafely. Recording canceled” displays when I remove my USB flash drive during a call.	Don’t remove the USB flash drive while recording. If you want to remove the drive during a call, press **Stop**, and then remove the drive.
The message “Unsupported USB device attached” displays.	Refer to *Feature Profile 37477: Using Headsets with Polycom Phones* on Polycom Support for a list of USB devices supported on Poly phones.

Reset the Phone to Factory Defaults

Access the phone reset option without having to enter an administrator password.

After the administrator configures this feature on the phone, you can reset the phone to factory default settings.

Procedure

» Go to **Settings** > **Basic** > **Reset to Factory**.

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 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.