



# User Guide

Polycom VVX

300,400, 500 and 600

# Quick Reference Guide

Important: Utilize these codes before dialing a number or extension.

\*72 - Enables Call Forward

\*73 - Disables Call Forward

\*74 - Toggles Call Forward enable/disable

\*97 - Voicemail box

\*8 - Global Call pickup for incoming calls on any extension

\*8 {ext} - Call pickup for a specific extension

\*78 Enable (DND) Do Not Disturb

\*79 Disable (DND) Do Not Disturb

\*69 - Call back the last incoming number

\*411 - Internal Dial by First or Last Name Directory. Press the buttons on the phone that corresponds to the letters in the name you wish to call.

\*9664 - Test your music on hold recordings, current MoH will be played back for review

## Initiating a Conference Call

Here are instructions for setting up a conference call on a Polycom VVX phone:

### 1. During an Active Call:

- Press the "More" soft button on the bottom right corner of the screen.
- Press the "Confrn" (Conference) soft button on the bottom left corner of the screen.

### 2. Enter the Second Party:

- Dial the extension or phone number of the second party.
- Press the "Send" soft button to initiate the call.

### 3. Adding More Parties (Optional):

- If you want to add more parties to the conference, repeat steps 1 and 2 for each additional participant.

### 4. Manage the Conference:

- To put a participant on hold, press the "Hold" soft button.
- To remove a participant from the conference, press the "Split" soft button. This will separate the callers into individual calls while keeping them on hold.
- To rejoin participants, press the "Join" soft button.

### 5. End the Conference Call:

- To end the conference call and disconnect all participants, simply hang up the phone.



## \*Note for VVX 500 and 600 Models:

These models do not have physical soft buttons. Instead, press the "More," "Confrn," "Hold," "Split," "Join," and "Send" options directly on the screen.

Please refer to the user manual for your specific Polycom VVX phone model for any model-specific variations in the instructions.

## Using the Directory on Polycom VVX Phones:

The Polycom VVX phones typically have a directory function that allows you to easily access and dial contacts. Here's a general guide on how to use the directory function on Polycom VVX phones:

### 1. Search for a Contact:

If the directory is extensive, you may use the search function to find a specific contact. Typically, there is a search option available within the directory. Enter the first few letters of the contact's name to narrow down the search.

### 2. Dial a Contact:

- Once you've located the contact you want to call, press the "Dial" or "Call" soft key to initiate the call.

### 3. Exit the Directory:

- Press the "Cancel" or "Exit" soft key to return to the main screen.

### 4. View Contact Details:

- Highlight the desired contact and press the "Select" or "View" soft key to see additional details such as phone number, email, etc.

### 5. Save Contacts (if applicable):

- Some models allow you to add or edit contacts directly from the directory. Check your phone's manual for specific instructions on saving contacts.

## Note for VVX 500 and 600 Models:

These models may have touchscreen functionality. If so, you can directly tap on the "Directory" option on the screen.

Remember that the steps may vary slightly depending on the specific model and software version of your Polycom VVX phone. For detailed instructions tailored to your phone model, refer to the user manual provided by Polycom or visit their official support website.

(Only one function at a time can be used)

To switch from the handset to the speakerphone, press the Speakerphone button and replace the handset.

When transitioning from the handset to the headset, press the Headset button and replace the handset.

To switch from the speakerphone to the handset, pick up the handset.

When moving from the speakerphone to the headset, press the Headset button.

To switch from the headset to the handset, pick up the handset.

When moving from the headset to the speakerphone, press the Speakerphone button.

## Dialing an Extension

Dial the 4 digit extension number and either:

- Pick up the handset.
- Press the Speakerphone button.
- Press the Headset button.

## Conference Calling

- While on a call, tap the "More" soft button located in the bottom right-hand corner of the screen.
- Next, select the "Conference" soft button situated in the bottom left-hand corner of the screen.
- Enter the extension or phone number of the second party, followed by pressing the "Send" soft button.
- Upon the second party answering, tap the "More" soft button in the bottom right-hand corner of the screen.

Subsequently, press the "Conference" soft button in the bottom left-hand corner of the screen to connect all three parties.

## Additional options:

- The "Split" soft button separates the two callers into two individual calls while keeping them on hold.
- Join during a Conference Call: Pressing the "Join" soft button merges the other two connected callers and allows you to disconnect.
- To conference two callers on separate lines, press line one, tap the "More" soft button, and then select the "Join" soft button. Note: Hanging up will disconnect all parties.

**\*\*Note:** For the VVX 500 and 600 models without physical soft buttons, press More, Conference, and Send directly on the screen.



## Placing a Call on Hold

1. While on a call, activate the hold function by pressing either the Physical Hold button or the Hold Soft button. The call is now placed on hold.
2. To retrieve the call from hold, press the Physical Hold button or the Resume Soft button. \*Note: For the VVX 500 and 600 models without physical soft buttons, press Hold and Resume directly on the screen.

## Transferring a Call (Attended Transfer)

(Initiate a conversation before transferring the call)

1. While on a call, press either the Physical Transfer button or Transfer Soft button.
2. Enter the intended extension or phone number, followed by pressing the call on hold.
3. Press the Blind Soft Button, and dial the intended extension or telephone number, followed by pressing the "Send" soft-button. Please note that for the VVX 500 and 600, where physical soft buttons are absent, directly press Transfer, Blind, and Send on the screen.

## Call History

- Up is the Directory.
- Down is Missed Calls.
- Left is Received Calls.
- Right is Placed Calls.

\*Note: The VVX 500 and 600 lack physical navigation buttons. To access the Call history on your VVX 500 or 600, touch the Clock Icon located in the top left corner of the screen. This action will lead you to received and missed calls. To view all calls from this screen, tap the Y-shaped icon in the top left corner of the screen.



# Placing a Call on Hold

## Logging into your Account Online

1. Visit <https://wocomja.com>

Sign in to your account using your username and password.

## Voicemail to Email

1. Click the "Accounts" tab and click on "Extensions".
2. Select your extension number from the list presented
3. Navigate to option "Voicemail Mail To"
4. Input the preferred email address. Only a single email can be entered.
5. Click save in the top right-hand side of the screen

## Searching Call Logs

1. Click the "Applications" tab at the top of the screen. Click "Call Detail Reports".
2. Choose a date range by selecting the small calendars.
3. Optional: Input the "Number Dialed" or "Caller ID" to refine the search. Click "Search". Your results will populate below. You also have the option to export your results via a PDF or CSV file

Please Note: The provided instructions apply specifically to users with administrative privileges in the WOCOM Cloud system.