Colt Cloud UC

User Guide – Polycom VVX500-600-EN

VVX500   VVX600

User Guide – Polycom VVX500 VVX600

colt

Phone overview
Basic telephony features
- How to place a call ?
- How to answer a call ?
- How to terminate a call ?
- How to redial a number ?
- How to mute a call ?
- How to set a call on hold?
- How to transfer a call ?
- How to make conference calls ?

Phone preferences
- How to change the ring tone
- How to set the language
- How to adjust the volume
- How to adjust the backlight

Voicemail & call history
- How to listen to your voicemail
- How to consult the Call history
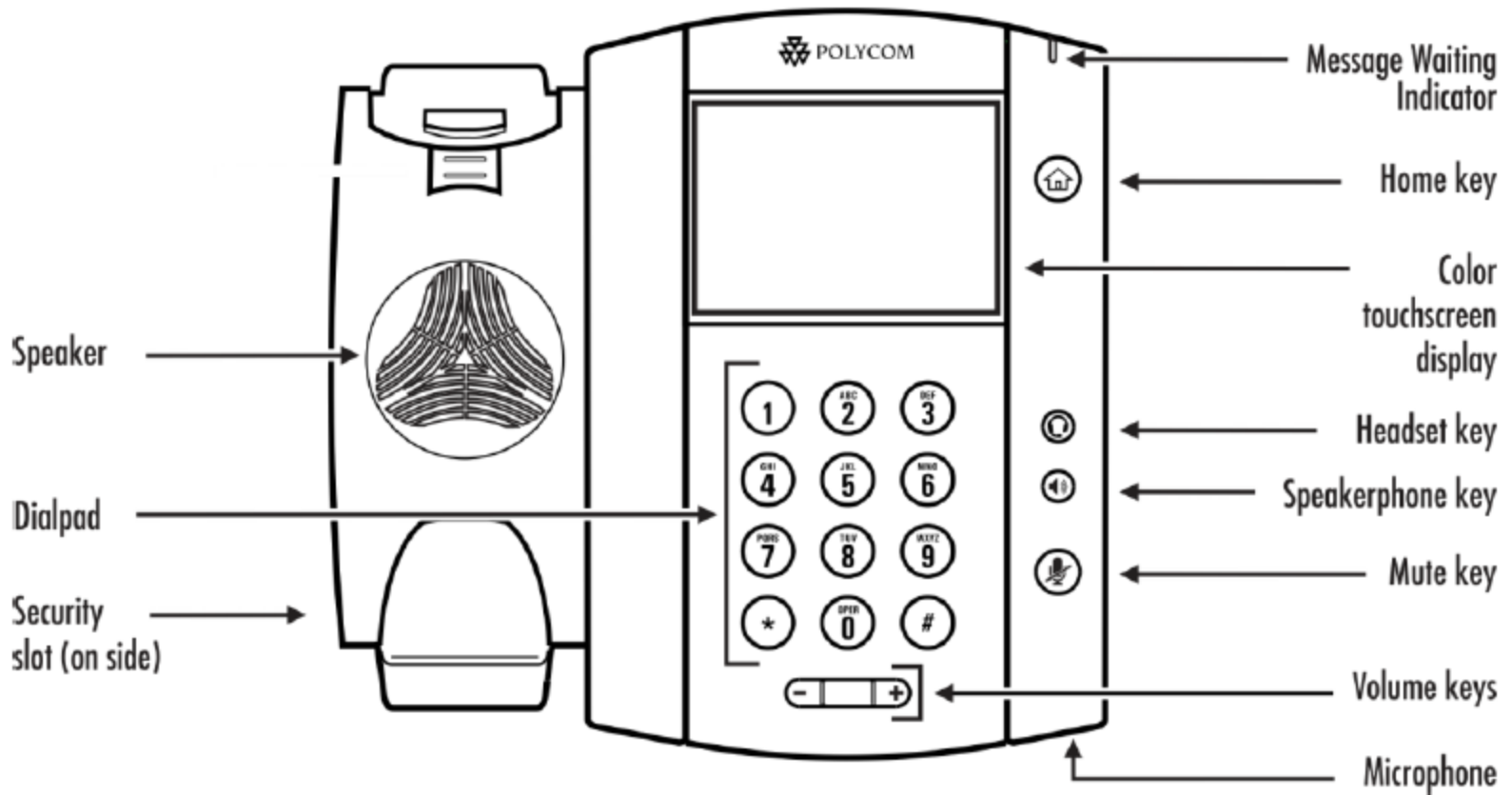- How to clear the Call history

Contacts management
- How to add a contact
- How to edit a contact
- How to delete a contact
- How to view and edit favorites
- How to search a contact

Various
- Idle display
- How to reboot your phone

Polycom VVX500 & VVX600: Phone overview

Phone views

- Your phone has 4 main views:
  - Home
  - Calls
  - Active Call
  - Lines View (the default)

- For <u>Home View </u>press ⌂
- From Home View, press ⌂ to display either <u>Lines, Calls or Active Call View</u>
- To <u>switch</u> between Lines View and either Calls or Active Call View, **swipe** the screen

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

Using the **handset**:

1. Type the number on keypad
2. Press the "DIAL" green icon on screen
3. Pick-up the handset

OR

1. Pick-up the handset
2. Type the number
3. Push the "DIAL" green icon on screen
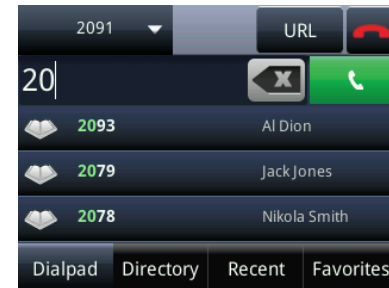
Using the **speaker**:

1. Type the number on keypad
2. Press the speaker button

OR

1. Press the speaker button
2. Type the number
3. Push the "DIAL" green icon on screen

Note :

➔ You must add a « 0 » before any external number
➔ Emergency numbers can be dialed without any preceeding « 0 » (100, 110,…)
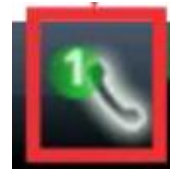
colt

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

- Using the handset:
    - Pick-up the **handset**

Incoming call indicator

- Using the **speaker**:
    - Press the "speaker" button
    - Press the "Answer" softkey*

OR
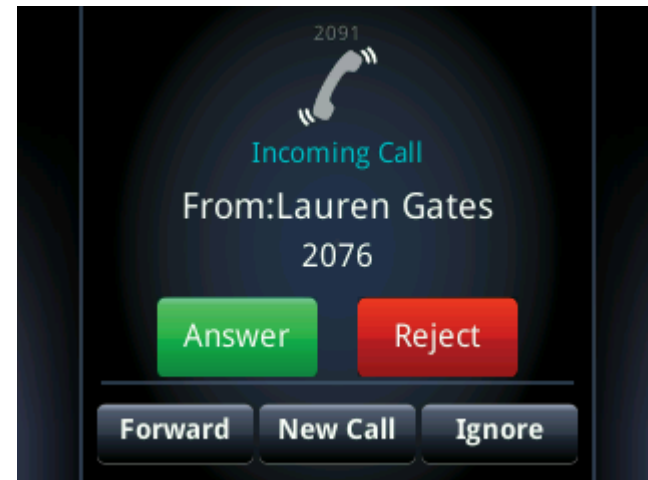
- Using the **touch screen**
    - Tap "answer" in the incoming call window

Note :
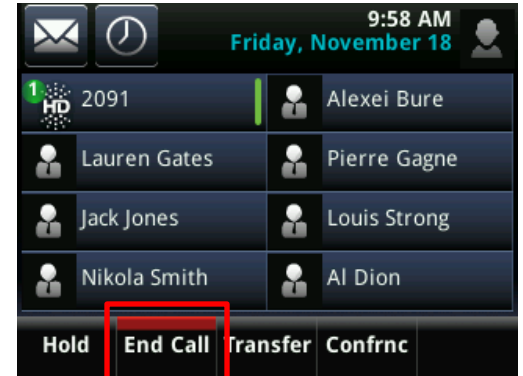- ➔ These steps apply when the called party is NOT in another call

*A **softkey** is a phone "button" which has a different function depending on the phone's state

Basic telephony features (3)
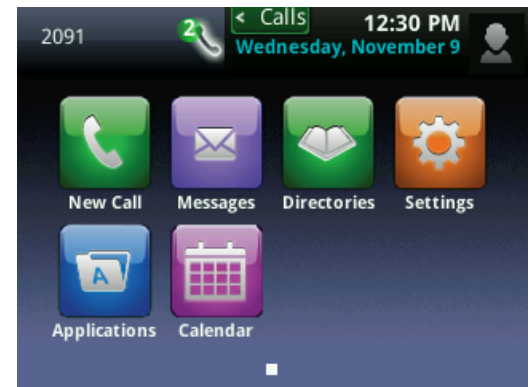
colt

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

- Press the "End call" softkey OR
- Replace the handset OR
- Press "handsfree" button if in handsfree mode
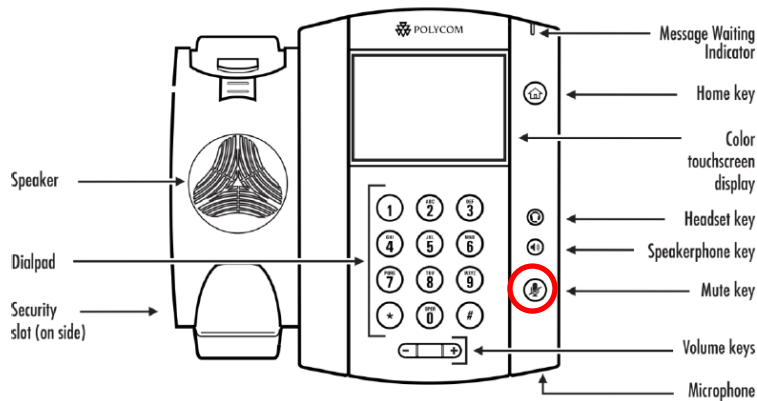

How to <u>redial</u> a call ?

- Press "Home" button
- Press "New call" icon on screen
- Select first number on top of the list

*A **softkey** is a phone "button" which has a different function depending on the phone's state
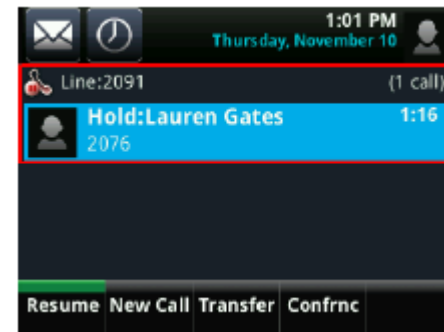
How to <u>mute</u> a call ?

- Press the "Mute" key.
- The microphone is muted (with the handset and in handsfree state)

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

- From an active call, tap "**Hold**" softkey on screen.
-      If you are in calls view and the active call isn't highlighted, tap it to select it
- To take back, tap "**Resume**" on screen
- To end call, tap "**End call**" on screen
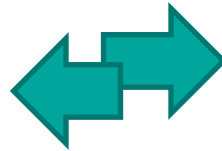
How to <u>transfer</u> a call ?

2 options

<u>Blind</u> transfer (1)

- You transfer the call without speaking to the third person and you "forget" the call

<u>Attended</u> transfer (2)

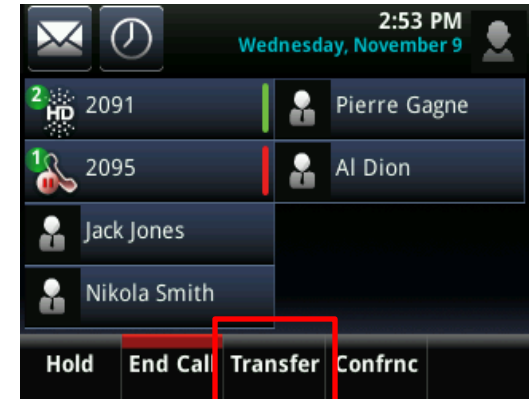- You first speak to the third person before transferring the call.

How to do a <u>blind</u> transfer ?

From active call view, tap "**Transfer**"
The active call is set on hold

Select "Blind" softkey on top of the screen. If you don't see it, tap "More", select "blind"

Enter **extension** to transfer to

Call is directly transferred to the 3rd party

What the 3rd party sees :

• when you have not hung up yet : 3rd party sees your extension

• when you have hung up : 3rd party sees initial caller ID

colt

How to do an <u>attended</u> transfer ?

> From active call view, tap "**Transfer**"
> The active call is set on hold

> Enter **extension** to transfer to

> Tap DIAL green icon on screen
> to call 3rd party

> When 3rd party picks up and accepts transfer,
> tap "**Transfer**" on screen to confirm

What the 3rd party sees :

• when you have not hung up yet : 3rd party sees your extension

• when you have hung up : 3rd party sees your extension

How to make <u>conference</u> calls with 3 people?

- Initiate a 3-party conference call directly via your phone.
1. Call the first person
2. During the call, tap the "**Confrnc**" softkey (the current call is on hold)
3. Using the dialer, call the second person
4. When 3rd person answers, tap "**Confrnc**" to join all parties in the conference

- To **hold** the conference call, press "Hold" during conference, the other parties hear waiting music

- To **end** the conference (= to quit the conference), click on the "**EndCall**" softkey. The other participants remain connected.

colt
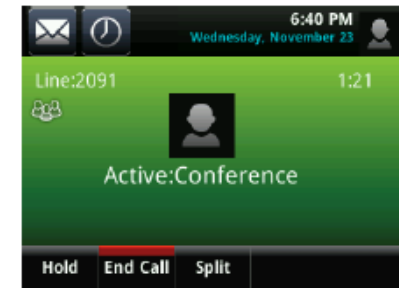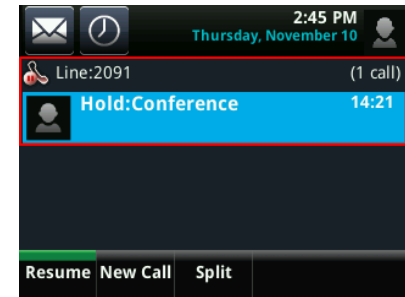
How to change the ringtone?

- Click on "**Home** key"
- Tap "Settings" from the menu
- Tap" **basic**" from the menu
- Select "**4.Ring Type**"
- With the touch screen, **navigate** through the different ring types and play/select the ringtones
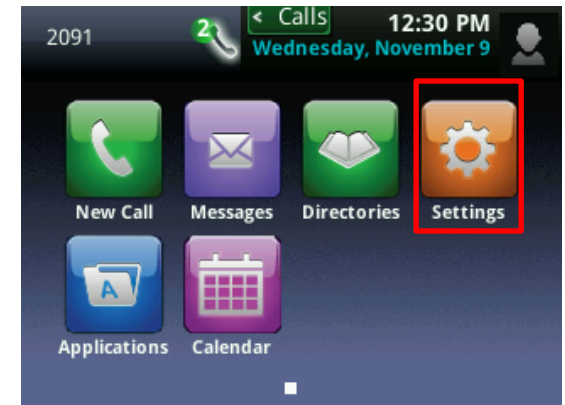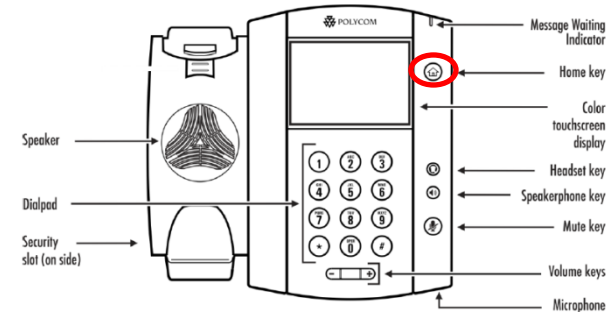- Select ring type to play
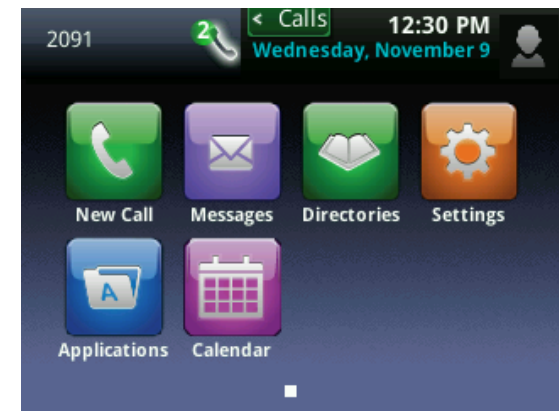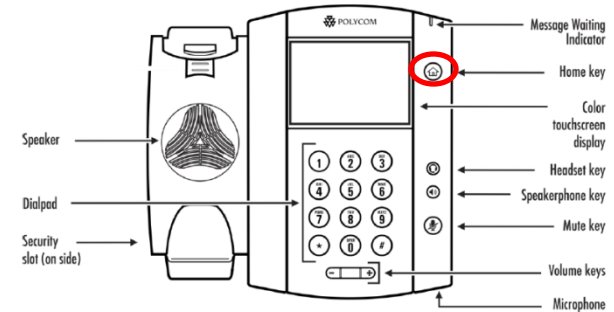
➔ Note :
   If your phone is reset by your administrator, then your local config will be erased and the default ringtone will be selected again.

colt

How to change the <u>language</u>?

- Click on "**Home** key"
- Tap "**Settings**" from the menu
- Tap" **basic**" from the menu
- Select "**Basic**" by clicking on the "v"
- Select "**1. Preferences**"
- Select "**1. Language**"
- Select language, navigating with the touch screen if necessary

➔ 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 persistant by modifying your phone resource on the SMP.

How to adjust the <u>volume</u>?

- Click on the "**volume keys**"
- **Ring tone** : click on « + » or « - » when ringing
- **Voice** : click on « + » or « - » when speaking

How to adjust the backlight?

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
- Backlight *maximum* : brightness scale that applies to Backlight On & Backlight Idle intensities

Change **intensity**

- Home key > Settings > Basic > Backlight Intensity.
- From the Backlight Intensity screen, tap Backlight On Intensity.
- From the *Backlight On Intensity* screen, select type to define (default = High)
- From the *Backlight Idle Intensity* screen, select type to define (default = Low)
- From the *Backlight Intensity screen*, tap Maximum Intensity scale.

Change **timeout**

= 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.)

- Home key > Settings > Basic > Backlight Timeout
- Select number of seconds (default = 40seconds)

colt

How to listen to your <u>Voicemails</u>?

- Everyone has its own voicemail service *
- Works like GSM voicemail
- **Red light** flashing ? New voicemail is in !
- Little **envelope** on screen? New voicemail is in !

- If configured, voice mail also sent via **email**
- From the home screen, tap "**V.Mail**" softkey (1st softkey)
- OR tap envelope on top left corner, select "**1.Message center**" > voicemail category
- OR from home menu, select "**Message**" > "**1. Message center**" > voicemail category

- * Feature availability dependent of configuration
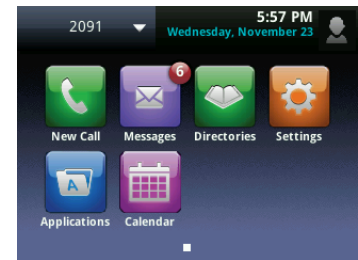
How to consult your <u>Call history</u> ?

- From Home screen, tap
- Filter based on call type
- Missed calls
- Received calls
- Placed calls
- OR from Home screen,
  - tap « New call » icon and « Recent »
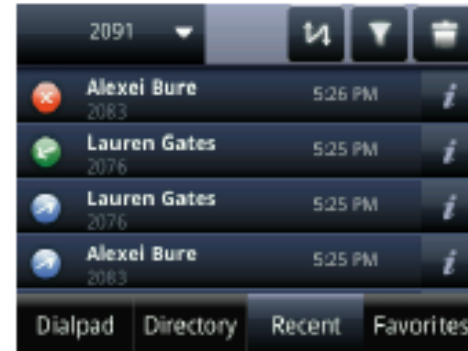
How to clear your call history ?

- From Recent calls list, tap
- Select category to clear

colt

How to <u>add</u> a contact in Contact Directory?

1. Manual add-on ⌂
- Tap "Home key"
- Tap "Directories" icons on touch screen
- Tap "1. Contact directory"
-     (not possible to add contact in Corporate directory)
- Tap the "+" on top of touch screen
- Enter fields values
  - Using the normal keyboard
  - Using a complete keyboard
    - Use icon ⌨
- Mandatory fields : name + "value" (= number)
- Optional : job title / email / favourite / label / ring type / divert contact /
- When done, tap "Save"

colt
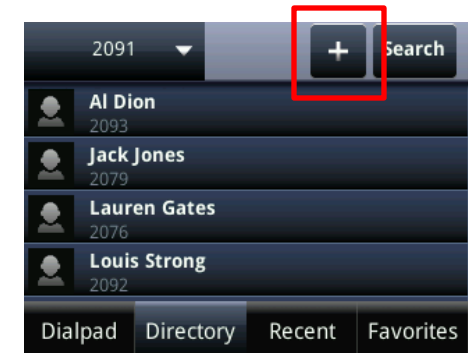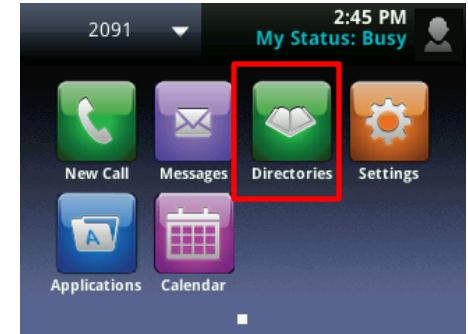
How to <u>add</u> a contact?

2. Add contact from call lists (incoming / outgoing)
- Consult call history
- Tap on   🕐   on touch screen
- From Home screen > New call > recent
- Next to contact to add, tap ⓘ
- Select "Save"
- NB : when a new entry is added to the contact directory, it's automatically assigned to the next available speed dial "index". The new entry appears at the bottom of the speed dial list

Contact management (3)

colt

How to <u>edit</u> a contact?

- Tap "Home key" ⌂
- Tap "Directories" icons on touch screen
- Tap "1. Contact directory"
- Select contact to edit
- Tap *i* next to contact
- Edit necessary fields
- Navigate using the touch screen
- When done, tap "Save"
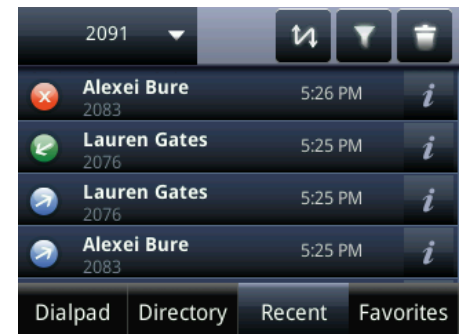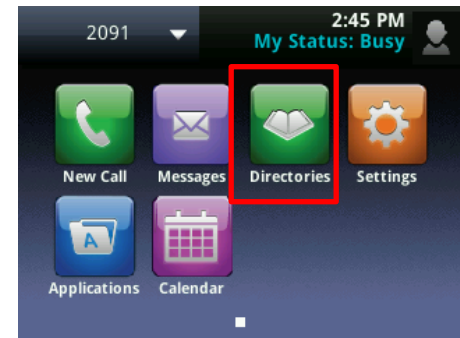
How to <u>delete</u> a contact?

- Tap "Home key"
- Tap "Directories" icons on touch screen
- Tap "1. Contact directory"
- Select contact to delete by pressing for 2 seconds
- Tap next to contact
- Confirm delete by tapping "YES"

How to view and edit <u>favorites</u>?

- Tap "Home key"
- Tap "New call" on touch screen
- Select "Favorites"
- Contacts have a favorite display with
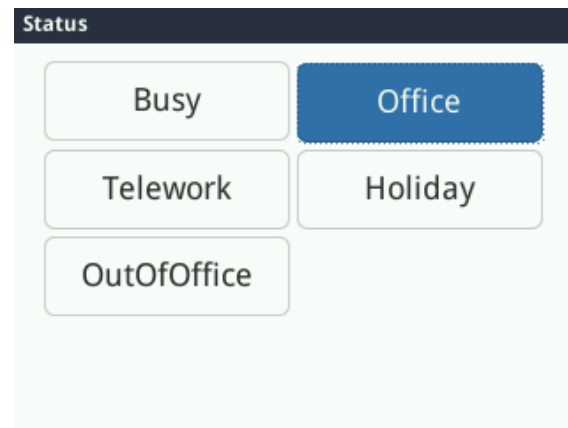
colt

How to <u>search</u> a contact?

- Tap "Home key" ⌂
- Tap "Directories" icons on touch screen
- Tap "1. Contact directory"
- Tap "Search"
- Tap ⌨ for a full keyboard
- Fill in key words
- Type "search" softkey to confirm search
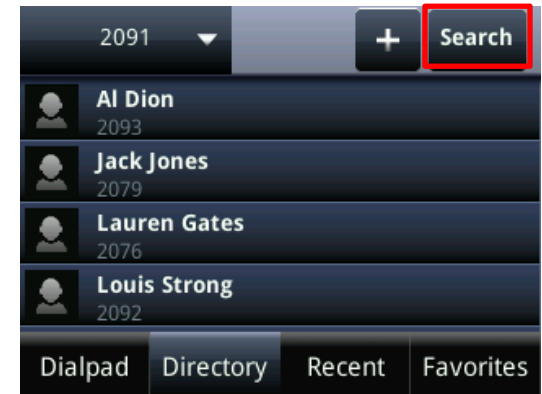
Status Change

- You can see and change your current intentional status using the Status softkey
- You'll be presented with a screen like this

- The current status is highlighted
- Touch another status to change it

Supervision

- If your phone was configured to supervise other extensions (not standard in Fusion):

- You can see
  - When the contacts are on the line
    - A red indicator is visible on the contact and the buddy icon has a no-entry sign

- When their phone is ringing
  - A green indicator is blinking on the contact and the buddy icon is replaced by a handset

  - **Note:** line supervision is managed via Cloud UC end user's portal. For more info, please check the Help section on the portal

colt
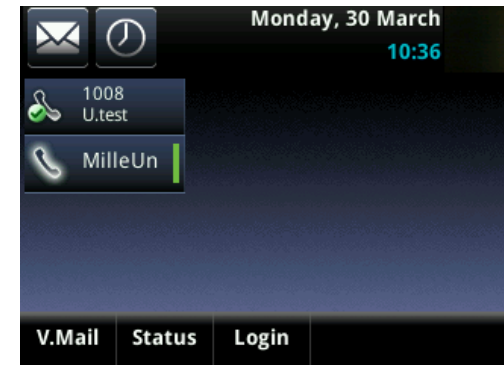
How to reboot your phone?

- Plug out – plug in the PoE cable

OR

- Press **Home > Settings > Basic > 9. Restart Phone**

⟹ This operation takes about 2 minutes

- Why should I reboot my phone ?
  - If the IT administrator has made changes to the configuration
  - If there is any problem, a reboot is the first action to take

colt

For your time

Thank you