



INTELLIGENT COMMUNICATIONS

POLYCOM VVX BASIC PHONE GUIDE

LINES

12 lines.

SOFT KEYS

4 programmable soft keys help you navigate through widgets on screen.



TRANSFER KEY

During the call press the Transfer key, select Blind with your soft keys, enter the number you want to transfer to, & hit dial.



MESSAGES KEY

If you have a voicemail the indicator light will flash red. Press the Messages key to listen; enter password, proceed with instructions. Or select the purple Messages widget on the screen to access voicemail in the same way.



HOLD KEY

Hold your call.



NEW CALL

Select to place call.



MESSAGES

Access your voicemail.



DIRECTORIES

Scroll through your added contacts.



HOME KEY

Press to return to the Home page or to switch between lines view & widgets view.

NAVIGATION KEYS

Use the arrows to navigate through the selections on the screen. Press the center circle to select.



VOLUME KEYS

Adjusts volume.



HEADSET KEY

Activates hands free for making and receiving calls without lifting the handset.



SPEAKER KEY

Press to answer or place call over speaker.



MUTE KEY

Places a call on mute so caller cannot hear you.

BASIC CALLING (DID)

INITIATE A NEW CALL ON-HOOK

1. Dial the phone number
2. Pick up handset or press speaker button

INITIATE A NEW CALL OFF-HOOK

1. Pick up handset or press speaker button
2. Dial the phone number

RECEIVE A CALL

1. Pick up handset or press speaker button

INTERCOM

CALL ANOTHER STATION

1. Dial 08 + ext (ex: ext 1000 is 081000)
2. Hang up -or- press speaker button to end

CONFERENCE CALLING

3-WAY CONFERENCE

1. Call (or be called by) the first participant
2. Press the **Conference** key/softkey, then dial the second participant
3. After the second participant picks up, press **Conference** again to join the parties

TRANSFERRING

WARM TRANSFER

1. Press the **Transfer** key/softkey on your phone
2. Dial the recipient's ext or press their BLF
3. Speak to the recipient to announce the call
4. Press **Transfer** again to complete -or- **Cancel** if the recipient cannot take the call

BLIND TRANSFER

1. Press the **Transfer** key/softkey on your phone
2. Dial the recipient's ext, press their BLF, or dial the external phone number
3. Hang up -or- press **Transfer** again to complete

VOICEMAIL TRANSFER

1. Press the **Transfer** key/softkey on your phone
2. Dial 03 + ext (ex: ext 1000 is 031000)
3. Hang up -or- press **Transfer** to complete

FORWARDING

TO SET CALL FORWARD

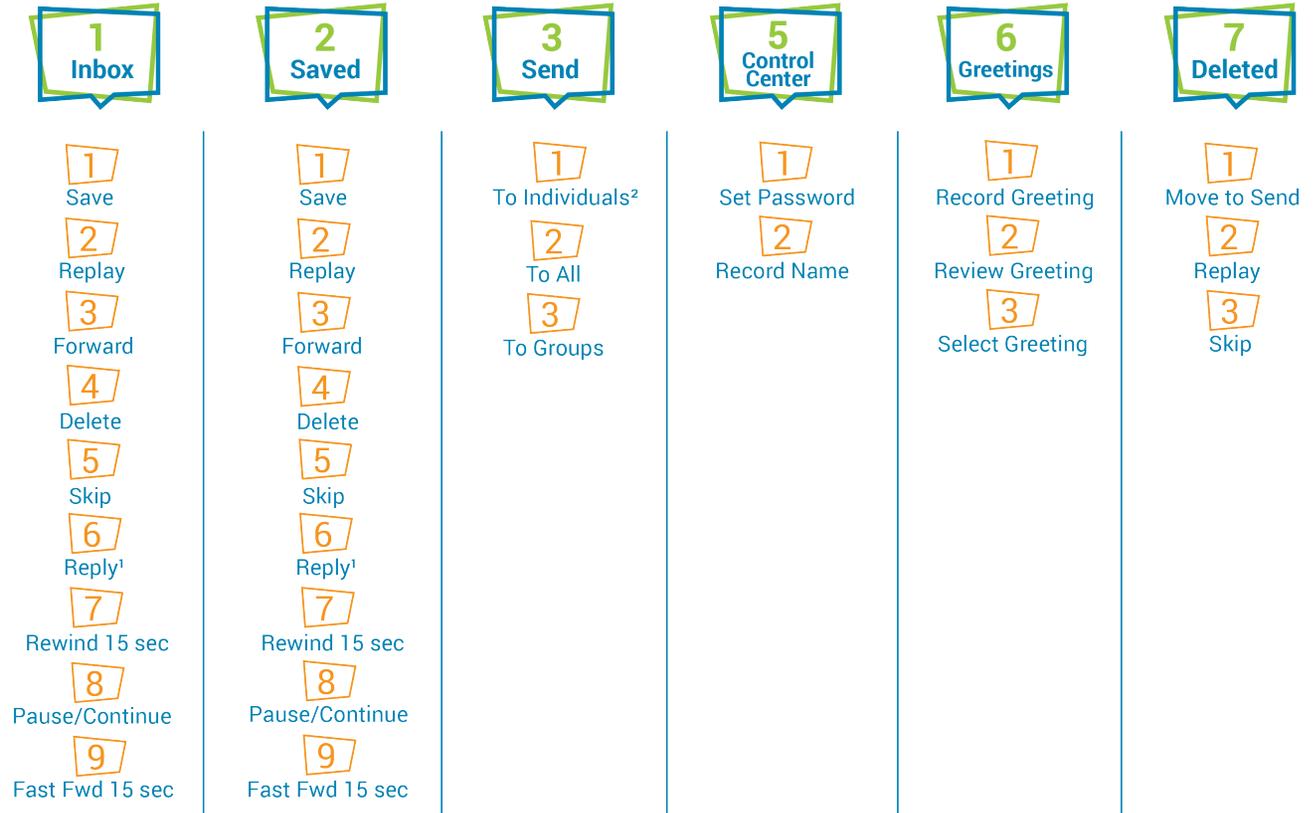
1. Press the **Forward** key/softkey
2. Choose option that best applies: **Always, No Answer, Busy**
3. Enter 10-digit phone number you wish to forward to
4. Press **Enable**

Note: You will need to repeat for each option you wish to set up

TO CANCEL CALL FORWARD

1. Press the **Forward** key/softkey
2. Choose option that best applies: **Always, No Answer, Busy**
3. Press **Disable**

VOICEMAIL TREE



VOICEMAIL

RETRIEVE FROM YOUR PHONE

1. Press **Messages** button
2. Enter voicemail pw followed by #

RETRIEVE FROM ANOTHER PHONE IN THE OFFICE

1. Dial 5000
2. Enter your ext, then your voicemail pw followed by #

RETRIEVE BY CALLING YOUR DIRECT NUMBER (DID)

1. Dial your direct number (DID)
2. Press * when your voicemail greeting starts
3. Enter voicemail pw followed by #

USER PORTAL

TO ACCESS THE USER PORTAL

1. Open a new web browser or tab
2. Go to: <https://portal.yazatel.com>
3. To login, enter your Login Name (ext@domain) and Password

Note: If domain and default pw are not listed below, please reach out to Yazatel to obtain.

DOMAIN: _____

DEFAULT PIN: _____

DEFAULT PW: _____

If your extension number is 1234, your login is 1234@domain (contact Yazatel)