





Polycom SoundPoint IP VVX




Making a call

There are three ways to place a call:



- **Using the handset:**
Pick up the handset and enter the number or enter the number first and then pick up the handset. Using the touch screen, press  to start dialling.
- **Using the hands-free speakerphone:**
 1. With the handset on-hook, press  or any assigned line key
 2. Dial the number

Or dial the number, and using the touch screen, press .
- **Using the optional headset:**
 1. With the headset connected, press:
 - any assigned line key, or
 - using the touch screen **NewCall** soft key
 2. Press .
 3. Dial the number

Or dial the number, and then press .

During a call, you can alternate between handset, headset, or hands-free modes by pressing the relevant keys or picking up the handset.

Ending a call

- **Using the handset:**
Hang up or press **EndCall** on the touch screen
- **Using the speakerphone:**
Press  or **EndCall** on the touch screen
- **Using the optional headset:**
Press  or **EndCall** on the touch screen.



Making a consult transfer

1. During a call, press **Transfer** on the touch screen (the active call is placed on hold)
2. Place a call to the party to which you want to transfer the call
3. After speaking with the second party, press **Transfer** on the touch screen to complete the transfer.

Making a blind transfer

1. During a call, press **Transfer** on the touch screen (the active call is placed on hold)
2. Place a call to the party to which you want to transfer the call
3. As soon as the second call starts to ring, press **Transfer** again to transfer the call before consulting with the other party.

Answering a call

- **Using the handset:**
Pick up the handset
- **Using the speakerphone:**
Press: , or the line key or **Answer** on the touch screen
- **Using the optional headset**
Press .

Starting a conference call

Call the first party and after the call connects, tap **Confnc** on the touch screen. Then, dial and connect with the second party and tap **Confnc** again.

From the Active Line and Calls view, you can use the touch screen and:

- Tap **Hold** to hold all participants
- Tap **End Call** to remove yourself from the call, but keep the other participants connected
- Tap **Split** to end the conference and place all participants on hold.

Accessing messages

The message waiting indicator and individual line indicators will flash and the stutter dial tone will sound in place of normal dial tone to indicate that message(s) are waiting at the message centre.

To listen to voice messages:

1. Press the **Messages** icon on the touch screen
2. Follow voice prompts to listen to voicemails.