

Polycom VVX Phones Phone System Howto

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If you have problems this document does not cover

- PLEASE call REMC1 support at 9064877624 or open a ticket at support.remc1.net (or email your ticket to support@remc1.net) as usual.

Basic Info

- **Soft Keys:** These are the unlabeled keys on your phone below your screen. They point to an option on the screen.
- **VOIP:** This is a common term you may hear from REMC. It stands for Voice Over IP and simply refers the type of phone system.
- **Phone Models:** These are listed at the bottom of the page.

Adjusting the Ringer Volume

- There are two buttons at the bottom of the phone below the numerical keypad. The left button lowers the volume and the right button raises it.
- Be sure to adjust the volume while the handset is hung up.
 - Note: Adjusting the volume with the handset off-hook will adjust the volume of the handset only.

Placing a call

- You do NOT need to dial 9 or any number before dialing the phone number.
- Just pick up the handset and dial the number.

WARNING: THE FIRST TIME YOU CHECK YOUR VOICEMAIL

- You will be required to record your unavailable greeting (the greeting played when users get your voicemail after you were not around to pick up the phone).
- You will be required to record your busy greeting (The greeting played when users get your voicemail because you are talking on your phone already).
- You will be required to change your password (just think up an easily remembered 4 digit number). BEWARE - if you reset your pin back to the extension number it will put the voicemail to default state and you will need re-record your name/greetings/etc.
- You will be prompted to say your name. THIS NAME IS PLAYED BACK TO ALL CALLERS WHO SEARCH THE DIRECTORY FOR YOUR EXTENSION.
- Be prepared to record the greetings and your name.

Checking your voicemail

- From your extension:
 1. Press the button on your phone that looks like an envelope
 2. When you hear the prompt, dial in your password
- From another extension:
 1. Dial *98
 2. When you hear the prompt, dial in your extension number
 3. When you hear the prompt, dial in your password
- From an outside line:
 1. Dial the school's main phone number
 2. When you hear the voice menu, hit the star key on your phone
 3. It will say "comedian mail. Mailbox..." you then dial in your extension and hit pound. It will then ask for your password. Dial in your password and hit pound.
- From an outside line option 2:

1. Dial the school's main phone number
2. When you hear the voice menu dial your extension (during school hrs for teachers the system sends you right to voicemail to prevent classroom disruptions)
3. When you hear your voicemail greeting start playing hit the "star" * key
4. Log in with your voicemail pin/password. You are now in your voicemail as if you were using the phone on your desk.

Changing your unavailable greeting

1. Dial into your voicemail as if you are checking your messages.
2. From the voicemail menu, press "0"
3. Press "1" and wait for the tone
4. The system will start recording at the tone
5. Record your message and then press # to save then listen to the prompts to listen to it, or accept it, or try again.

Recording a Temporary Greeting (Vacation Message)

- Note: This will not erase or alter your existing unavailable greeting
- Your temporary greeting will remain in effect until you repeat this process and choose the option to erase the current temporary greeting

1. Dial into your voicemail as if you are checking your messages.
2. From the voicemail menu, press "0"
3. Press "4" to record a new temporary greeting (Press "2" to erase the temporary greeting if one is enabled)
4. Press "1" and wait for the tone
5. The system will start recording at the tone
6. Record your message and then press # to save

How to record your name

1. From the voicemail menu, press "0"
2. Press "3" and wait for the tone
3. The system will start recording at the tone
4. Say your name and then press # to save then listen to the prompts to listen to it, or accept it, or try again.

Change your password

1. From the voicemail menu, press "0"
2. Press "5" and type in your new password
3. Press # to save

Transferring calls

- To transfer a call on a **VVX310** (monochrome display):
 1. When in an ACTIVE call press the BlindX softkey. This softkey shows up on your display and will be associated with a button under your display OR Press the TOP button in the lower left corner which looks like a phone handset with an arrow pointing to another handset. Using this last method will show your extension as the incoming number/callerID to the remote extension. Using the blindX method will transfer the call with the original CallerID intact and is the preferred method.
- To transfer a call on a **VVX410** (color display without sidecar):
 1. When in an ACTIVE call press the BlindX softkey. This softkey shows up on your display and will be associated with a button under your display OR Press the TOP button in the lower left corner which looks like a phone handset with an arrow pointing to another handset. Using this last method will show your extension as the incoming number/callerID to the remote extension. Using the blindX method will transfer the call with the original CallerID intact and is the preferred method.
- To transfer a call on a **VVX410** (color display with sidecar):
 - If the extension is on your sidecar, simply press the key next to it and hang up the phone. The call will shoot off to the destination extension. You will NOT HEAR RINGING but you will see the LINE BUTTON BLINK GREEN on the extension you just transferred to. If the line is answered it will turn red. If the call goes to voicemail the light will stop blinking green and simply go dark.
 - If the extension is **not** on your sidecar:
 1. Press the **BlindX** softkey under the display of your phone for a blind transfer. For an attended transfer hit the Transfer button which is the top button located on the lower left side of your phone with a picture of a handset and an arrow pointing to another handset.
 2. Now dial the extension and hit the enter/send hotkey under the display of your phone. This is an attended transfer so you can talk to the staff you are transferring to first then hang up the phone to transfer the call OR you can hit the cancel softkey (cancel will show up on the bottom of the display over the appropriate hotkey). Hitting cancel will cancel the transfer and connect you back to the caller.

Blind Transfer

- As explained above, blind transfer is the preferred method to transfer a call.
- Use Blind transfer to display the incoming caller's number on the extension being transferred to. (For example, John Doe calls the secretary, who transfers the call to Jane Doe. Jane will see John Doe on her caller ID).

- You should generally always use Blind Transfer instead of Attended transfer. Only use attended transfer if you want to talk to the person you are transferring to before you transfer the call. Attended transfer does NOT send the callers CallerID and instead the call appears to come from the staff member transferring the call which is why Blind transfer should be used for most transfers.
 - When in an ACTIVE call Press the **Blind X** soft key
 - Dial the extension and hang up the phone

Attended Transfer

- You should generally always use Blind Transfer explained above instead of Attended transfer. Only use attended transfer if you want to talk to the person you are transferring to before you transfer the call. Attended transfer does NOT send the callers CallerID and instead the call appears to come from the staff member transferring the call which is why Blind transfer should be used for most transfers.
- Attended transfer allows you to talk to the staff member you are transferring to BEFORE completing the transfer. This allows you to cancel the transfer if the staff member is not there or the staff member says they are unable to take the call at that time.
- When in an ACTIVE CALL press the transfer button which is the topmost button on the right side of the phone with a picture of two phone handsets with an arrow in the middle.
- Type in the extension you wish to transfer too when the phone screen prompts. Hit enter/ok softkey (one of the buttons at the bottom of the display).
- The extension you are transferring to will ring. It may go to voicemail if the staff member is not present. The staff member may answer. You can talk to them and if they want the call just hang up and the call will transfer. If they do not want the call you can cancel the transfer by hitting the softkey under the phone display labeled cancel. This will cancel the transfer and connect you back to the original caller.

Transferring a call direct to Voicemail

- Follow the instructions for attended or blind transfer as explained above BUT...
- Put an asterisk before the extension you are transferring to. Example *3003 (notice the asterisk/star in front of the extension) tells the phone system to transfer to voicemail.

How to remotely Pick up a RINGING extension

- When the other line is ringing, press **<extension>
 - For example, if the ringing extension is 1234, dial: **1234
- If this extension is listed on your phone's display or a sidecar you can simply press the button next to the extension and pick up the phone

Forwarding "your" extension

- This will forward calls to a phone of your choosing.
 - Press the softkey that is labeled either "Forward" or "Fwd"
 - Highlight Option 1 and choose the **Select** softkey
 - Key in the extension you would like calls forwarded to and press **Enable** (Note: this can also be an outside line, such as a cell phone)
- To stop forwarding calls, do the following:
 - Press the softkey that is labeled either "Forward" or "Fwd"
 - Highlight Option 1 and choose the **Select** softkey
 - Select the **Disable** softkey

How to Record a phone call

- The person on the other end of the line will not know you are recording the call unless you warn them. There is no audible tone or message played to alert the caller.
- At any time in the call hit *1 (star then the number one key). The other end will not know you started recording.
- To stop recording hit *1 (star then the number one key) again. Recording has stopped.
- Start another recording at any time (and stop it again) by hitting *1
- Hanging up the phone will stop the recording too. Your recording will still be saved.
- Your recording can be retrieved by going to <http://voip.htn.adremc1.org> -> Click User Panel -> Log in with your extension number and password -> go to CDR -> Find the Call Detail Record line of the call you made. There will be a speaker and download icon next to it. You can listen or download your recording here. Call REMC1 with questions.

Add your own Speed Dials

Accessing the speed dials

- To Access the Speed dials programmed on your phone hit the UP button.
- You can now use the arrow keys (up and down) to navigate through the list.
- If you want to dial one of the entries just select it with the arrows and hit the dial Soft Key (The left-most button under your phone display should be labeled Dial on the display).
- To exit without dialing anything hit the softkey labeled EXIT at the bottom of your display or hit the LEFT arrow button.

Adding your own Speed Dials

- REMC1 has left speed dials 1 through 9 available for staff to add their own speed dial entries to the top of the list.
- To add a speed dial hit the Menu button on your phone.
 - Select Features using the arrow keys (should be at the top of the list)
 - Now hit the circular button in the middle of the arrow keys. For some models, the button is just black. On other models, there is a check mark on this button. This is the OK or Select button. Hit this button to select Features out of the menu.
 - Now hit the down arrow to select Contact Directory and hit the OK button (as explained above).

4. You are now in the Contact directory. You will see extensions and names of staff in your organization.
5. Hit the Softkey labeled more at the bottom of the display.
6. Now hit softkey labeled Add at the bottom of the display
7. You are now at a screen where you can type in the first name. If you notice the number keys on your phone have letters on them. You must hit the number keys to spell out the name. Use the X key on your phone to backspace if you type the wrong letter. You can also use the arrow keys to move the cursor left or right.
8. Use the down arrow and type in the last name (if you want). You don't have to.
9. Under Contact this is the phone number to dial. Type in the number as you would dial it on a phone. This can be ANY number. 19063333333 or 2423333 etc..
10. Hit the down arrow again. For the Speed Dial Index, you must use 1,2,3,4,5,6,7,8,9 ONLY. Start with one. For the next speed dial you enter, use 2, and so on and so forth, for up to 9 entries.
11. Now hit SAVE
12. You are now back at the directory listing. You should see your new speed dial entry.
13. Repeat steps 5 through 11 to add more speed dials if you need them. (up to 9)
14. When done and after you hit save on your last speed dial you can just hit the Menu button to get back to your normal phone display.
15. Now you can hit the up button and your speed dials should be at the top of the list.

Phone models

- **VVX310 (Monochrome Display)**



- **VVX410 (Color Display with Silver Stripes on Each Side)**

