Polycom VVX 50x/VVX 60x Series Quick Reference Guide

Getting started

Setting up your voicemail

From your office phone:
1. Press the **Voicemail** button.
2. When prompted, enter the **temporary passcode** + **#** (provided in your welcome email).
3. Follow the automated prompts to record your name, set your schedule, and record an "open" and "closed" greeting.

From outside of the office:
1. Dial the voicemail retrieval number (provided in your welcome email).
2. When prompted, enter your **10-digit phone number** + **#**.
3. Reenter your **10-digit phone number** + **#**.
4. Follow automated prompts to record your name, set your Schedule, and record an "Open" and "Closed" greeting.

Voicemail passcode

Record your voicemail passcode here:

Making calls to

Phones in your office*	Extension Dialing (2-7 digits+#)
Phones in other offices	10-digit phone number
Local	10-digit phone number
Long Distance	10-digit phone number
Toll-Free	10-digit phone number
International	011 + country code + city code + number
Operator*	0
Information**	411
TTY	711
Emergency Services**	911

* When dialing extensions or numbers less than 10 digits, add a # after the number to make the call go through faster.
** Information may be restricted on some phones, charges may apply.
*** Emergency services are tied to the service address of your phone.

Phone features

Consultative transfer

Consultative transfer allows you to announce the call prior to completing the transfer process:
1. While on a call, tap the **Transfer** soft key. The person you're talking to is placed on hold and you receive dial tone.
2. Dial the **extension+#** or **10-digit number** for the individual you wish to transfer to.
3. After announcing the call, tap the **Transfer** soft key or hang up to complete the transfer.
4. If the party does not answer or chooses not to accept the transfer, tap the **Cancel** soft key to stop the transfer process and return to the caller.

Note: When transferring in this manner, the caller ID appearing to the recipient of the transfer, after the transfer is complete, is the caller ID of the calling party.

Blind transfer

Blind transfer does not allow you to announce the caller:
1. While on a call, tap the **Transfer** soft key. The person you're talking to is placed on hold and you hear dial tone.
2. Tap the **Blind**** icon (upper right on the display).
3. Enter the **extension+#** or **10-digit number** for the individual you wish to transfer to.
4. The blind transfer is complete.
5. If you make a mistake or change your mind, tap the **Back Arrow** icon in the upper left corner of the display, to return to the caller. This must be done before the **#** or **10th digit** of a 10-digit number is entered.

If **Blind transfer is your default transfer type, you'll tap the **Consultative** icon to perform a consultative transfer which overrides blind transfer.

Note: When transferring in this manner, the caller ID that appears to the recipient of the transfer is the caller ID of the incoming caller.

Transferring a call to voicemail

To transfer callers directly to voicemail:
1. While on a call, tap the **To Vmail** soft key. Note that the caller will still be on your line and will be able to hear should you speak.
2. Dial the recipient's extension and tap the **Enter** soft key.
3. The call releases from your phone and transfers directly to that individual's voicemail.
4. To cancel the transfer process, tap the **Cancel** soft key to return to the caller.

Note: When transferring in this manner, the caller ID that registers in the recipient's voicemail is the caller ID of the incoming caller.

Making a conference call

Conference up to 15 callers, including yourself:
1. While on a call, tap the **Conference** soft key. The person you're talking to is placed on hold and you receive dial tone.
2. Dial the number of the person you want to add to your call.
3. After announcing the conference, tap the **Conference** soft key to complete the conference.
4. If they don't answer or don't wish to join the call, tap the **Cancel** soft key to release that party and return to your original caller(s).

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Phone features, continued

Forwarding calls

Forward your calls to another extension or outside number:
To enable forwarding:
1. Tap the **Forward** soft key.
2. Tap the option you want to enable: **Always**, **No Answer**, or **Busy**.
3. On the keypad, enter the number or extension you want to forward to, then tap the **Enable** soft key.
4. An arrow icon appears next to your extension confirming activation of forwarding.

To disable forwarding:
1. To disable, tap the **Forward** soft key, then tap the forwarding option you wish to disable.
2. Tap the **Disable** soft key to remove forwarding.
3. The icon no longer displays confirming deactivation of forwarding.

Call park

Call park allows you to place calls on hold, then retrieve from another phone within your office:
To park a call:
1. Tap the **Park** soft key.
2. To park the call against your extension, simply press the **#** key, or enter any **extension+#**.
3. The call is parked on that extension.

To retrieve a parked call:
1. At dial tone, tap the **Retrieve** soft key.
2. When prompted, enter the **extension+#** the call was parked on.

Do not disturb (DND)

Do Not Disturb (DND) sends callers directly to voicemail.
To activate DND:
1. Tap the **DND** soft key.
2. An icon appears next to your extension confirming activation of DND.

To deactivate DND:
1. Tap the **DND** soft key again.
2. The icon no longer displays confirming deactivation of DND.

Using call logs

Your phone retains a list of call logs that you can access by tapping the **Callers** soft key. You can also access call logs by pressing the **Home** button, then tap the **Directories** icon on the color touch screen.

All call logs retain records for 100 days.

You can also access more detailed call logs from your Outlook toolbar and using the VoIP portal: https://voip.centurylink.com/

Speed dial 8

Speed dial 8 allows you to program up to 8 contacts using 1-digit codes 2 through 9.
1. With dial tone, dial ***74**. When prompted, enter the **1-digit code** you'd like to program, followed by a **10-digit phone number**.
2. To use speed dial 8, while the phone is on-hook (no dial tone), dial a **1-digit code** on the keypad, then lift the **handset** or press the **handsfree** button. **Example:** Do not establish dial tone, dial "x", then lift the handset; x = the 1-digit code you want to dial.

Speed dial 100

Speed dial 100 allows you to program up to 100 contacts using 2-digit codes 00 through 99.
1. With dial tone, dial ***75**. When prompted, enter the **2-digit code** you'd like to program, followed by the **10-digit phone number**.
2. To use speed dial 100, while the phone is on-hook (no dial tone), enter **# + 2-digit code**, then lift the **handset** or press the **handsfree** button. **Example:** Do not establish dial tone, dial #+xx and lift the handset; xx = the 2-digit code you want to dial.

Voicemail

Retrieving voicemail (3 ways to access)

From your office phone:
1. Press the **Voicemail** key.
2. When prompted, enter your **passcode + #**.

From outside the office*:
1. Dial the voicemail retrieval number.
2. When prompted, enter your **10-digit phone number + #**.
3. When prompted, enter your **passcode + #**.

By calling your direct-dial number:
1. During your greeting, press **7**.
2. When prompted, enter your **passcode + #**.

Note: *You can save a contact in your mobile phone to automatically log you in by adding a contact with the voicemail retrieval phone number <pause> [10-digit number] # <pause> [password] #.

Voicemail shortcuts

Play message menu		While a message is playing	
1,1	Check unheard messages	1	Repeat message
1	Listen to messages	2	Pause / resume
2	Send messages	3	Skip to end
4	Mailbox options	4	Slow down
*	Disconnect	5	Message details
0	More options	6	Speed up
		7	Delete message
		9	Save message
		*	Return to previous menu
		#	Skip message
		8,8	Call sender

VoIP portal

Login information

URL: https://voip.centurylink.com (make this link a favorite)
Username: included in the welcome email from your administrator.
Password: included in the welcome email from your administrator.

New VoIP portal password

Record your password here: