Polycom

8x8, Inc.

Quick User Guide for Polycom® VVX® 101 and VVX 201 Phones

Firmware v5.4.0 or later | July 2015

Enter Data

Use the dialpad keys to enter information.

To type with the dialpad keys:

- Press a key repeatedly to view the character options and stop to select.

To backspace, press **<<**.

To type other characters:

- Press **Encoding**.

When using the dialpad keys, use the 1, *, 0, and # keys.

Place Calls

You can only have one active call in progress on your phone.

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 🎧.

To place a call:

Do one of the following:

- Pick up the handset, press 🔊 or 🎧, enter the phone number, and press **Send**.
- Enter the phone number, press Dial and pick up the handset, or press 🎧.
- From the Lines screen, press the Line key, enter the phone number, and select **Send**.
- From the Home screen, select **New Call**, enter the phone number, and press **Send**.
- Select a **Favorite** from the Home screen.
- Select a contact from the **Recent Calls** list and select **Dial**.
- Select a contact from the **Contact Directory** and select **Dial**.

Answer Calls

You can answer calls using the handset, speakerphone, or a headset. To answer a call:

Do one of the following:

- To answer with the speakerphone, press 🔊 or press **Answer** soft key.
- To answer with the handset, pick up the handset.
- To answer with a headset, press 🎧.

End Calls

You can only end active calls. To end a held call, you must resume the call first.

To end an active call:

- Replace the handset in the cradle, press 🔊 or 🎧, or press the **End Call** soft key.

To end a held call:

1. Highlight the held call and press **Resume**.
2. Press **End Call**.

Hold and Resume Calls

You can have multiple calls on hold and resume a call at any time.

To hold a call:

- Highlight the call and press the **Hold** soft key.

To resume a call

- Highlight the call and press the **Resume** soft.

Transfer Calls

You can transfer calls to any contact and choose the way to transfer the call.

To transfer a call:

1. Press and hold the **Transfer** soft key.
2. Choose **Blind** or **Consultative**.
3. Dial a number or choose a contact.

   If you chose **Blind**, the call is transferred immediately.

4. If you chose **Consultative**, press the **Transfer** soft key after speaking with your contact.

Forward Calls

You can forward an incoming call to a contact or forward all incoming calls to a contact.

To forward an incoming call:

1. On the **Incoming Call** screen, select **Forward**.
2. Enter your contact's number and select **Forward**.

To forward all incoming calls:

1. On the Home screen, select **Forward**.
2. If you have more than one line, select a line.
3. Choose either **Always**, **No Answer**, or **Busy**.
4. Enter a contact's number, and select **Enable**.

   If you chose **No Answer**, you can enter the number of rings before the call is forwarded.

To disable call forwarding:

1. On the Home screen, select **Forward** or on the Idle Screen, press the **Fwd** softkey.
2. If you have more than one line, select a line.
3. Choose your forwarding type and select **Disable**.

Initiate a Conference Call

You can initiate a conference call with up to eight contacts.

To initiate a conference call:

1. Call a contact.
2. Select **Conference** and call your next contact.
3. When your contact answers, select **Conference**.

You can also join an active and held call into a conference call.

To join two calls into a conference call:

- On the Calls screen, select **Join**.

View Recent Calls

You can view recent placed, received, and missed calls.

To view recent calls:

- Select **Dirs > Recent Calls**.

View the Contact Directory

You can view and add contacts to the Contact Directory.

To view the Contact Directory:

- From the Home screen, select **Dirs > Contact Directory**.

To add a contact to the Contact Directory:

1. In the Contact Directory, select **Add**.
2. Enter the contact's information and select **Save**.

You can enter a number between 1 and 99 in the **Favorite Index** field to make a contact a favorite.

Search the Corporate Directory

To search the Corporate Directory:

- From the Home screen, select **Dirs > Corporate Directory**.
- Complete the search of the directory

Listen to Voicemail

When you have new voicemail messages, the messages icon ✉ displays on your line.

To listen to voicemail:

1. On the Home screen, select **Msgs**.
2. Select **Message Center > Connect**.

Mute the Microphone

You can mute or unmute your microphone during calls.

To mute or unmute your microphone:

- Press 🎤

  Microphone Mute or **Microphone Unmute** will display on the screen.

Enable Do Not Disturb

You can enable Do Not Disturb when you do not want to receive calls.

To enable or disable Do Not Disturb:

- On the Home screen or Idle Screen, select **DND**.

Set Ringtones

You can set ringtones for incoming calls from all contacts and from individual contacts.

To set a ringtone for incoming calls:

- Select **Settings** > **Basic** > **Ring Type** and select a ringtone.

To set a ringtone for individual contacts:

1. Select **Dirs** > **Contact Directory**.
2. Choose a contact and select **Edit**.
3. Choose a ringtone and select **Save**.

Call Recoding *(If subscribed)*

Recording Calls is an 8x8 Virtual Office Pro feature that can be managed via your 8x8 Virtual Office Online portal. You can record all calls or record selective calls by turning call recording on and off using your **CallRecord** softkey.

You will only have a CallRecord softkey if the service is available to you.

- To start recording a call, during a live call press the **CallRecord** softkey. A message will announce that call recoding has started.
- To end recording a call, during a live call press the **CallRecord** softkey. A message will announce that call recoding has ended.

Barge Monitor Whisper *(If subscribed)*

Monitor

- Press ***22** or ***BA** before lifting the handset.
- Press **Dial** or **Call**.
- At the prompt, enter the extension # you want to monitor. You may be prompted for an access code.
- Enter the access code to begin monitoring.

Important: Press ***22** before lifting the handset.

Whisper

- To Whisper to the agent that you are already monitoring, dial ***9** or ***W**.
- To exit the whisper, mute the supervisors audio and revert to silent monitor mode, press ***6** or ***M**.

Barge

- To Barge into and join the call that you are already monitoring, dial ***5** or ***J**.
- To exit the barge and revert to silent monitor mode, press ***6** or ***M**.

Barge Direct

To Barge directly into a call without monitoring first, dial ***23**, then dial extension number. You are now immediately in a three-way conference call with the active call.

Multicast Paging *(If subscribed)*

Paging enables you to intercom to all extensions in a predefined group at once.

To page a group of extensions:

1. Press **Paging** from **Lines View**.
2. Select the group you want to page, then press Page.

You can then begin speaking. If you are receiving a paging call, the phone beeps, then automatically connects to your speakerphone.
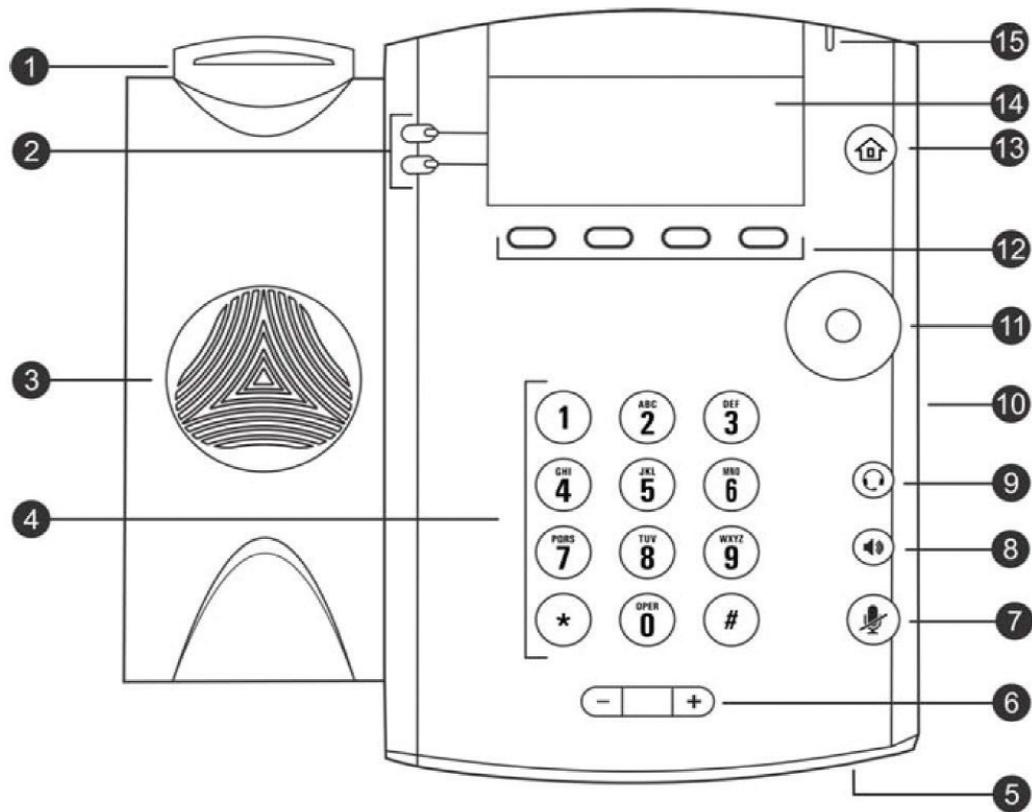
Call Queue (*If subscribed/configured*)

A user can log in and log out of all Call Queues they are a member of, or check status.

A Call Queue member will have a Call Queue (CQ) soft key.

- Select the **Call Queue** (CQ) soft key and follow instructions on the IVR.

Polycom VVX 101 and Polycom VVX 201

Reference Number	Feature	Feature Description
1	Hookswitch	Cradles the handset and end calls.
2	Line keys	Enable you to select a phone line, view calls on a line, or quickly call a favorite contact.
3	Speaker	Provides ringer and speakerphone audio output.
4	Dial pad keys	Enable you to enter numbers, letters, and special characters. You can also use the dial pad keys to select menu items that have index numbers.
5	Microphone	Transmits audio to other phones.
6	Volume keys	Adjust the volume of the handset, headset, speaker, and ringer.
7	Mute key	Mutes local audio during calls and conferences.
8	Speakerphone key	Enables you to place and receive calls using the speakerphone.
9	Headset key	Enables you to place and receive calls through a headset.
10	Security slot (on side)	Enables you to attach a universal security cable lock to your phone so you can secure it to a desktop.
11	Navigation keys / Select key	Scrolls through information or options displayed on the phone's screen. Selects a field of displayed data.
12	Soft keys	Enable you to select context sensitive keys that display along the bottom of the screen.
13	Home key	Displays the Home screen from other screens, and displays the Lines and Calls screen from the Home screen.
14	Screen	Shows a 2.5-inch diagonal screen with a backlight that enables you to view menus and data. VVX 101 phones do not have a backlight.
15	Message Waiting Indicator	Flashes red to indicate when you have new messages.

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