

During a call

This section describes tasks you can perform when you are currently engaged in a call. Soft key names are in **Bold**. Function keys are identified by the icon that appears on the key.




Phone number means to dial a phone number or an extension number.

Task	Key Sequence
Create conference call with call on hold	More + Confrnc + <i>phone number</i> + More + Confrnc .
End call	End Call .
Hold call	Hold .
Resume call	Resume .
Park current call	More + Park + <i>orbit number</i> + Park .
Split conference into 2 calls on hold	Split .
Transfer call after consulting (attended transfer)	Transfer + <i>phone number</i> + <i>consult with recipient</i> + Transfer .
Transfer call without consulting (blind transfer)	Transfer + Blind + <i>phone number</i> .
Transfer call to another user's voicemail	Transfer + Blind + <i>phone number</i> + * .

Other tasks

This section describes tasks you can perform when not currently engaged in a call. Soft key names are in **Bold**. Function keys are identified by the icon that appears on the key.

Phone number means to dial a phone number or an extension number.

Task	Key Sequence						
Log in or out of a phone, station, or queues Change your status Record your agent greeting	<p>* + Dial + 98 + <i>extension</i> + <i>password</i> + # + [menu option]</p> <p>Menu options:</p> <table border="1"> <tr> <td>1 Log on</td> <td>2 Log off</td> <td>3 Log on or off of a different station</td> </tr> <tr> <td>4 Change your status</td> <td>5 Record your agent greeting</td> <td>6 Log on or off of queues</td> </tr> </table>	1 Log on	2 Log off	3 Log on or off of a different station	4 Change your status	5 Record your agent greeting	6 Log on or off of queues
1 Log on	2 Log off	3 Log on or off of a different station					
4 Change your status	5 Record your agent greeting	6 Log on or off of queues					
Place a call	<p>Do one of the following:</p> <ul style="list-style-type: none"> <i>Phone number</i> + lift handset or . Lift handset or  + <i>phone number</i>. New Call + <i>phone number</i> + lift handset or . 						
Answer call	Answer .						
Create conference call	<i>Phone number</i> + More + Confrnc + <i>phone number</i> + More + Confrnc .						
Access voice mail	Messages + Message Center + (optional) select line + Connect + <i>follow voice prompts to listen to messages</i> .						
List all parked calls	* + 904 + press Dial .						
List one parked call	* + 904 + <i>orbit number</i> + Dial .						
Pick up parked call	Select a phone line + * + 903 + <i>orbit number</i> .						
Page	* + 901 + <i>zone number</i> + Dial .						
Pick up held or alerting call (on a station to which you have access)	* + <i>pause</i> + 95 + <i>extension</i> .						
Pick up group call	New Call + Pickup + Group						

Polycom® VVX® 101 / 201 / 300 / 301 / 310 / 311 / 400 / 401 / 410 / 411 Business Media Phone

Quick Reference

These instructions highlight Polycom phone features. See the appropriate Polycom VVX® User Guide for more detailed instructions on using the soft keys, function keys and, the phone menu.

These instructions apply to phones running Polycom UC Software 4.0.1 or later.


Polycom application firmware requirements for each model are listed on the SIP IP Phones information page available at the Genesys Testlab website, <http://testlab.inin.com>.



Genesys Telecommunications Laboratories, Inc.
2001 Junipero Serra Boulevard
Daly City, CA 94014
Telephone/Fax (844) 274-5992
www.genesys.com

Access voice mail

Received messages appear as either a message counter in the Home view, a Message icon on the status bar, a flashing Message Waiting Indicator LED on the phone or an audible alert (if your phone is on-hook).

1. Press the  key and press **Message Center**.
2. If using multiple lines, select the line with the message.
 - The display indicates the number of messages and their importance.
3. Press **Connect** to retrieve the message and follow the prompts to listen to the message.
 - Or press **Clear** to turn off the message indicator without listening to the message.

Voice mail is an optional feature that requires both Interaction Administrator and Polycom phone configuration. Contact your system administrator.

Hold and resume a call

During a call, press **Hold**. The call is placed on hold. Press **Resume** to retrieve the call.

Note: If multiple calls are on hold, press the phone line key and then press **Resume** to retrieve the first call on hold on that line.

Create a conference call

1. Call the first party using any method in **Place a Call**.
2. Press **More + Confnc** to place the first call on hold.
3. Call the next party using any method in **Place a Call**.
4. When second party answers, press **More + Confnc** to join both calls in a conference.
5. Repeat steps 3 and 4 to add more parties to the conference.

Join a conference call



Press **More + Join** to create a conference call any time between an active call and a held call on the same line.

Split a conference call

During a conference call, press **Split** to end the conference and place the calls on hold.

Do Not Disturb

If your phone is a Managed IP phone, your CIC administrator can enable DND synchronization between your phone setting and your CIC user status.

1. To enable Do Not Disturb, press the  key and press **DND**.
2. To disable Do Not Disturb, press the  key and press **DND**.

For more information, refer to CIC client help.

Distinctive ring

If your phone is a Managed IP phone, your CIC administrator can configure distinctive ring tones for incoming Internal, External, and Direct Dialed calls. This overrides Ring Type settings you make directly on your phone. For detailed information on updating ringtones, see the appropriate *Polycom® VVX® User Guide*.

Page a zone

1. Press *** + 901 + zone number** and press **Dial**.
(The phone beeps to prompt you to start talking.)
2. Complete page and hang up.

Note: Zone numbers are station extensions, station group extensions, user extensions, or workgroup extensions.

Park a call

You can park your currently active call in a specific orbit, placing it on hold and removing it from your station.

1. During a call, press **More + Park**.
2. Dial an orbit number, press **Park**.

Note: You can use any single digit to 9-digit number, and 10- digit numbers up to 4294967294. Avoid orbit numbers starting with 0 (zero). If the orbit number is already in use, you remain connected to the caller. Repeat this procedure and choose another orbit number.

Pick up a parked call

You can pick up a parked call from any other station.

1. Press a phone line key.
2. Press *** + 903 + orbit number**.

List parked calls

You can hear the details of parked calls: orbit number, who called, and how long the call has been on hold. Do one of the following:

- For all parked calls: Press *** + 904 + Dial**.
For one parked call: Press *** + 904 + orbit number + Dial**.

Pick up a group call



You can answer a call that is ringing on any extension in your group by doing one of the following:

- If your phone is on hook, press the **New Call + Pickup + Group** soft keys.
- If your phone is off hook, press the **Pickup + Group** soft keys.

Note: If more than one call is ringing on the phones in your group, the oldest call (the first to ring) is picked up

Place a call

Use any of the following methods to make a call:

- Dial a number and then lift the handset or press the  key.
- Lift the handset or press the  key and then dial a number.
- Press **New Call**, dial a number, then lift handset or press the key.

Transfer a call after consulting

Before you transfer a call, you can consult the party to whom you are transferring the call (attended transfer).

1. During a call, press **Transfer** to put the call on hold.
2. Dial the number to which you want to transfer the call.
3. After consulting with the party to whom you are transferring the call, press **Transfer** to complete the transfer.
 - Or press **Cancel** to cancel the transfer before the call connects.

Transfer a call without consulting

You can transfer a call without consulting the party to whom you are transferring the call (blind transfer).

1. During a call, press **Transfer** to put the call on hold. The Dialer screen opens.
2. Press **Blind**.
3. Dial the number to which you want to transfer the call.

Transfer a call to voice mail

You leave a message for another CIC user or transfer your current call directly to another CIC user's voice mail. Do one of the following:

- Press ***** after dialing a CIC user's extension number to leave a voice mail message.
- To transfer a call to another CIC user's voice mail, press **Transfer** to put the call on hold. Press **Blind**, dial the extension number, and press *****.

Shared Lines Appearances

Your phone can be configured to display secondary "lines" for other user's extensions. †

When not in use, a shared line appears as a shadowed white and gray telephone icon with a green checkmark. A private line appears as a non-shadowed white and gray telephone icon with a green checkmark.



Shared Line



Non-Shared Line

If two phones share a line, an incoming call to that number causes both phones to ring. You can answer a call or pick up a call on hold on a shared line by tapping the line. A call can be answered on either phone but not both. Calls on shared lines can be transferred, put on hold, or added to a conference.

For more information on Shared Line Appearances, see *Configuration of IC Phone Features for Polycom Phones* in the CIC Documentation Library.

† A shared line is an optional feature configured on the server and might not be supported on your particular system. Contact your system administrator.

Two-Way Intercom Page

Your phone can be configured to work as intercom.‡

1. Press *** + 900 + extension number** and press **Dial**.
 - If the number dialed is not busy, the intercom call is connected and you can start talking. (The receiving phone might play a tone to alert the person called.)
 - If the receiving phone is busy, then the call can be sent to voice mail, transferred, or disconnected like any other call.
2. Complete the conversation and hang up or press **End Call**.

‡ Intercom paging is an optional feature that must be configured for both the sending and receiving phones, users and CIC stations. It might not be supported on your phone. Contact your system administrator.