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Colt Cloud UC

User Guide – Polycom VVX300-310-400-410-EN

User Guide – Polycom VVX300-310-400-410

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Phone overview
Basic telephony features

- How to place a call
- How to answer/refuse a call
- How to end a call
- How to mute a call
- How to set a call on hold
- How to transfer a call
- How to do a blind transfer call

Advanced telephony features

- How to make conference calls
- How to answer a call while you are on the line
- How to make a switch between active calls
- How to return to previous call when current call is finished

Voicemail & call history

- How to listen to your voicemail
- How to consult the call history

Phone preferences

- How to change the language
- How to adjust the volume
- How to change the ring tone
- How to change the screen contrast?
- How to adjust the backlight?

Contacts management

- How to add a contact
- How to save a contact from call history
- How to edit a contact
- How to add a contact to favorites
- How to delete a contact
- How to find a contact

Various

- How to change the status?
- How to use the supervision features?
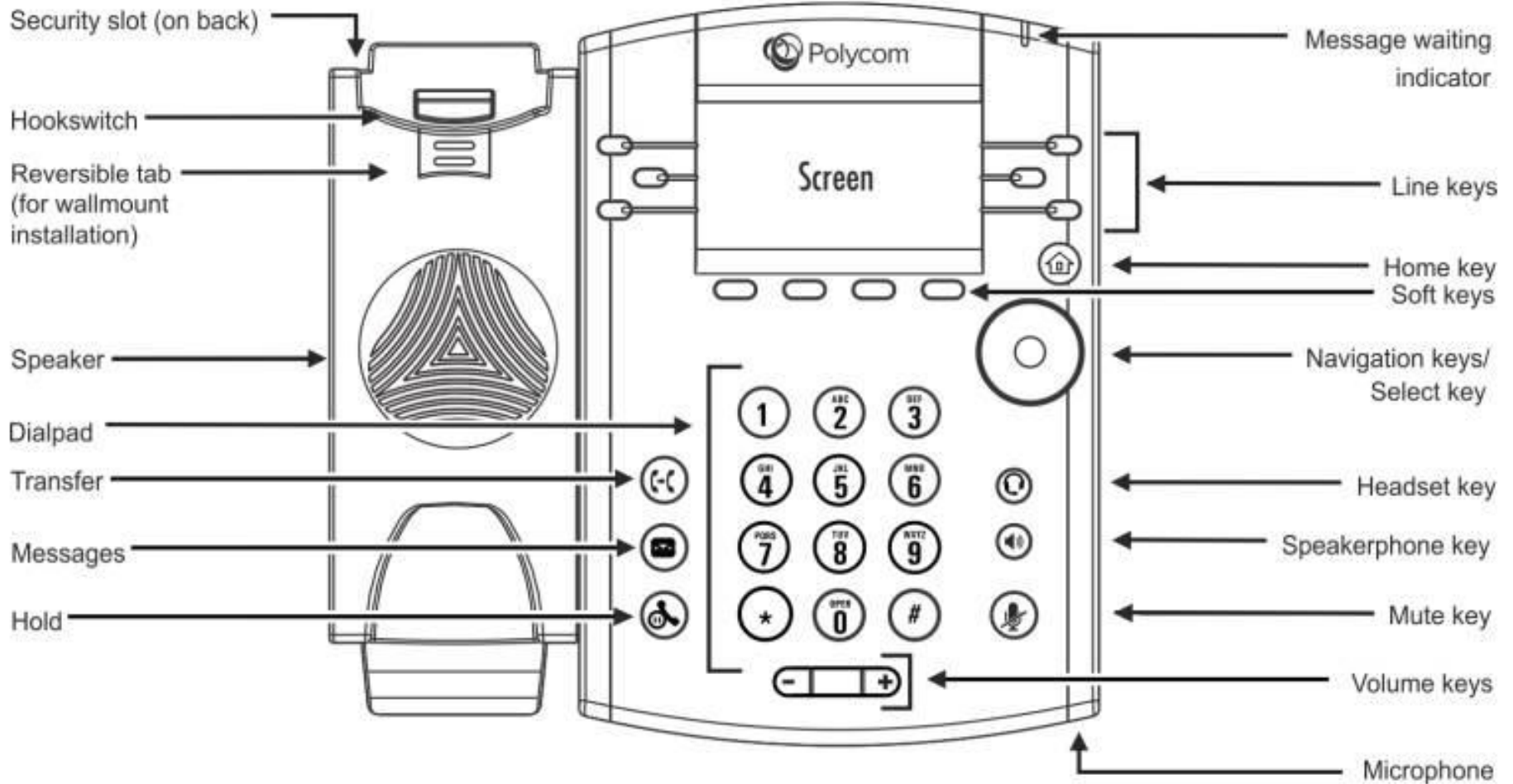- How to reset the phone?

Phones overview

VVX300 / VVX310

VVX400 / VVX410

Polycom VVX300-310-400-410

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Security slot (on back)

Hookswitch

Reversible tab
(for wallmount
installation)

Speaker

Dialpad

Transfer

Messages

Hold

Polycom

Screen

Message waiting
indicator

Line keys

Home key

Soft keys

Navigation keys/
Select key

Headset key

Speakerphone key

Mute key

Volume keys

Microphone

Phone views

- Your phone has four main Views:
    - Speed dials view
    - Home view
    - Calls view (when you are on the line)
    - and Screensaver view (VVX300/310 only)
- Speed dials view is your phone's default display. It shows your line, favorites and soft keys
- The VVX300/310 will show the Screensaver view after 1 minute of inactivity * (see Screensaver display)
- To change Views:
    - For Home View, press Home
    - From Home View, press Home to display Speed dials view

Basic telephony features

Place calls

How to <u>place</u> a call?

- Using the handset:
  - Type the number and pick up the handset
  - Or, pick up the handset, type the number and push the **Send** softkey
- Using the speaker:
  - Type the number and press the **Speaker** button
  - Or, press the **Speaker** button, type the number and push the **Send** softkey
- To redial the last number, press the **Right** button then the **Dial** softkey or twice the **Right** button

Answer / refuse a call

How to answer / refuse a call?

- All incoming calls display in an Incoming Call window, as shown next, after 10s you'll see the Calls view
- Pickup the handset
- To answer using the speaker:
  - Press the **Answer** softkey
  - Or, press the **Speaker** button
- To refuse a call, press the **Reject** softkey

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How to <u>end </u>a call?

- Press the **End Call** softkey
- Or, Replace the handset
- Or press the **Speaker** button when in speaker mode

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How to <u>mute</u> a call?

- Press the **Mute** button.
- The microphone is muted and you continue to hear your contact
- Press **Mute** again to enable the microphone

How to set a <u>call on hold</u>?

- Press the **Hold** button or Hold softkey
- Music is played to the caller
- Press **Hold** again or the **Resume** softkey to take back

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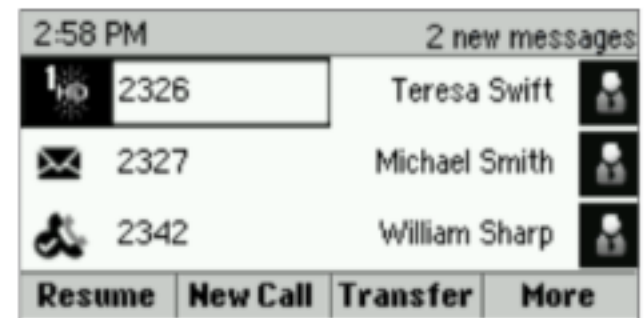
How to <u>Transfer</u> a call?

- Press the **Transfer** button or **Transfer** softkey
- Type the number to transfer to
- Press the **Send** softkey
  - Speak to third party and press **Transfer** again to confirm the Transfer
  - Or press **Cancel**, to retrieve the caller
 - You can also press **Transfer** before 3rd party answers (kind of blind Transfer)

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- ## How to do a « Blind transfer »?
    - Third party will see that the call comes from initial caller
    - Press the **Transfer** button or **Transfer** softkey
    - Press the **Blind** softkey
    - Type the number
    - Press the **Send** softkey
    - The phone is now free

Advanced telephony features

• **How to do a <u>conference</u> call?**

- • Press the **Confrnc** softkey during a call (you may need to press **More** to see it)
- • The active call is on hold
- • Type the 3rd party number
- • Press **Send**
  - • Speak to third party and press **Confrnc** to start the conference
  - • Or press **Cancel** to retrieve your first contact
- • Note that other participants remain connected when you leave the conference

Multiple calls
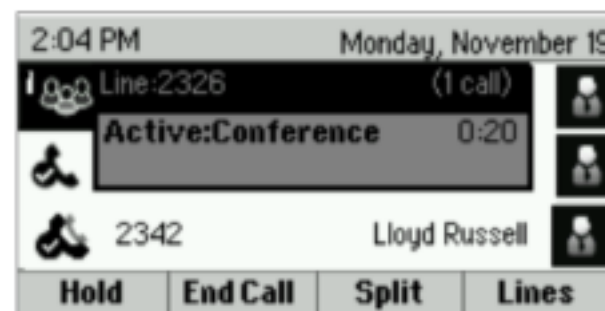
- **How to <u>answer a call while you are on the line</u>?**
  - Phone shows « Incoming call » and you hear a bip
  - Press the **Answer** softkey to take the call
    - Previous call is put on Hold.
- **How to <u>switch between active calls</u>?**
  - Press **Down** button to select another call
  - Press the **Resume** softkey
    - Previous call is put on Hold.
- **How to <u>return to previous call when current call is finished</u>?**
  - Press the **Resume** softkey to unhold

Voicemail & Call history

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- ## How to <u>listen to your voicemail</u>?
- When you have a new voicemail
  - Phone will display « 1 new message »
  - Message LED will blink
- Access your voicemail using the **Messages** button
- Or, press **Home** then select **Messages**
- Phone will display "1. Message Center"
- Press the **Select** softkey
- Phone will display how many New and Old messages you have.
- Press **Connect** to call your voice mailbox

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- **How to <u>consult the Call history</u>?**
- Press **Home** then select **Directories**, then navigate to **Recent Calls**
  - Using the **Type** softkey you can filter on **Missed Calls, Received Calls, Placed Calls**
  - Choose the category you want and press **Select**
- Or, from Speed dials view press the
  - **Down** button for Missed calls
  - **Left** button for Received calls
  - **Right** button for Placed calls
- To clear you call history
  - Press **More** then **Clear**
  - You can choose to clear all missed calls, only one category, or only the displayed category
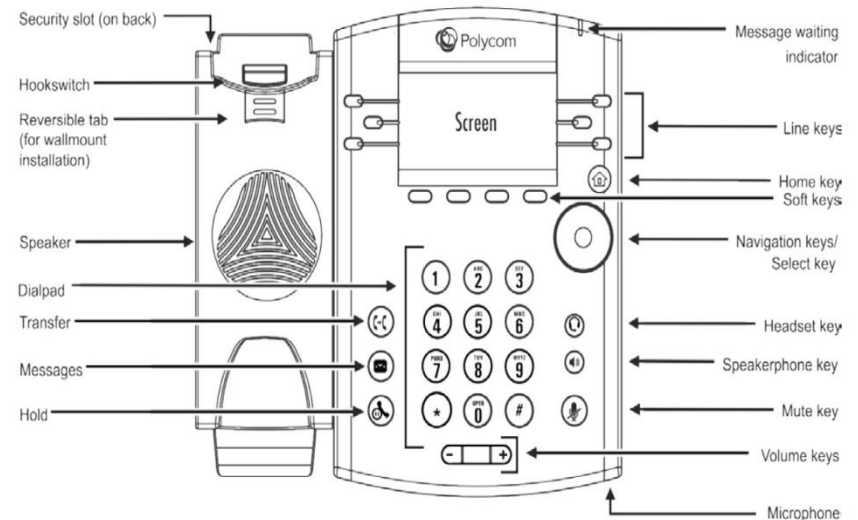 - Press **Select**

Phone preferences

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- ## How to <u>change the language</u>?
    - Press the **Home, Select Settings**
    - Select **1. Basic > 1. Preferences > 1. Language**
    - **Select** your preferred language
    - Phone's display is updated in 1-5s

Note:
☐ If your phone is reset by your administrator, then your local config will be erased and the default language will be selected again. Contact your administrator if you want to make sure your changes are persistent by modifying your phone resource on the SMP.

- ## How to <u>adjust the volume</u>?
  - ### Press the **Volume keys**
    - Ring tone: press + or – when phone is idle
    - Call volume: press + or – when speaking. Different volumes can be chosen for the different modes: handset, headset, speaker

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- ## How to <u>change the ringtone</u>?
  - Press the **Home**, **Select Settings**
  - Select **1. Basic > Ring type**
  - Navigate in the available ringtones
  - Use the **Play** softkey to listen
  - Press **Select** to confirm your choice

  Note:
  ☐ If your phone is reset by your administrator, then your local config will be erased and the default ringtone will be selected again.

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- **How to change the screen contrast?** Applicable to VVX300/310 only
  - Press the **Home**, **Select Settings**
  - Select **1. Basic > 2. Contrast**
  - Adjust the contrast using **Up** and **Down** softkey's
  - Confirm by **Ok**

- ## How to <u>adjust the backlight</u>?
  - Press the **Home, Select Settings**
  - Select **1. Basic > Backlight Intensity**
  - 3 types of Intensity:
    - **Backlight On** : brightness of the screen when there is phone activity
    - **Backlight Idle** : brightness of the screen when there is no phone activity
    - **Maximum:** brightness scale that applies to Backlight On & Backlight Idle intensities
  - You can adjust the Backlight On and Idle intensities from **low** to **high** (VVX300/310: additional **off** level)
  - You can adjust the Maximum intensity from 0 to 15 using the **Up** and **Down** softkeys
    - The Backlight Timeout can also be modified
    - Backlight timeout is the number of seconds the phone is inactive before the backlight dims to its Backlight Idle intensity. Timeout period begins after last key press or last phone event, such as an incoming call.
  - Press the **Home, Select Settings > Basic > Backlight Timeout**

Contact management

- **How to <u>add a Contact</u>?**
  - Press **Home**, **Select Directories** then **Select Contact directory**
  - Press the **Add** softkey
  - Fill in the fields
  - When done press the **Save** softkey

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- **How to <u>save a contact from the Call history</u>?**
    - Access your Call history list
    - Select the entry you want to save
    - Press **More** then **Info**
    - Phone displays details for this call
    - Press **Save**
    - You can edit the fields
    - Press **Save** when finished

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- ## How to <u>edit a contact</u>?
  - Press **Home**, **Select Directories** then **Select Contact directory**
  - Select the contact you wish to edit
  - Press the **Info** softkey followed by **Edit**
  - Make the changes you want
  - When done, press the **Save** softkey

- ## How to add a contact to Favorites?

  - Access your contact entry from Contact Directory or Call history
  - Press Info
  - Press **More** then **Add...**
  - *Phone displays "Add to Favorites with an index of #?*
  - Press **Yes** to choose the first available index or **Edit index** to choose another one
  - Favorites are listed in **Directories** > **4. Favorites**, you can also access the list from idle screen using the **Up** button
  - Favorites are also assigned to the first available Speed dial buttons consecutively, according to their index number (without gap)
  - You can edit the Favorite index in the Edit contact view

Favorites	
1. Teresa Swift	6874
2. Michael Smith	2333
3. Lloyd Russell	2340
4. Helen Cooper	9870
Dial	Info

Delete a Contact

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- ## How to <u>delete a contact</u>?

  - Press **Home**, Select **Directories** then **Select Contact directory**
  - Select the contact you wish to delete
  - Press the **Info** softkey followed by **More** then **Delete**
 - Confirm by **Yes**

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- **How to <u>find a contact</u>?**
  - Press **Home**, Select **Directories** then **Select Contact directory**
  - Press the **Search** softkey
  - Fill in the desired keywords
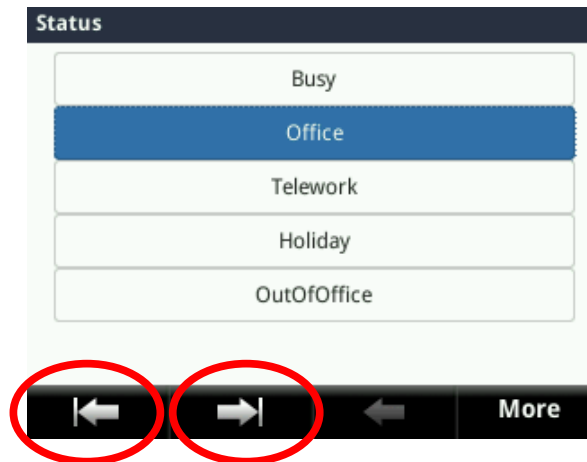 - Press the **Search** softkey to confirm

Various
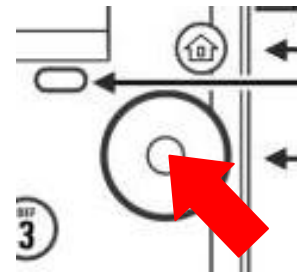
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- ## How to <u>change the status</u>?

  - You can see and change your current intentional status using the **Status soft key**
  - You'll be presented with a screen like this (depending of your phone model)
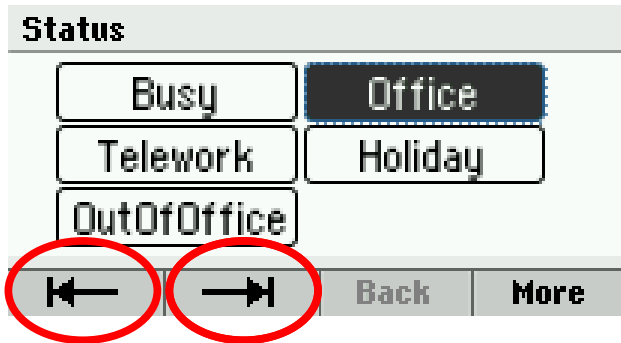
Select (VVX 300/310)

Select (VVX 400/410)

Confirm

  - Use the left and right soft key below the screen to select a new status and confirm using the select key (in the middle of the navigation keys)
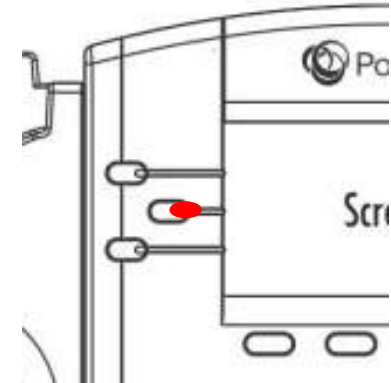
Supervision

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- ## How to <u>use supervision features</u>?

  - If your phone was configured to supervise other extensions
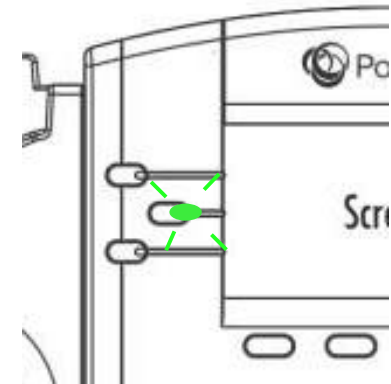 - You can see:
    - When the contacts are on the line:

      - The led on the button is red

    - When their phone is ringing:

      - The led on the button is blinking green

Note: line supervision is managed via Escaux Connect. For more info, please check the Help section of Escaux Connect.

Reset Phone

- ## How to <u>reset the phone</u>?
  - Press the **Home**, **Select Settings**
  - **Select 2. Advanced**
  - Press **1. Administration Settings** > **5. Reset to Defaults**
  - To <u>clear User settings</u>, **Select 1. Reset Local Configuration**
  - To <u>clear Device settings</u>, **Select 3. Reset Device Settings**
  - To make a <u>factory reset</u>, **Select 4. Format File System**
  - Confirm by **Yes**

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For your time
Thank you