PUREEDGE VOIP USER GUIDE

Polycom VVX Series

Contents

[Using the Phone 2](#_Toc500322503)

[Answer a Call 2](#_Toc500322504)

[Make a Call 2](#_Toc500322505)

[Intercom Calling 2](#_Toc500322506)

[Ignore Incoming Calls 2](#_Toc500322507)

[Reject Incoming Calls 3](#_Toc500322508)

[Mute 3](#_Toc500322509)

[Volume 3](#_Toc500322510)

[Transfer 3](#_Toc500322511)

[Hold 4](#_Toc500322512)

[Park 4](#_Toc500322513)

[Paging 5](#_Toc500322514)

[3-way Calling 5](#_Toc500322515)

[Do Not Disturb 5](#_Toc500322516)

[Call Center 5](#_Toc500322517)

[Voicemail 6](#_Toc500322518)

[Accessing Voicemail 6](#_Toc500322519)

[First Time Enrollment 6](#_Toc500322520)

[Main Menu Option: 6](#_Toc500322521)

[Message Options: 7](#_Toc500322522)

[Hosted Fax 7](#_Toc500322523)

# Using the Phone

## Answer a Call

* Pick up handset

-or-

Press Speaker button 

-or-

Press Headset button  (if using a headset)

### Answer Call Ringing at Other Extension (Directed Call-Pickup)

* Dial \*8 + *Extension Number* of ringing phone
* Press SEND softkey

## Make a Call

* Pick up handset

-or-

Press Speaker button 

-or-

Press Headset button  (if using a headset)

* Dial either an Extension number or Telephone Number (no need for preceding “9”)
* Press Send

## Intercom Calling

An Intercom Call can be made to an extension. This will cause the phone to ring once and then automatically go into Speakerphone mode

* Dial \*1 + *Extension Number*
* Press Send Softkey

## Ignore Incoming Calls

Ignore or silence a call to stop your phone from ringing. Even though the call is ignored, your phone will still display the incoming call notification so you can still answer the call.

* press Ignore or Silence softkey
* The Incoming Call window disappears and your phone stops ringing

## Reject Incoming Calls

Reject a call to stop your phone from ringing and send the call directly to voice mail. Calls you reject display in your Recent Calls list. Rejecting calls is not available for shared lines.

* Press Reject softkey.
* The call goes directly to voice mail.

## Mute

* Pressing the Mute button  while on a call will mute the microphone.
* Press again to unmute

## Volume

Use the +/- keys  at the bottom of the phone:

* While phone is idle
	+ Adjusts Ring Volume
* While on handset/speaker/headset
	+ Adjusts call volume

## Transfer

### Blind Transfer

While on a call:

* Press Transfer Key or Transfer Softkey
* Dial the other party (extension or outside phone number)
* Press Send

### Supervised Transfer

While on a call:

* Press Transfer Key or Transfer Softkey
* Press the Consultative Softkey
* Dial the other party (extension or outside phone number)
* Press Send
* After hearing ringback tone or talking to other party, press Transfer key again

### Transfer Direct to Voicemail

While on a call:

* Press Transfer key or Transfer Softkey
* Dial Extension Number + **\*** (star)
* Press Send

## Hold

Hold is used when you expect to retrieve the call from the same phone

While on a call:

* Press Hold Key 

To retrieve call, press blinking red line key

## Park

Park can be thought of as a “System-Wide Hold”. It is used to place a call on hold and then retrieve it from any phone on the system.

### Place a Call Into Park

While on a call:

* Press available Park button
* Call will be released from phone and Park button will light red on all phones

### Retrieve Call From Park

* Press blinking Park button

-or-

* Dial \*71 + *Park Orbit (i.e. \*711, \*712, etc)*
* Press Send

## Paging

### To Send a Page:

* Press the PAGING softkey
* From the Paging Group list, select the paging group to send the page to
	+ Support (1) = All but phones that are on a call or in DND mode
	+ Priority (24) = All but phones in DND mode
	+ Emergency (25) = All phones
* Press PAGE softkey
* Begin speaking
* Press END PAGE softkey or hang up

To increase the volume of pages, press the +/- keys while a page is occurring.

## 3-way Calling

* Call the first party
* After the call connects, press the More softkey and then the Confrnc softkey
* Dial and connect with the second party and press Confrnc again.

From Lines or Calls view, you can:

* Press Hold to hold all participants.
* Press End Call to remove yourself from the call, but keep the other participants connected.
* Press Manage (if available) to manage each participant.
* Press Split to end the conference and hold all participants.

## Do Not Disturb

When a Standard Extension’s phone is placed in Do Not Disturb, calls will be blocked on that phone and will instead follow the If Busy setting that will be discussed in the PureEdge Portal chapter

To toggle Do Not Disturb on and off:

* Press DND softkey

Or

* Press DND icon on Home screen

 The DND icon will appear on the display next to the extension number when set

## Call Center

* To log in to queue, dial   \* 0 1 + *Agent Code*
* To log out of queue, dial   \* 0 0 + *Agent Code*
* To pause or 'make busy' in queue, dial   \* 0 2 + *Pause Code* + *Agent Code*.
* To un-pause or remove 'make busy' status from queue, dial   \* 0 3 + *Agent Code*

# Voicemail

## Accessing Voicemail

### From a Standard Extension

* Press the Envelope button on the phone
* Enter your password followed by #

### From any phone

* Dial \* + Extension Number
* Enter your password followed by #

### Remote access

* Call phone number that is answered by an Auto Attendant
* When auto attendant answers, press “#”
* When you hear the prompt enter your *extension number*
* When you hear the prompt Enter your *password* + “#”

## First Time Enrollment

Your Extension Number is your Default Password

The first time that you log into your mailbox, you will be asked to perform the following tasks:

* Change your password
* Record your name
* Record an Unavailable Greeting
* Record a Busy Greeting

It is recommended that all four tasks be performed as the voicemail system will remind of you of any missed steps whenever you log into the mailbox.

The Recorded Name is especially necessary for proper operation of the Dial-By-Name directory in the Auto Attendant.

## Main Menu Option:

 1. New/Old messages ( \*-asterisk=rewind; #=fast fwd. )
 2. Change folders
 3. Advanced options
 1. Leave msg. for another user
 \*. Return to main menu
 0. Mailbox options
 1. Record unavailable greeting
 2. Record busy greeting
 3. Record name
 4. Record temporary greeting
 5. Change password
 \*. Return to main menu
 \*. Help
 #. Exit

## Message Options:

 3. Advanced options
 1. Send reply
 3. Hear envelope (date/time, phone number of caller)
 5. Leave msg. for another user
 \*. Return to main menu
 5. Repeat current msg.
 6. Play next msg.
 7. Delete
 8. Forward to another user
 9. Save to folder
 0. New
 1. Old
 2. Work
 3. Family
 4. Friends
 \*. Help
 #. Exit

# Hosted Fax

### Receiving a Fax.

Each hosted fax number will point to an email address specified on the account. The receiving number will send a PDF copy of the fax to that email.

### Sending a Fax.

Compose an email from the mailbox associated with the fax number you are authorized to send from. Attach the PDF you would like to send. In the email address field, enter the 1+phone number@faxhd.com (example: 15704453369@faxhd.com). The system will convert to a fax and send out.