



# Polycom® VVX® 500 Business Media Phone

## Quick User Guide

For phones running Polycom® UC Software 4.0.1 or later

### About the Touchscreen

Tap to select and highlight screen items. To scroll, touch the screen, and swipe your finger up, down, right, or left.

To go back to a previous screen, tap **Back**.

### Phone Views

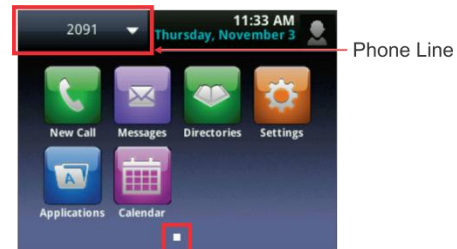
Your phone has four main Views: Home, Calls, Active Call, and Lines View (the default).

To change Views:

- For Home View, press
- From Home View, press to display either Lines, Calls, or Active Call View.
- To switch between Lines View and either Calls or Active Call View, swipe the screen.

### Home View

Home View displays icons you can tap to access phone functions.



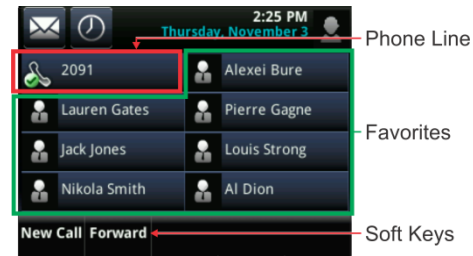
Touch and hold to display fewer icons. Touch and hold or swipe the screen to display more icons.

From Home View, tap the phone Line to display your phone Lines and Favorites—contacts you can dial by tapping their name. To go back, tap **Close**.



### Lines View

Lines View displays phone Lines, Favorites, and soft keys.

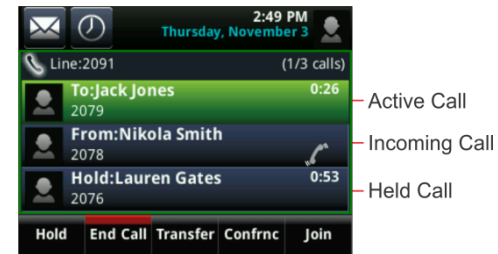


If your phone is idle, you can:

- Tap the phone Line to access the Dialer.
- Swipe to switch between Lines View and the Browser (if applicable).

### Calls View

Calls View displays a list of all your calls.



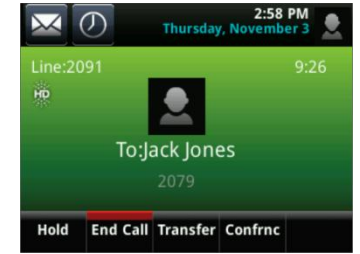
Call color indicates status:

- **Dark green** Active call.
- **Dark blue** Incoming and held calls.
- **Bright green** Active call is highlighted.
- **Bright blue** Incoming or held call is highlighted.

Tap a call to highlight it. The soft keys apply to the highlighted call.

### Active Call View

If a phone Line has only one call—and it's active—you can access Active Call View.



### Entering Data

Use the onscreen keyboard or the dialpad keys to enter information. To backspace, tap .

To use the onscreen keyboard, tap .

To type with the dialpad keys, press a key repeatedly to view the character options and stop to select.

To type other characters, tap **Encoding** or **Mode**. When using the dialpad keys, use the **1**, **\***, **0**, and **#** keys.

### About Calls

Only one call can be active at one time.

You can use the handset, speakerphone, or headset for calls. During a call, you can change modes by picking up the handset, or by pressing or .



#### Tip: Returning to Your Calls

If you navigate away from your call(s), tap **Calls** to see Active Call or Calls View again.

## Placing Calls

Pick up the handset, or press or . Enter the phone number, and tap .

From Lines View: Tap the phone Line, enter the phone number, and tap .

From Home View: Tap **New Call**, enter the phone number, and tap .



### Timesaver: Placing Calls Quickly

Tap a recent call or Favorite, or tap a contact's phone number in the Contact Directory.

## Answering Calls

Press or tap **Answer**, pick up the handset, or press .

To answer a new call while on an active call, tap **Answer**. The current call will be held.

## Ending Calls

To end an active call, replace the handset, press , or press . Or, tap **End Call**.

To end a held call, navigate to Calls View and highlight the held call. Tap **Resume**, and tap **End Call**.

## Holding Calls

From Lines, Calls, or Active Call View, tap **Hold**. If you're in Calls View, remember to highlight the call first.

To resume a held call, tap **Resume** from either Lines or Calls View.

## Transferring Calls

While on a call, tap the **Transfer** button on the screen, and call the other party. When you hear the ringback sound, or after you talk with the other party, tap **Transfer**.

For a blind transfer, tap the **Blind** button towards the top corner, dial your party, then tap **Transfer**. This transfers your call without waiting for the other party to answer.

## Forwarding Calls

To enable call forwarding, tap **Settings** from Home View, and tap **Features** > **Forward**. Tap the forwarding type to enable, type a forwarding number, and tap **Enable**.

To disable call forwarding, tap **Settings** from Home View, and tap **Features** > **Forward**. Tap the forwarding type to disable, and tap **Disable**.

To enable per-call forwarding: As your phone rings, tap **Forward**, enter the forwarding number, and tap **Forward**.

## Placing Conference Calls

Call the first party. From Lines, Calls, or Active Call View, tap **Confrnc**. Dial and connect with the other party, and tap **Confrnc**.

From Lines or Calls View, you can:

- Tap **Hold** to hold the conference.
- Tap **End Call** to end the conference.
- Tap **Manage** to manage each participant (if available).
- Tap **Split** to end the conference and hold all participants.



### Timesaver: Placing Conference Calls

If you have an active and held call, tap **Join** to set up a conference.

## Favorites

Favorites are contacts you call most often. Favorites display in your Favorites list and Lines View. They also display when you tap the phone Line in Home View.

- **To view your Favorites list** Tap **New Call** from Home View, and tap **Favorites**.
- **To make a contact a Favorite** Navigate to your Contact Directory and tap the contact. Tap **Add to Favorites**, and tap **Yes** to confirm.
- **To dial a Favorite** Tap the Favorite from Lines View or your Favorites list.
- **To reorder your Favorites list** Update the contact's *Favorite Index* number in the Contact Directory.

## Viewing Recent Calls

To view your Recent Calls list, tap **New Call** from Home View, and tap **Recent**.

From the Recent Calls list, tap to sort and order calls, tap to display only certain calls, or tap a call record to call the person.



### Timesaver: Viewing Recent Calls

Tap from Lines, Calls, or Active Call View.



### Tip: Saving Recent Callers to Your Directory

From your Recent Calls list, tap next to the call, and tap **Save**. Enter additional information and tap **Save**.

## Contact Directory

- **To view your Directory** Tap **Directories** from Home View, then **Corporate** Directory. To search (LAST NAME ONLY), tap to show a keyboard, and type the first few letters. Tap then hit **Submit** below. Your first daily search will take some time, so please try again if you do not see results.
- **To add a contact** Navigate to your Contact Directory and tap . Type the contact's information, and tap **Save**. To make a contact a Favorite, enter a *Favorite Index* number.
- **To update contact information** Navigate to your Contact Directory and tap the contact. Tap , update the contact's information, and tap **Save**.
- **To delete a contact** Navigate to your Contact Directory and tap the contact. Tap , and tap **Yes** to confirm.
- **To dial a contact from your Directory** Navigate to your Contact Directory and tap the contact. From the contact's information screen, tap the contact's phone number.



### Tip: What Does a Green Star Mean?

A green star, , indicates a Favorite.

## Listening to Voice Mail

Tap **Messages** from Home View, and tap **Message Center**. Tap **Connect** and follow the prompts.



### Timesaver: Accessing Your Message Center

Tap from Lines, Calls, or Active Call View.

## Muting the Microphone

During a call, press so other parties can't hear you.

To disable Mute, press again.

## Using Do Not Disturb

To disable ringing, tap **Settings** from Home View, and tap **Features** > **Do Not Disturb**. Tap **Enable** or **Disable**.

## Adjusting Volume

To change call volume, press during a call. To change the ringer volume, press when the phone is idle or ringing.

## Updating Ringtones

To change the incoming call ringtone, tap **Settings** from Home View, and tap **Basic** > **Ring Type**. Tap the ringtone you want.

To set a ringtone for a contact, navigate to your Contact Directory and tap the contact. Tap , update the contact's ring type, and tap **Save**.



## Topics

- Welcome
- Placing a call
- Voicemail settings
  - Accessing Voicemail
    - From your phone
    - From off-campus
  - Greetings
    - Greeting Types
    - Setting greetings
  - Checking Voicemail from off-campus
- Transfer, forwarding and conference calls
  - Transfer
  - Forwarding
  - Conference calls
- Changing your phone settings (ringer sound, volume, etc.)
  - Ringer
  - Background picture
  - Volume
  - Do Not Disturb
- Phone Directory
  - Accessing
  - Adding contacts
- Options with ring groups and hunt groups
  - Difference between ring and hunt
- What is a SPRE code and how they could help




# VoIP Phone Information

## Welcome

This information will guide you through Maine Maritime's VoIP (Voice over Internet Protocol) phone system and using Polycom phones throughout the campus. **Please note:** Some offices still utilize older phones. They use 4 digit extension dialing as well as dialing 9 to dial to an outside line. If you have any questions about this, please contact the Help Desk at 326-2240.

## Placing a call


There are different ways to place a call

- The campus uses 4 digit phone extensions.
- Pick up the handset or press the speaker phone button . Enter the number and wait a few seconds.
- Your second option is to enter the number. Then, either pick up the handset, press  or tap .

*Remember:* Dial 9 first to dial off campus.

## Voicemail settings

### Accessing Voicemail

- From your phone  
On your status bar, tap , then enter your PIN. Or, from your Home view, tap **Messages**, and tap **Message Center**.
- From off-campus  
Dial your number and wait for your greeting to kick in. Press \*, wait a second, then press \* again. You will hear your greeting one more time. Then enter your PIN. You will be at your voice mail inbox, as well as other phone settings.

### Greetings

- Greeting Types  
You have 3 greeting types; external, internal and out of office.
- Setting greetings  
Access your voicemail as described above. Listen to the menu options. Press 4 to change Mailbox options. *Please note* Press \* at any time to back out of a menu.

# VoIP Phone Information

## Transfer, forwarding and conference calls


### Transfer

- **How to transfer**  
While on the call, tap **Transfer**. The current call is held. Next; dial to place a call to the party you want to transfer the call to. When you hear the ring-back sound, tap **Transfer** to complete the transfer. Or, if you want to talk with the person before the transfer completes, you can connect with the person, and then tap **Transfer**. To cancel the transfer before the call connects, tap **Cancel**.

#### **Blind Transfer:**

While on a call, tap **Transfer**. Before you dial, tap **Blind**, then place a call to the party you want to transfer the call to. The call automatically transfers to the party you specified.

### Forwarding

- **How to forward your calls**  
Tap the home button  , then tap **Settings**. From here, tap **Features** > **Forward**. From the Forwarding Type Select screen, tap the forwarding type you want:

**Always**—To forward all incoming calls.

**No Answer**—To forward all unanswered incoming calls. **Busy**—To forward calls that arrive when you're already in a call. Enter the forwarding number, and tap **Enable**.

#### **To disable call forwarding:**


Tap **Settings** from Home view, and tap **Features** > **Forward**. From the Forwarding Type Select screen, tap the forwarding type to disable, and tap **Disable**.

### Conference calls

- **Setting up a conference call**  
Maine Maritime Academy can host up to a 24 line conference call. Dial 0001 on campus. You will be prompted to enter a 4 digit bridge number. This number is up to you. Once entered, a conference call will be set up and tied to that number. Have your conference members dial 0001 from on campus or 1 (207)326-0001 off campus and enter the same 4 digit number. This does **not** need to be set up ahead of time. You may publish the time, date and bridge number before it is created.

## Changing your phone settings



### Ringer

- **Changing your ringer**  
Tap the home button  , then **Settings** > **Basic** > **Preferences** > **Ring Type**. You may then select the ringer sound from the available choices. Tap **Play** to sample the ringer.

## Background picture

- Changing your background picture  
Plug in a USB stick with a stored picture. Tap **Settings** from Home view, and tap **Basic Preferences > Background**. The Background screen displays. Depending how your system is set up, you may have to tap **Settings** from Home view, and tap **Basic > Preferences > Background > Select Background**. The Select Background screen will display instead. Next, select *Local File*.

## Volume




- Changing your phones speaker volume.  
Press one of the **Volume** keys  to lower or raise the speaker volume.
- Changing your phones ringer volume.  
Press one of the **Volume** keys  while your phone is idle or ringing.

## Do Not Disturb


- You may enable Do Not Disturb by tapping the **DND** button on the home screen. This will send users directly to your Voice Mail and place a red dash next to your phone icon.

## Phone Directory

### Accessing

- To access our directory.  
Tap the  button. Tap **Directories > Corporate Directory**. Next, tap the onscreen keyboard icon . Enter the first few letters of a person's last name, or department name. Hit the check icon  then **Submit**.
- Web site  
You can also view campus extensions at <http://www.mainemaritime.edu/president/516>.

### Adding your own contacts

- To add your our directory.  
Tap the  button. Tap **Directories > Contact Directory**. Next, tap the plus icon . You may then enter all of the relative information for your contact. Remember to hit **Save** when you are done.

## Options with ring groups and hunt groups

### What is a ring and hunt group

- Definitions.  
A ring group allows a phone number to ring several phones at once. A hunt group allows a phone number to ring several phones in a specific order. For setting up these groups, please talk to your phone system administrators.

## What is a SPRE code and how they could help

- Stands for “Special Prefix”  
Please see separate SPRE sheet for code.



## NetVanta Unified Communications Technical Note

# NetVanta ECS and BAS Feature Codes

## Introduction

This document serves as a quick reference guide to the default feature access codes available with the Session Initiation Protocol (SIP) private branch exchange (PBX) included with both the NetVanta Enterprise Communications Server (ECS) and NetVanta Business Applications Server (BAS) products.



*The feature access codes included in this technical note are the default feature access codes for the NetVanta ECS and NetVanta BAS products. The actual feature access codes may differ depending upon individual system configuration.*

## Feature Access Codes

Dialed Digits	Feature Description	Examples
<b>*86 + extension</b>	<b>Direct transfer to voicemail</b> Allows the initiator to transfer the current call to a user's voicemail, personal assistant (PA), or personal business assistant (PBA) service. This feature is useful when the intended recipient is away from their desk or out of the office. The extension dialed must be at least three digits long.	To directly transfer a call to extension 300's voicemail: 1. Initiate an unassisted/blind transfer* 2. Enter *86300
<b>*80 + queue number</b>	<b>Call Queuing</b> Allows the caller to enter a preconfigured call queue. If no agents are logged into the queue or none are available to take the call, the caller will be put on hold until an agent is available. This feature is used primarily for transferring a caller to a departmental call queue.	To enter queue 500, dial *80500.  To transfer a caller to queue 500: 1. Initiate an unassisted/blind transfer* 2. Dial *80500
<b>*81 + queue number</b>	<b>Call Queue – Agent Login</b> Allows an agent to start receiving calls for the specified queue.	To login as an agent to receive calls directed to queue 500, dial *81500.
<b>*82 + queue number</b>	<b>Call Queue – Agent Logout</b> Allows an agent to stop receiving calls for the specified queue.	To logout as an agent to no longer receive calls for queue 500, dial *82500.
<b>*78 + extension</b>	<b>Ringling Call Pickup</b> Enables a user to pick up a call that is ringing at a different extension.	To pick up a call (using another phone) that is ringing at extension 300, dial *78300.



Dialed Digits	Feature Description	Examples
<b>*27 + extension</b>	<b>Connected Call Pickup</b> Enables a user to pick up a call that is currently connected to a different extension or external number.	To pick up a call (using another phone) that is currently connected to extension 300, dial *27300.  To pick up a call that is currently connected to outside caller 3334445555, dial *273334445555.
<b>7050 + bridge number</b>	<b>Conference Server</b> Enables a user to automatically connect to a conference server bridge number. The bridge number must be 4 digits long.	To automatically connect to the conference server bridge number 1234, dial 70501234.
<b>7050</b>	<b>Conference Server – Prompt Caller</b> Enables external callers to connect to the conference bridge.	To connect to the conference server, dial 7050 (you will be prompted to enter a bridge number).
<b>*72 + paging group number</b>	<b>Paging Server</b> Allows a user to page one or more endpoints in a paging group.	To page group 11, dial *7211.
<b>*99 + park number</b>	<b>Park Call</b> Allows a user to park an active call at a specific number with the intent of picking up the call using a different phone. This feature is useful when you need to switch phones while on a call.	To park a currently connected call: 1. Put the current call on hold 2. Establish a new call 3. Dial *991234
<b>*99</b>	<b>Park Call – Prompt Caller</b> Allows a user to park an active call without specifying a park number. The NetVanta UC Server will automatically assign an available park number. This feature is useful when you are uncertain if the park number is already in use by another parked caller.	To park a currently connected call: 1. Put the current call on hold 2. Establish a new call 3. Dial *99 4. The system will tell you at which number the call is parked.
<b>*98 + park number</b>	<b>Pickup Call</b> Enables a user to pick up a parked call.	To pick up a call parked at 1234, dial *981234.
<i>* Please refer to your phone documentation on how to perform an unassisted/blind transfer. You may be required to press the blind soft key or press dial or transfer again after entering the number in order to perform an unassisted transfer.</i>		