


## Home Screen

Displays messages, settings, and information.

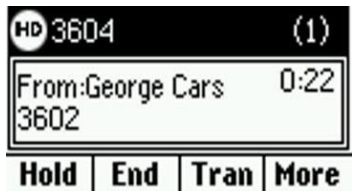
Available any time by pressing the  button. Use the Navigation button to choose your selection.

Navigation button is the round button located under the display to the right.



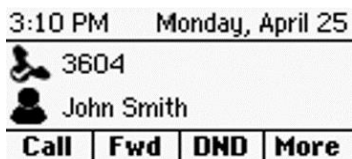
## Calls Screen

Displays all active and held calls. Available when you have an active or held calls in progress.



## Lines Screen

Displays phone lines, favorites, and conditional soft keys. Available any time.




## Switch among Phone Screens

You can view any screen on your phone from other screens.

**To switch among screens:**

» Do one of the following:




- Press  to view the Home, Lines, or Calls screens.
- Press the **C > L** soft key to display the Lines screen from the Calls screen.
- Press the **L > C** soft key to display the Calls screen from the Lines screens.

## Placing Calls

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

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 **Call**, enter the phone number, and press **Send**.
- Select a **Favorite** from the home screen.
- Select a contact from the **Recent Calls**.
- Select a contact from the **Contact Directory**.

## 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 press  the End Call soft key.

## 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

When you transfer a call to another party, the default transfer is a blind transfer, however you have the option to make a supervised transfer and talk to the party before the transfer completes.



**To transfer a call:**

1. From Active Call, tap **Transfer**. The active call is held.
2. Dial a number or choose a contact and press **Send**.
3. Caller is sent to the transfer extension.

**To perform a supervised transfer:**

1. From Active Call, press and hold the **Transfer**. The active call is held.
4. Tap **Consultative** on the display, dial a number or choose a contact and press **Send**,
2. wait for the person to answer, announce the call. Press **Transfer**.
3. To cancel tap **Cancel**.

## Muting the Microphone

During a call (including a conference call), press . The display indicates that the phone is muted. The other parties cannot hear you. To disable Mute, press  again.

## Do Not Disturb

You can enable Do Not Disturb when you do not want to receive calls. If you subscribe to voice mail, callers will be sent to your voice mail box. If you do not have voice mail callers will receive a message stating you are not available.

**To enable or disable Do Not Disturb:**

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

## 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** or press the **Fwd** soft key.
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. Select **Forward** or press the **Fwd** soft key.
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 three contacts.

### To initiate a conference call:

1. Call a contact or while you are on a call.
2. Select the **Conference** soft key and call your next contact.
3. When your contact answers, select the **Conference** soft key.

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 the **Join** soft key.

## 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:

- In the Contact Directory, select Add.
- 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.

## Voice Mail (subscribed users only)

When you have new voicemail messages, the messages icon  displays on your line. You will also have a red light indicator on.

### To access your mailbox:

1. On the Home screen, select **Messages**.
2. Select **Message Center > Connect**.
3. Enter your security code

**Or**

1. Or call the voice mail extension 55111
2. Enter your security code

### To log on from outside the University

1. Dial 416-736-5111
2. Enter your 5-digit mailbox/extension number
3. Enter your security code

To listen to new messages from the main menu press 11

To send a message, from the main menu press 2

To record a standard greeting, from the main menu press 44

To record an out of office greeting, from the main menu press 46

To change your security code, from the main menu press 414

To cancel or go back, press \*

For a quick reference guide and more features, visit:

<http://staff.computing.yorku.ca/phones/desk-phones/>

To logon to the **Web PhoneManager** <https://webum.uit.yorku.ca>



## TELEPHONE & VOICEMAIL QUICK REFERENCE GUIDE Polycom VVX101



Telecommunications Help Line  
Call 4-HELP (44357)  
Email: [telecomm@yorku.ca](mailto:telecomm@yorku.ca)

**CLEANING YOUR PHONE:** It is very important that you *do not* use disinfectant wipes or other cleaning agents on the Polycom phone. Extensive damage could occur. Replacement costs will be in effect should this happen. To **SAFELY CLEAN** your phone use a microfiber wipe on the display. To clean the handset and handset cradle use a soft cloth and alcohol solution.

