

Your Polycom Phone

Your Polycom phone has a wide range of great features that get even better when combined with a Virtual PBX System. This document will guide you through use of key functions.

Differences from Standard Polycom Functions

Using Polycom phone inside your VirtualPBX Service is a little different than other uses. We provide better versions of some key functions, such as call transfers and conferencing, and don't support a couple of others. Here's the list:




- Hold key – Polycom's hold key works, but you have more options and music on hold when using the * key to hold through Virtual PBX (see below).
- Transfer and Conference softkeys – these Polycom functions are not supported by Virtual PBX, please see below how to get transfers with more options and conferencing for more people from your Virtual PBX system.
- Some Polycom phones include a "Line 2" button. We have changed the function of this button so that it dials voicemail.

Using the Phone Navigation Features

Your Polycom phone comes with a special keypad used for navigating the display. The arrow or scroll keys



are used to scroll through the displayed information while the Select key  is used to select a field of displayed data or enter edit mode for some settings.




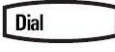
Basic Phone Features

Placing a Call

Using the Handset:



- Pick up the handset, and then dial the number. You must dial "1" and then the area code, even for local calls,
- Or, dial the number first, and then pick up the handset.

Using the hands-free Speakerphone:

- With the handset on-hook, press  ,  , or the **NewCall** soft key, then, enter the number,
- Or, dial the number, and then press  or  .

Using the optional Headset:

- With the headset connected, press  ,  , or the **NewCall** soft key.

- Or, dial the number, and then press  or .

Answering a Call



Handset: Pick up the handset. You will be prompted with a greeting that offers several options. To accept the call press “#”. To place the caller into voice mail press “*”. If you send the call to voice mail, you can listen in to the message being left and pick up at any time by pressing “#”.

Speakerphone: Press , , or the **Answer** soft key.

With Optional Headset: Press .

Ending a Call

Press the **EndCall** soft key or the line key corresponding to the line. Or, depending on the call mode, press

, press , or hang up the handset.

Dialing another Extension in Your Virtual PBX System

To dial another extension on your system simply pick up the handset and dial the extension number.

Redial

Press [Dial] to display the Placed Call list. Scroll to select the desired recipient and press [Dial] again.

Additional Phone Features

Transfer a Call


To transfer a caller, press “*” at any time during the call. The VPBX System will put the caller on hold. The caller will hear your selected music on hold. The system will prompt you for forwarding instructions. (Feature does not apply to outbound calls)



Virtual PBX Call Hold and Resume

To put a caller on hold using the VPBX system press “*” at any time during the call as if you were going to transfer a call. The VPBX System will put the caller on hold and play music on hold. The transfer prompts can be ignored and the caller will be on hold until the call is released by pressing “*” again. (Feature does not apply to outbound calls)


Polycom Call Hold and Resume


The Polycom phone itself also has a hold function, separate from the Virtual PBX system hold. It does not allow call transfers from hold, and does not play music on hold. Callers will hear nothing at all. To use:

During a call, press .





To resume the call, press  again, the **Resume** soft key, or the .

Microphone Mute

During a call, press . Mute applies to all modes. You can hear all other parties while Mute is enabled, but other parties cannot hear you.


To un-Mute, press  again.

Call Lists

From the idle screen, press  for Speed Dial,  for Received Calls, or  for Placed Calls. Or, press  then select **Features > Call Lists > Received Calls, or Placed Calls**. Call information will be displayed.

Select a call and press  to dial the number.

Volume Adjustment

Press the volume  keys to adjust the call volume of the active mode. Pressing these keys in idle state adjusts the ringer volume.

Additional Virtual VPBX Features

Voice Mail

VPBX comes with a feature-rich voice mail system that allows users to effectively receive and manage their voice messages. For complete documentation of the the VPBX voice mail system consult the documentation at <http://www.virtualpbx.com/support/>.

To quickly access your voice messages from your phone, dial the auto-attendant by dialing your VPBX main number or simply pressing the "*" key. When the auto attendant answers, press "#" and enter your extension number. Press "#" again and enter your password. Press "#" again and you will be in the voice mail system and can follow the voice mail prompt.

Call Forwarding

VPBX offers sophisticated and advanced call forwarding features as part of its standard offering. Please consult the documentation at <http://www.virtualpbx.com/support/> for information on phone forwarding and follow-me calling.

Conferencing

Conferencing and conference calls are easily made using the VPBX system. Each extension has its own private conference room and can support multiple callers. Please refer to the documentation at <http://www.virtualpbx.com/support/> for complete information on conferencing.

Tips and Shortcuts

Dialing the Auto-attendant

The Auto-attendant may be reached by dialing your VPBX phone number. Alternately, you may dial the auto-attendant by placing a call and dialing “*”.

Reserved numbers

There are three reserved extensions in the VPBX system. They are:

611 – Direct extension to the VPBX Support Line

911 – e911 service. Works like 911 on any phone to dial emergency services. Please use only in an emergency.

123123 – Test Extension. You may dial this extension at any time to ensure that your VPBX phone is operating correctly.

Warning: Storing user data

Your Virtual PBX VoIP phone includes a directory of extensions and other data that make your phone work better in your Virtual PBX system. We update this information and keep your phone loaded with the latest firmware through reboots that we push at low use times. At the present time, any user data you enter into the phone will be erased when the phone is rebooted.