

# PolyCom User Guide

In depth – 2021Q3

DESTINY  cloud telecom  
as it should be



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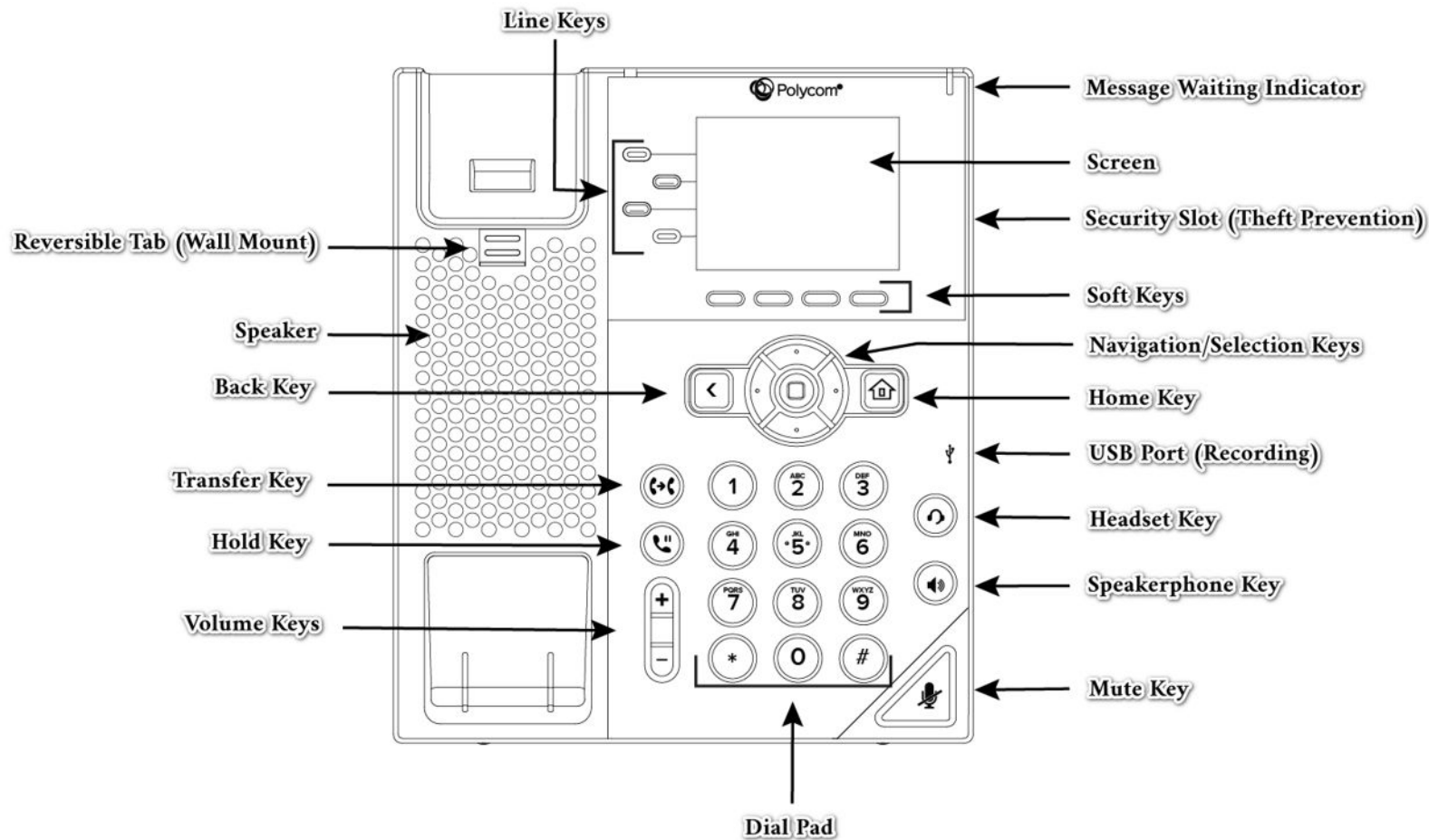
# 1. Phones overview

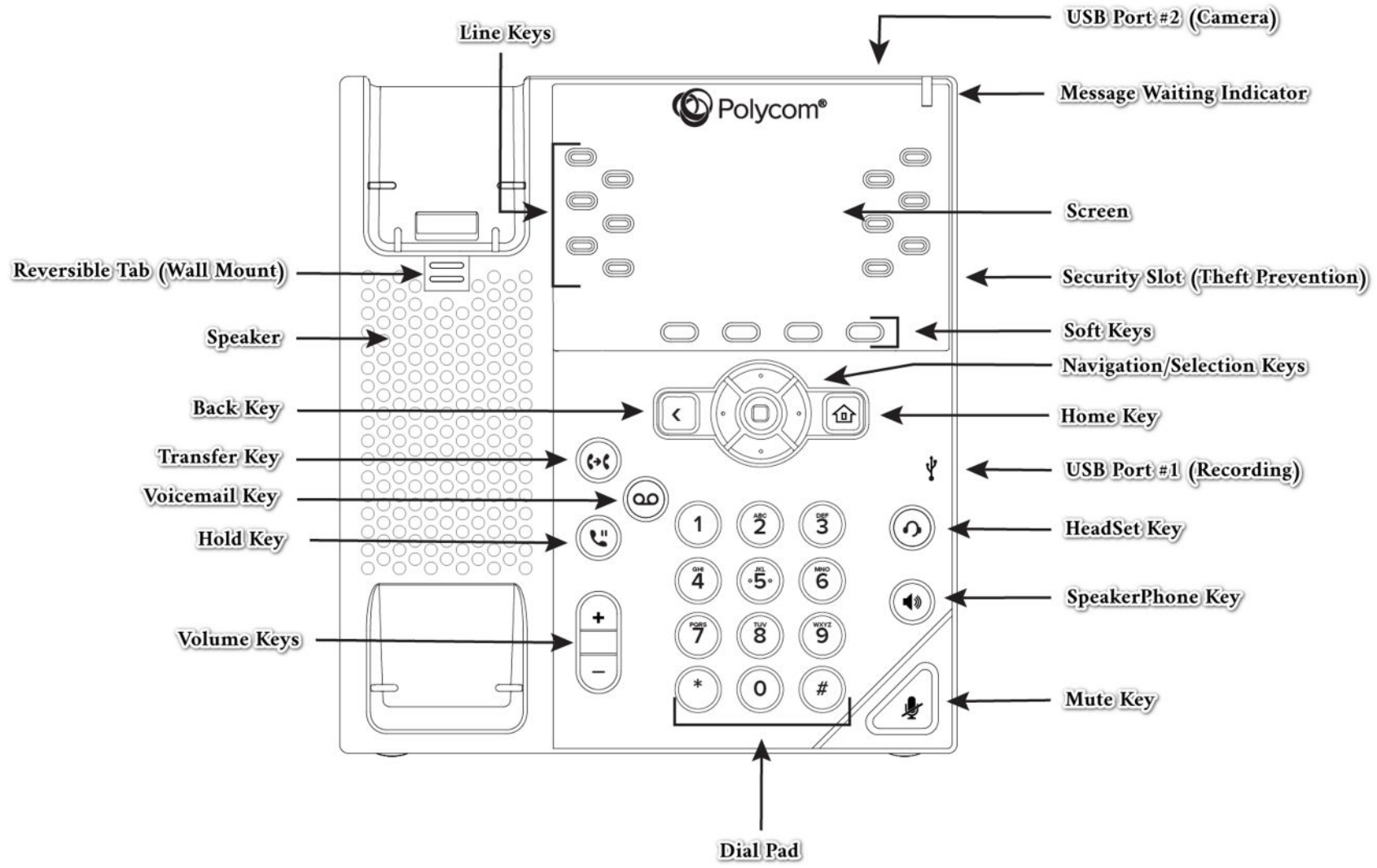


VVX 250



VVX 450





# Phone Views

Your phone has **four main Views**: **Lines** view, **Home** view, **Calls** view (when you are on the line) and **Screensaver** view (VVX300/310 only)

- **Lines** view is your phone's default display. It shows your line, favorites (speed dial numbers) and soft keys
- The VVX300/310 will show the **Screensaver** view after 1 minute of inactivity \* (see Screensaver display)

## To change Views:

- For **Home** View, press **Home**
- From **Home** View, press **Home** to display **Lines** view

\* Features availability depends on the configuration

## 2. Basic telephony features

- Place a call
- Answer/refuse a call
- End a call
- Hold/mute
- Transfer

# How to place a call ?

Using the handset:

- Type the number and pick up the handset
- Or, pick up the handset, type the number and push the **Send** softkey

Using the speaker:

- Type the number and press the **Speaker** button
- Or, press the **Speaker** button, type the number and push the **Send** softkey

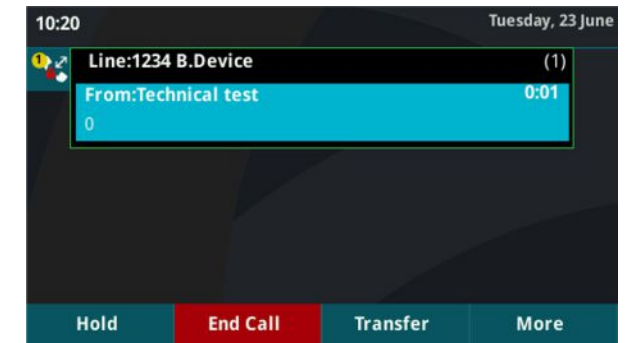
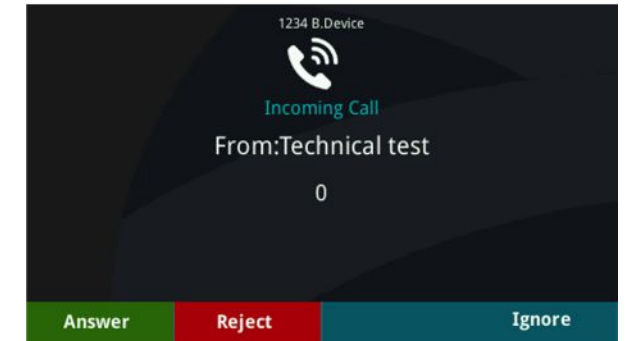
To redial the last number, press the **Right** button then the **Dial** softkey or twice the **Right** button



# How to answer / refuse a call ?

All incoming calls are displayed in an « Incoming Call » window. After 10 seconds the « Calls view » will be displayed (see pictures on this slide)

- Pickup the handset
- To answer using the speaker:
  1. Press the **Answer** softkey
  2. Or, press the **Speaker** button
- To refuse a call, press the **Reject** softkey



# How to end a call ?

- Press the **End Call** softkey
- Or replace the handset
- Or press the **Speaker** button when in speaker mode

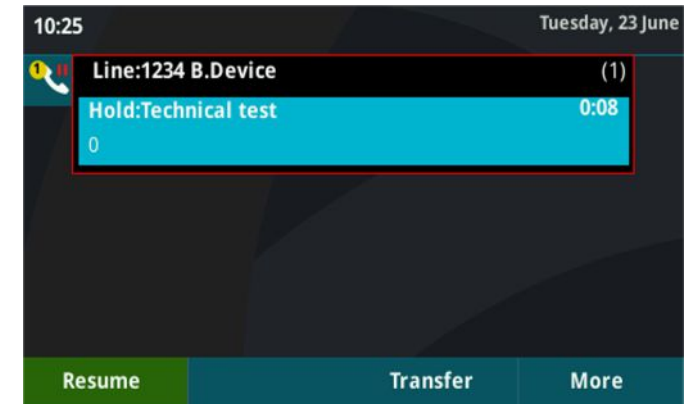
# Hold / Mute

How to mute a call?

- Press the **Mute** button.
- The microphone is muted and you continue to hear your contact
- Press **Mute** again to enable the microphone

How to put a call on hold?

- Press the **Hold** button or **Hold** softkey
- The caller hears music
- Press **Hold** again or the **Resume** softkey to take the call back



# Transfer I

- Press the **Transfer** button or **Transfer** softkey
- Type the number you want to transfer the call to
- Press the **Send** softkey
- Speak to the third person and press **Transfer** again to confirm the Transfer
- Or press **Cancel**, to take the call back
- You can also press **Transfer** before the third person answers (kind of blind Transfer)

# Transfer II

You can also do a « Blind transfer »

- The third person will see that the call comes from the initial caller
- Press the **Transfer** button or **Transfer** softkey
- Press the **Blind** softkey
- Type the number
- Press the **Send** softkey
- The phone is now free

# 3. Advanced telephony features

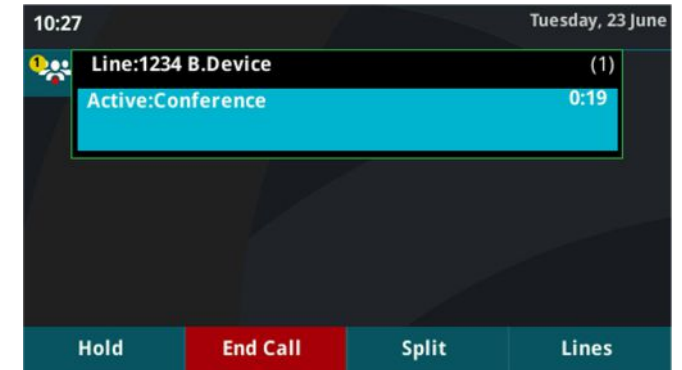
- Conference
- Multiple calls

# Conference

To start a conference call, press the **Confrnc** softkey during a call (you may need to press **More** to see it)

- The active call is on hold
- Type the third person's number
- Press **Send**
- Speak to the third person and press **Confrnc** to start the conference
- Or press **Cancel** to retrieve your first contact

Note that other participants remain connected when you leave the conference



# Multiple calls

How to answer a call while you are on the line?

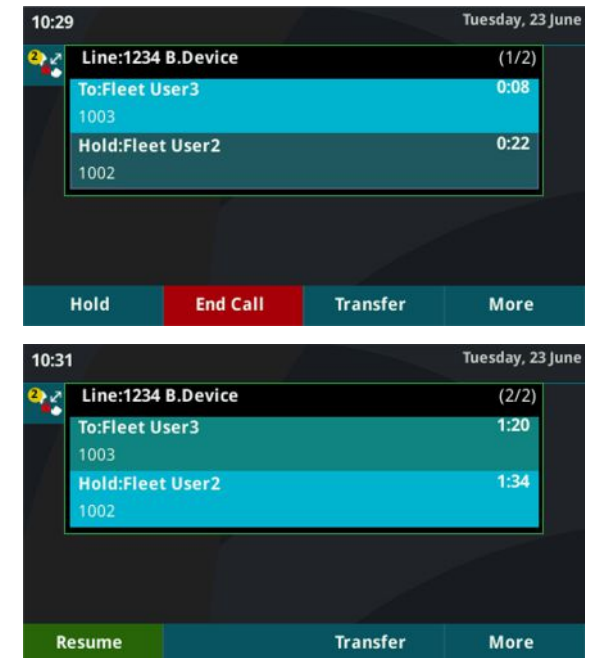
- The phone shows « Incoming call » and you hear a bip
- Press the **Answer** softkey to take the call
- The previous call is put on Hold

How to switch between active calls?

- Press **Down** button to select another call
- Press the **Resume** softkey
- The previous call is put on Hold.

How to return to previous call when current call is finished?

- Press the **Resume** softkey to unhold





## 4. Voicemail & Call history

- Listen to voicemail
- Consult call history

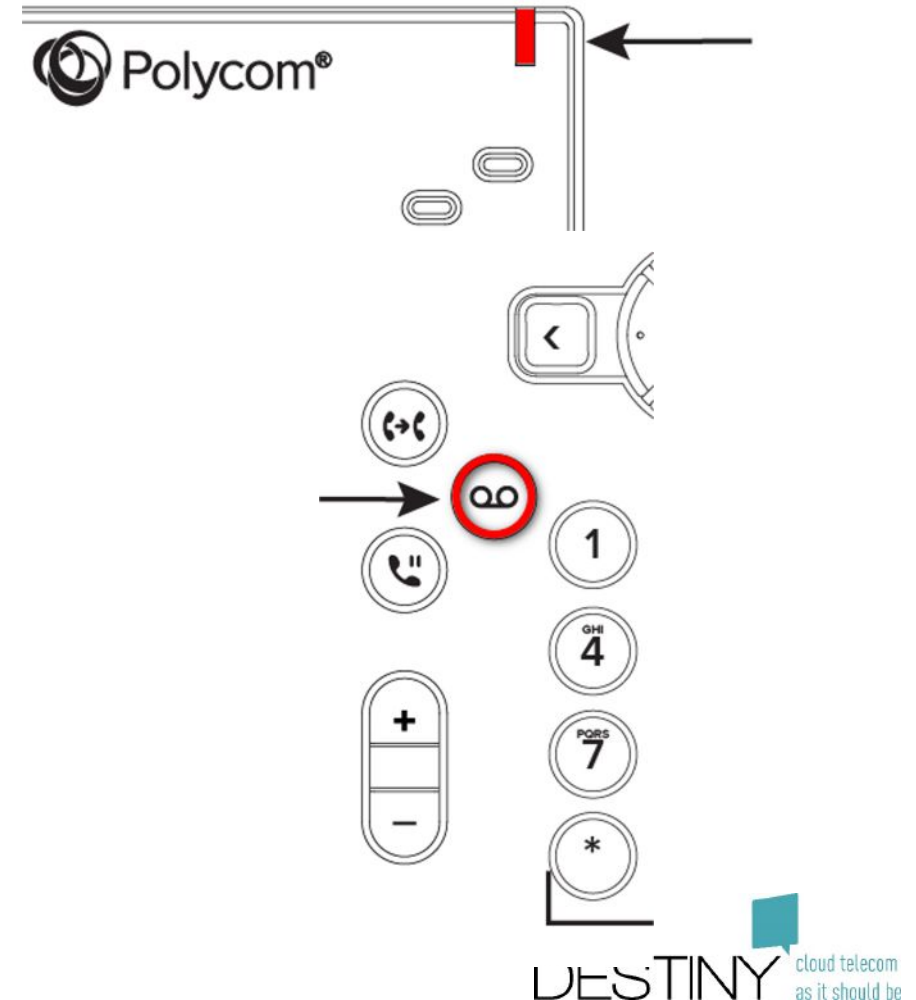
# How to listen to your voicemail ?

When you have a new voicemail:

- The phone will display « 1 new message »
- Message LED will blink

To access your voicemail click on the **Messages** button

- Or, press **Home** then select **Messages**
- Phone will display “1. Message Center”
- Press the **Select** softkey
- Phone will display how many messages you have (New, Old, Urgent).
- Press **Connect** to call your voice mailbox



# How to consult the Call history ?

- Press **Home**, select **Directories**, then navigate to **Recent Calls**
- Using the **Type** softkey you can filter on **Missed Calls**, **Received Calls**, **Placed Calls**
- Choose the category you want and press **Select**
- Or, from the **Lines** view press:
  - ❑ **Down** button for **Missed calls**
  - ❑ **Left** button for **Received calls**
  - ❑ **Right** button for **Placed calls**

To clear you call history:

- Press **More** then **Clear**
- You can choose to clear all missed calls, only one category, or only the displayed category
- Press **Select**

# 5. Phone preferences

- Language
- Ringtone
- Screen

# Change the language

If you want to change the language of your phone please contact your administrator so that he can modify the language of your phone resource on the SMP.

# Change the ringtone

- Press **Home** and select **Settings**
- Select **1. Basic > Ring Type**
- Navigate in the available ringtones
- Use the **Play** softkey to listen
- Press **Select** to confirm your choice

# Change the screen contrast

(Only for the VVX300/310)

- Press **Home** and select **Settings**
- Select **1. Basic > 2. Contrast**
- Adjust the contrast using **Up** and **Down** softkey's
- Confirm with **OK**

# Adjust the backlight I

- Press **Home** and select **Settings**
- Select **1. Basic > Backlight Intensity**

There are 3 types of intensity:

- **Backlight On intensity** : brightness of the screen when there is phone activity
- **Backlight Idle intensity** : brightness of the screen when there is no phone activity
- **Maximum intensity** : brightness scale that applies to Backlight On & Backlight Idle intensities

You can adjust the Backlight On and Idle intensities from **low** to **high** (VWX300/310: additional **Off** level)

You can adjust the maximum intensity from 0 to 15 using the **Up** and **Down** softkeys



# Adjust the backlight II

The Backlight Timeout can also be modified

The Backlight timeout is the number of seconds the phone is inactive before the backlight dims to its Backlight Idle intensity. Timeout period begins after last key press or last phone event, such as an incoming call.

To adjust the backlight timeout:

- Press **Home**, select **Settings** > **Basic** > **Backlight Timeout**

# 6. Contact management

- Local directory
- Speed dials
- Corporate directory

# Telephone local directory

Contact management (add, delete or update a contact) is managed via Escaux Connect.

The **local telephone directory** on your phone is **not** linked to Escaux Connect. As a consequence, all modifications to your contacts made via your phone directory (add, delete or update a contact via your phone directory) will be erased when your phone is rebooted.

We therefore advise you **not to use** the local telephone directory and to use Escaux Connect to store your local contacts.

The **speed dials** are managed via Escaux Connect but they are available via your phone: for more information see further.

The **corporate directory** is available on your phone in read-only: see further.

# Speed dials

The speed dials are managed via Escaux Connect.

The list of speed dials is visible on the **Lines** view of the phone:

- From **Home View**, press **Home** to display Lines view
- On the **Lines** view you will see the list of speed dial numbers (or favorites).

# Corporate Directory

The **corporate directory** is linked to the PBX Corporate Directory and is available in read-only on your phone.

To access it, press **Home**, select **Directories** then Corporate Directory

You can search the Corporate Directory by typing your search query using the dialpad. You can press Encoding to change the encoding type and switch to capital letters or digits. Press **Submit** when finished.

The search is carried out on the PBX Corporate Directory.

You can also use the Advanced Find (AdvFind) option to search on the last name, first name and phone numbers separately.

Press **Dial** to call the extension.

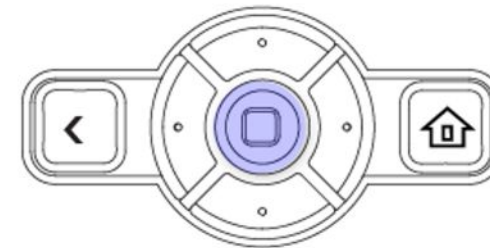
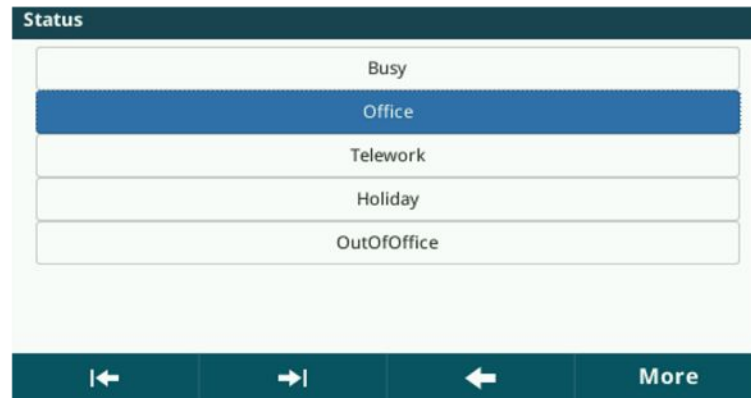
Press **More** and **View** to see the contact details and dial a specific number.

# 7. Various

- Status change
- Supervision
- Reboot
- Reset

# Status Change

- You can see and change your current intentional status using the **Status softkey**
- The following screen will be showed (depending of your phone model)

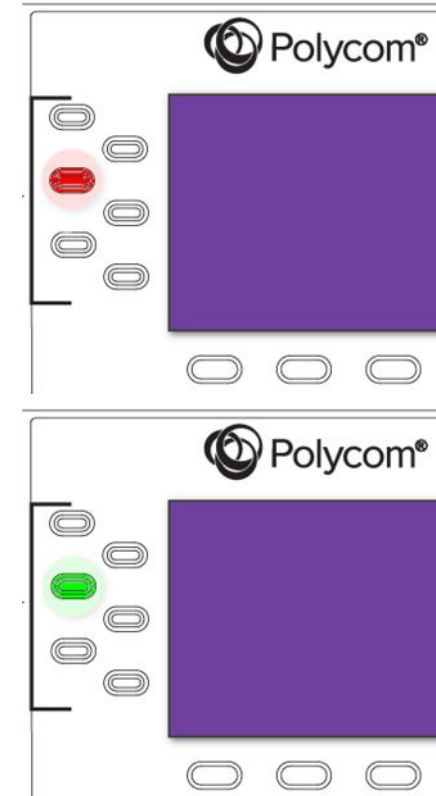


- Use the left and right soft key below the screen to select a new status and confirm using the **select** key (in the middle of the navigation keys)

# Supervision

If your phone was configured to supervise other extensions :

- You can see:
  - when the contacts are on the line  
=> The led on the button is red
  - When their phone is ringing  
=>The led on the button is blinking green



**Note:** line supervision is managed via Destiny Support.



# How to reboot the phone ?

- Press the **Home** and select **Settings**
- Go to **1. Basic > 8. Restart Phone**
- This operation takes about 2 minutes

Why should I reboot my phone ?

- If the IT administrator has made changes to the configuration
- If there is any problem, a reboot is the first action to take

# How to reset the phone ?

- Press **Home** and select **Settings**
- Go to **2. Advanced**
- Enter the admin password
- Press **1. Administration Settings > 5. Reset to Defaults**
  - ▢ To clear User settings select **1. Reset Local Configuration**
  - ▢ To clear Device settings select **3. Reset Device Settings**
  - ▢ To make a factory reset select **4. Format File System**
- Confirm by **Yes**

