

# HV.SELECT

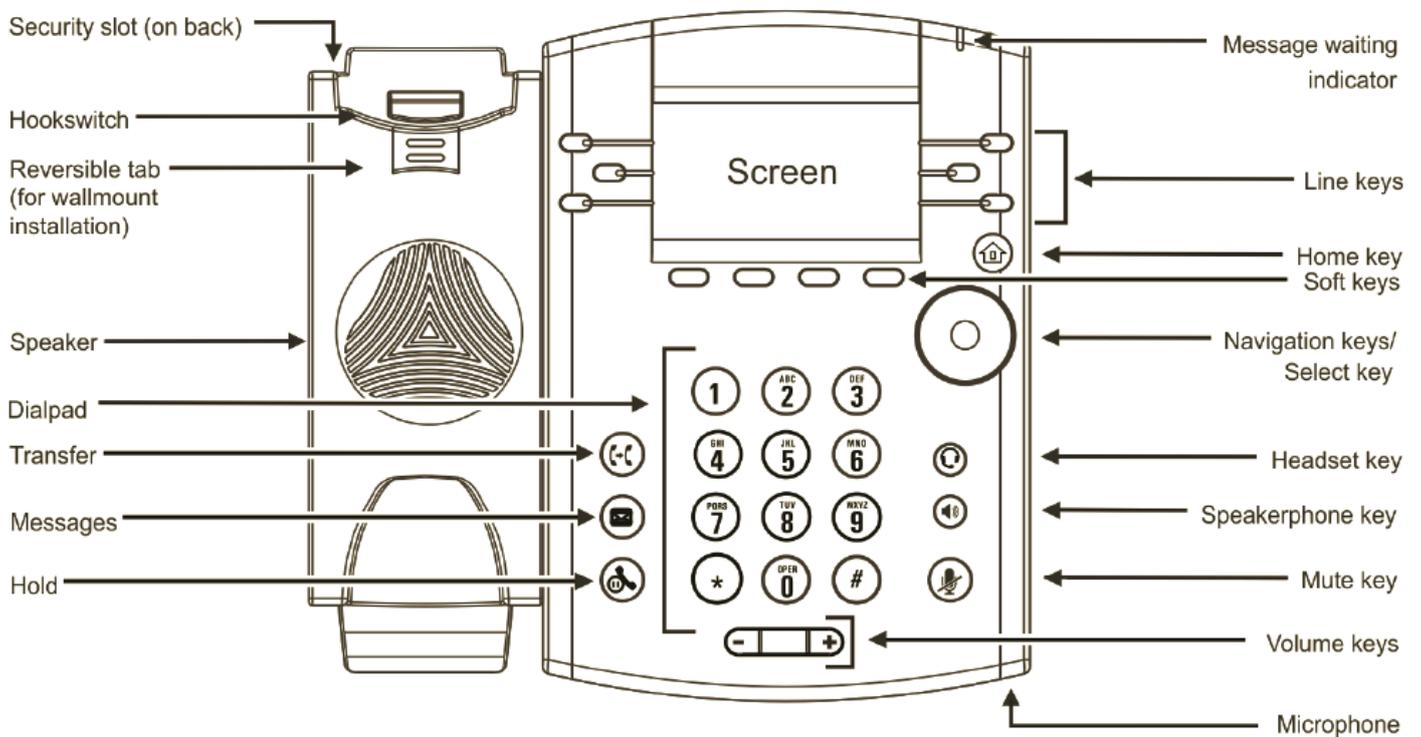
Cloud Hosted Telephone System



Polycom VVX300 - VVX400



# Get to know your phone



## Enhanced Packages

The four buttons below the LCD screen are called the Soft Keys and their function changes depending on what you are doing with the phone. All you need to do is check the screen directly above each button to see what the options are.

# Phone Display (Views)

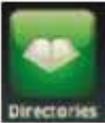
Your phone has three main views: Home, Calls, and Lines (the default display). You can access the Home and Lines views at any time. To get to the Home view from any menu, press the Home key.

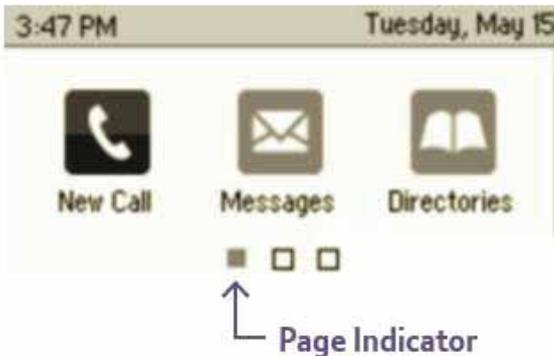
Press the Home key again to change to the Lines view, and again to get back to Home.

When you are making or receiving a call you will also see the Calls view. You can toggle between all three screens using the Home key.

## Home View

The Home view has a range of icons that you can use to access the most popular phone functions. Use the Navigation key to move through them, then press the Select key when you reach the one you want.

		VVX 400	VVX 300
<b>New Call</b>	Starts a new call and shows your recent call history.		
<b>Messages</b>	Lets you into your messaging centre to see Urgent, New and Old messages.		
<b>Directories</b>	Contains your contact directory, recent calls list and favourites.		
<b>Settings</b>	Takes you to the basic and advanced phone settings.		
<b>Applications</b>	Gives you access to web applications, such as Google.		



On the VVX 300 the display icons are across two pages – use the Navigation key to scroll left and right across the pages.

Page 1 – New Call, Messages & Directories

### VVX 400

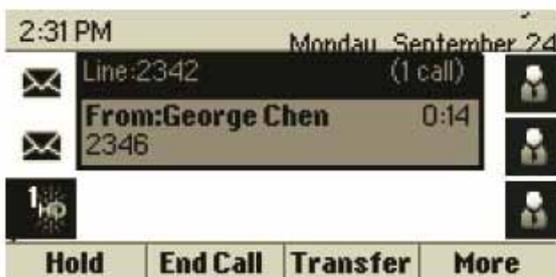


### Call View

This is what you will see when you make or receive a call. It will show you the number called/ received, the length of the conversation and how many calls you've got in progress.

The soft keys below the screen will let you:

### VVX 300



**Hold** Place a call on hold (the system will supply default music for this)

**End Call** Finish the current call using the soft key

**Transfer** Pass the call to another extension

**More** Choose from further soft key options: Confrnc & Lines

Confrnc – Include your call in a 3 way conference

Lines – Return the display to the main Lines view.

## Dialling

It's best to dial like you do on a mobile phone – i.e key in the number first (NB no '9' is needed for an outside line), and only then pick up the handset or press the Send Softkey.

If you key in the number after getting dialtone it will still work, but you may notice a delay after you finish keying in the number unless you press Send to confirm you have finished dialling.

For on-hook dialling press the speakerphone key instead of picking up the handset. Similarly if using a headset press the the headset key.

## Hold

Press the Hold button or Hold softkey, and press the same button or the Resume softkey to get the call back.

## Transfer

Whilst on a call press the Transfer softkey; enter the number you wish to transfer to (caller gets music on hold, if active) then press Send. After speaking to the other party (or before if you wish) press Transfer again to complete the transfer.

## Call Pickup

To pick up a call ringing on another phone in your group, press the Pickup softkey or dial \*98.

## Call Park

To park a call press "transfer" and dial \*68 then enter the extension number you wish to park the call at then press #

To park at own extension dial \*68 the #

## Retrieve park call

press retrieve then the extension number the call is parked at then Enter. If the call is parked at your own extension press retrieve then enter followed by a #

## Call Forwarding

Press the forward softkey then select the forwarding type

All = All calls are forwarded

Busy = only when the user is busy

No Answer = when there is no one to take the call

This is indicated on the home screen of the handset

Hunt group forwarding will need to be activated via the portal

Main number forwarding is also done from the online portal

## Cancel Forwarding

Press the forward softkey then select the type then press disable

The line status on the home screen returns to idle

## Three Party Conference

Whilst on a call then press the More soft key and select Confnc; enter the number you wish to include (caller gets music on hold) then press Send. After speaking to the other party press Confnc again.

Whilst on a conference call from the Lines or Calls view, you can:

Press Hold soft key to place everyone on hold.

Press End Call soft key to remove yourself from the call, but keep the others connected.

Press Split soft key to end the conference and place all participants on hold.

## Voice Mail

When you login for the very first time you will have to change your voicemail passcode for security reasons. You will also have to choose a new password every 60 days after that. NB passcodes must be at least 4 digits long and cannot be trivial (eg 1111, 1234).

To access your voicemail from your phone, key \*86 (with most setups, dialling your own extension number achieves the same thing).

To access your voicemail when outside of the office: dial the voice portal number and follow the prompts. (NB Not all users may have a voicemail service).

## Favourites

Your favourites are the people that you call most often. Their number will show in your Favourites list and in the Lines View.

To view your Favourites list – Press Home, select Directories and press Favourites.

To make a contact a Favourite – Go to your Contact Directory and use the Select key to make your choice. Press More and then Add... and press Yes to confirm.

To dial a Favourite – Call directly from the Lines view or from the Favourites list.

To reorder your Favourites – Update the contact's Favourite Index number in the Contact Directory to move them up or down the list.

## Contact directory

Your contact directory is probably managed via the VoIP platform. However you can also manage your contacts from your handset. To do this, select Directories from Home view, highlight Contact Directory and press Select.

You can add a contact by pressing the Add soft key. Type in the details and press Save.

To include them in your Favourites list, enter a Favourite index number. If you need to update any information, select the contact you need, press the Edit soft key, then Save when you are finished.

To delete a contact from the Contact Directory, select them, press the More soft key followed by Delete. Hit Yes to confirm.

To search within the Contact Directory, press the Search soft key. Enter your criteria, and press Search.

To call a contact from the directory, highlight their details using the Select key and press Dial.

## Changing Ring Tone

If you would like to change your incoming call ringtone, select Settings from Home view, and go to Basic > Ring Type. Choose the ringtone you want and press Back. To set a ringtone for a particular contact, choose them from your Contact Directory, press the Edit soft key, update the ringtone, and press Save.

# Feature Access Codes

Many of the features on your phone can be accessed via star codes, as with conventional phone systems. Some of the most commonly used feature codes are listed below:

## \*72

### Call Forwarding Always Activation

Allows Users to redirect incoming phone calls to another number, such as a mobile phone or PA. After dialling the assigned FAC, Users dial the destination phone number to which calls will be redirected followed by the hash key (#).

## \*73

### Call Forwarding Always Deactivation

Allows Users to turn Call Forwarding Always off. After deactivation, calls ring to the User's phone unless the user has set up another feature such as Call Forwarding Busy, Call Forwarding No Answer, or Do Not Disturb.

## \*21\*

### Call Forwarding Always Interrogation

Informs the user whether the Call Forwarding Always service is activated or deactivated. If the service is activated, the user also hears the forwarding destination, which can be a phone number or voice mail. Call Forwarding Always Interrogation is available only when one or more of the following services are authorized (for a service provider or group) or assigned (for a user): Call Forwarding Always, Voice Messaging User.

## \*41

### Call Forwarding No Answer to Voice Mail Activation

Allows Users to send calls to voice mail when calls are presented to their phone but are not answered.

## #41

### Call Forwarding No Answer to Voice Mail Deactivation

Allows Users to deactivate Call Forwarding No Answer To Voice Mail.

## \*94

### Call Forwarding Not Reachable Activation

Allows Users to have their incoming calls forwarded to a different destination number when their device is not registered on the platform. After dialling the assigned FAC, Users dial the destination phone number where they want their calls to be redirected.

## \*95

### Call Forwarding Not Reachable Deactivation

Allows Users to disable Call Forwarding Not Reachable. After deactivation, if the user's phone becomes unregistered, calls are no longer routed to the alternate destination phone number by the Call Forwarding Not Reachable feature.

## \*63\*

### Call Forwarding Not Reachable Interrogation

Informs the user whether their Call Forwarding Not Reachable service is activated or deactivated. If the service is activated, the user also hears the forwarding destination. Call Forwarding Not Reachable Interrogation is available only when the user has the Call Forwarding Not Reachable service assigned.

## \*21

### Call Forwarding Always to Voice Mail Activation

Allows Users to send all calls directly to voice mail.

## #21

### Call Forwarding Always to Voice Mail Deactivation

Allows Users to deactivate Call Forwarding Always To Voice Mail.

## \*90

### Call Forwarding Busy Activation

Allows Users to redirect their incoming phone calls to another number when they are on the phone, such as a mobile phone or PA. After dialling the assigned FAC, Users dial the destination phone number where they want their calls to be redirected.

## \*91

### Call Forwarding Busy Deactivation

Allows Users to turn Call Forwarding Busy off. After deactivation, calls ring on the User's phone unless the User has set up another feature such as Call Forwarding Always, Call Forwarding No Answer, or Do Not Disturb.

## \*67\*

### Call Forwarding Busy Interrogation

Tells the user whether their Call Forwarding Busy service is activated or deactivated. If the service is activated, the user also hears the forwarding destination, which can be a phone number or voice mail. Call Forwarding Busy Interrogation is available only when one or more of the following services are authorized (for a service provider or group) or assigned (for a user): Call Forwarding Busy, Voice Messaging User.

## \*40

### Call Forwarding Busy To Voice Mail Activation

Allows Users to send calls to voice mail when they are busy on an active call.

## #40

### Call Forwarding Busy To Voice Mail Deactivation

Allows Users to deactivate Call Forwarding Busy To Voice Mail.

## \*92

### Call Forwarding No Answer Activation

Allows Users to redirect their incoming phone calls to another destination number when they do not answer their phone, such as a mobile phone or PA. After dialling the assigned FAC, the Users dial the destination phone number where they want their calls to be redirected.

## \*93

### Call Forwarding No Answer Deactivation

Allows Users to turn Call Forwarding No Answer off. After deactivation, calls ring on the User's phone unless the user has set up another feature such as Call Forwarding Busy, Call Forwarding Always, or Do Not Disturb.

## \*61\*

### Call Forwarding No Answer Interrogation

Informs the user whether their Call Forwarding No Answer service is activated or deactivated. If the service is activated, the user also hears the forwarding destination, which can be a phone number or voice mail. Call Forwarding No Answer Interrogation is available only when one or more of the following services are authorized (for a service provider or group) or assigned (for a user): Call Forwarding No Answer, Voice Messaging User.

## \*78

### Do Not Disturb Activation

Allows Users to activate the Do Not Disturb feature by dialling the assigned FAC. When Do Not Disturb is active, a User's phone will not ring and all incoming calls will receive 'busy'. If the User has Voice Mail, by default the call will be forwarded to Voice Mail. If a User has set Call Forwarding Busy, calls will be forwarded to the destination number configured.

## \*79

### Do Not Disturb Deactivation

Allows Users to deactivate Do Not Disturb.

## \*66

### Last Number Redial

Allows Users to redial the last number dialled. Users can only redial calls where the call type is allowed in the Outgoing Calling Plan

## \*74

### Speed Dial 8

Allows Users to program an assigned one-digit (2 through 9) speed dial code to commonly called numbers.

## \*75

### Speed Dial 100

Allows Users to program an assigned two-digit (00 through 99) speed dial code to commonly called numbers

## \*98

### Call Pickup

Allows Users that are a member of a Call Pickup Group to pick up calls ringing for other Users belonging to the same Call Pickup Group. The Call Pickup Group is created by a Company or Site Administrator and may or may not contain all Users belonging to the Site.

When Users dial the Call Pickup FAC, the longest ringing phone in the Call Pickup Group is answered.

## \*69

### Call Return

Allows Users to return a call to the phone number of the last call answered. Users will be allowed to return calls only to call types allowed in the Outgoing Calling Plan.

## \*55

### Direct Voice Mail Transfer

Allows Users to transfer a held call directly to a User's voice mail, if the destination User is on the same Site. The Voice Messaging feature must be assigned and configured on the User's Site.

## \*33

### Directed Call Pickup with Barge-In

Allows Users to 'Barge In' on calls to or from another User in the same group, by entering the assigned FAC followed by the extension of the User whose call is to be 'Barged-In' on.

Barge-In is successful only when the destination User has only a single call, (that is, no calls on hold or call waiting). When a User 'barges in' on an answered call, the call becomes a three-way call and the User who 'barged in' becomes the controller of the three-way call.

## \*99

Clear Voice Message Waiting Indicator

Allows Users to clear the audible (and visible for some devices) Message Waiting Indicator on their phone.

## \*86

Voice Mail Retrieval

Allows the user to retrieve their voice mail. Upon dialling this feature access code, the user is automatically connected to their voice mail retrieval menu.

## \*62

Voice Portal Access

Allows Users to access the Voice Portal