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Polycom VVX101/201 Instructions

1. Making Calls

i. Outside Calls
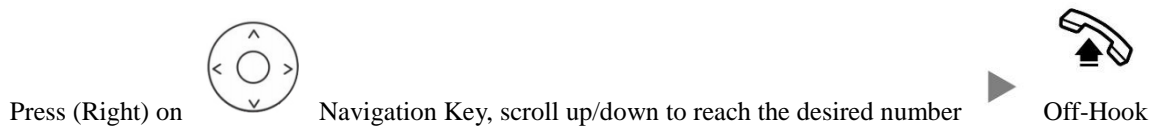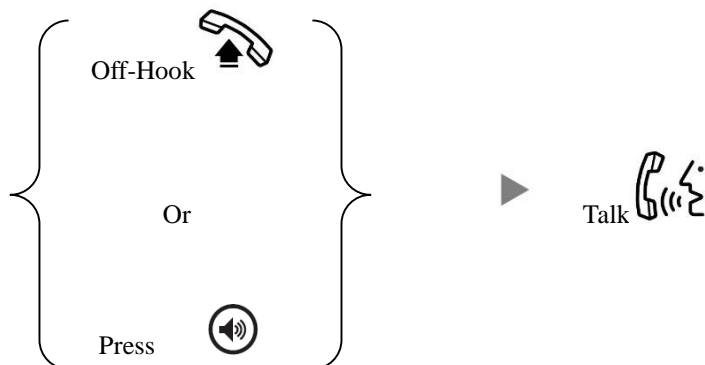
Press (9 WXYZ) and Desired Phone Number ▶ { Off-Hook Or Press Send } ▶ Talk
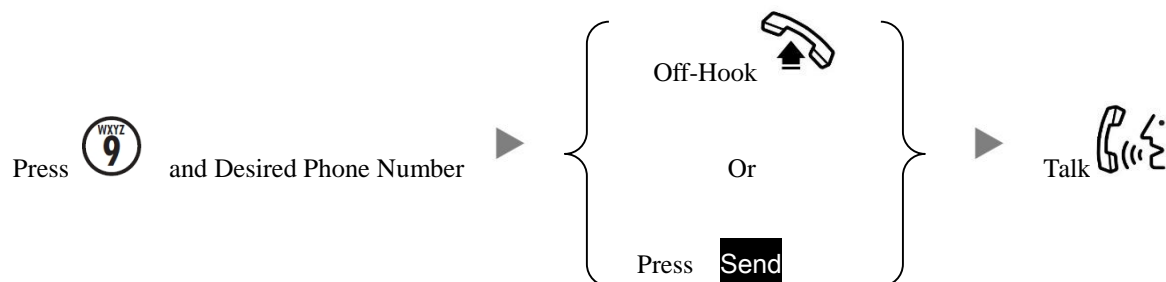
ii. Calling Other Extension

Dial Extension Number ▶ { Off-Hook Or Press Send } ▶ Talk

iii. Redial

Press (Right) on Navigation Key, scroll up/down to reach the desired number ▶ Off-Hook

2. Answering Calls

{ Off-Hook Or Press 🔊 } ▶ Talk
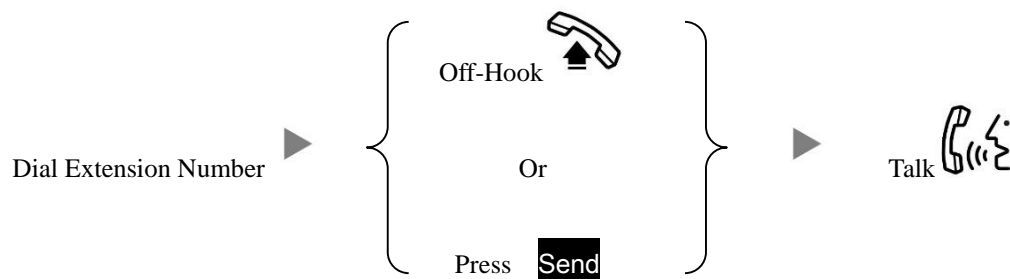
3. Transferring a Call / Call Transfer

    i.   Blind / Unattended Transfer

During conservation ▶ Press **Tsfr** ▶ Press **More** ▶ **Blind** ▶ Dial Extension No.

    ii.   Supervised / Attended Transfer

During conservation ▶ Press **Tsfr** ▶ Dial Extension No. ▶ **Send** ▶ **Tsfr**

4. Holding a Call

    i.   To Hold

During a conservation ▶ Press **Hold**

    ii.   To Retrieve a call (Call Hold retrieve)

Press **Res**

Or

Press Flashing Line Key ⬭

5. Making a conference (Conference Call)

    i.   To Establish a Conference

During conservation ▶ Press **More** ▶ Press **Conf** ▶ Dial to 3rd Party ▶ Press **Send**

▶ Press **More** ▶ Press **Conf** ▶ 📞

    ii.   To Leave a conference and talk to the one of the party

During a conference ▶ Press **Split** ▶ Press (Up/Down) ▶ Press **Res** ▶ 📞
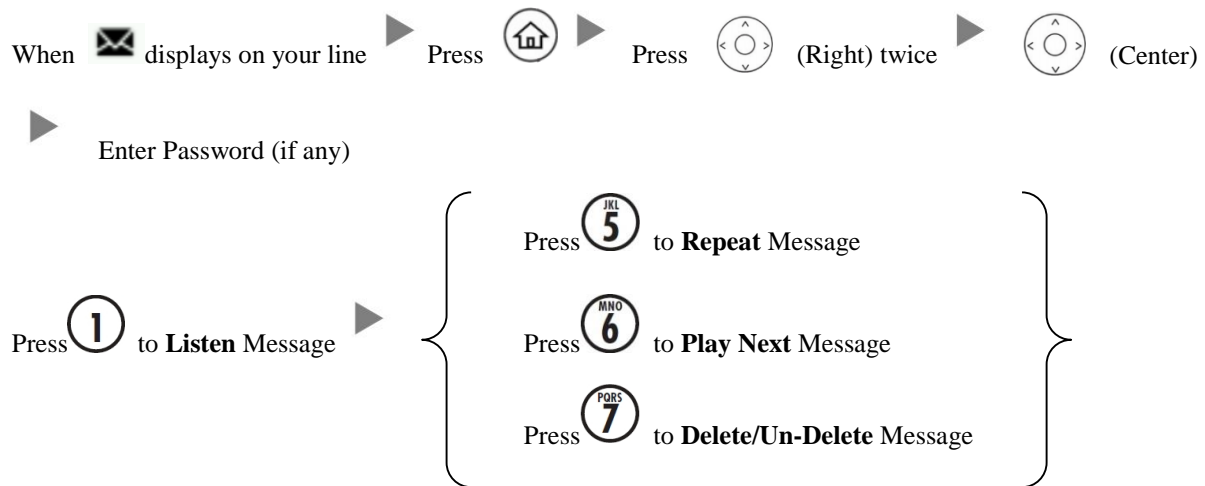
    iii.   To resume a conference

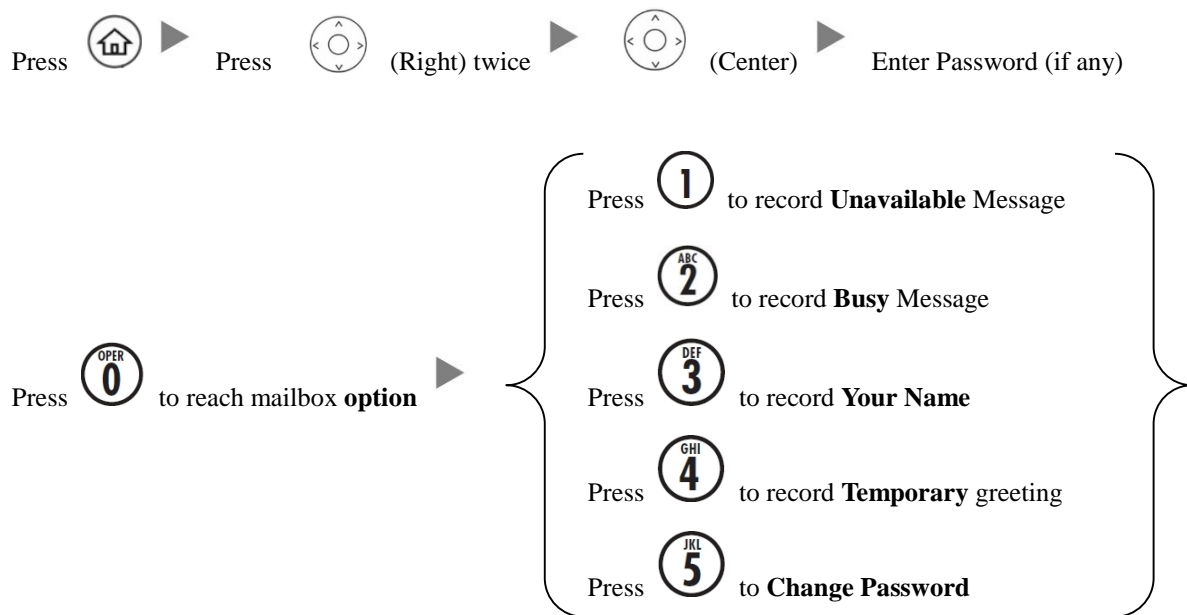During conversation ▶ Press **More** ▶ Press **Join** ▶ 📞

    iv.   To Leave a conference

During a conference ▶ Press **End** (Rest of the parties will be in conversation, until they hang-up)

6. **Checking Voice Mail**

When ✉ displays on your line ▶ Press (⌂) ▶ Press (◉) (Right) twice ▶ (◉) (Center)

▶ Enter Password (if any)

Press (1) to **Listen** Message ▶ {
Press (5) to **Repeat** Message

Press (6) to **Play Next** Message

Press (7) to **Delete/Un-Delete** Message
}

7. **Voice Mail Setup**

Press (⌂) ▶ Press (◉) (Right) twice ▶ (◉) (Center) ▶ Enter Password (if any)

Press (0) to reach mailbox **option** ▶ {
Press (1) to record **Unavailable** Message

Press (2) to record **Busy** Message

Press (3) to record **Your Name**

Press (4) to record **Temporary** greeting

Press (5) to **Change Password**
}

8. Forward Call

i. To set up All/Always Call Forward

Press Fwd ▶ Press (Right) ▶ Input the target extension no.(e.g. 108) ▶ Press Enable

ii. To cancel All/Always Call Forward

Press Fwd ▶ Press (Right) ▶ Press Dsbl

iii. To set up Busy Call Forward

Press Fwd ▶ Press (Down) Twice ▶ Press (Right) ▶ Input the target no.(e.g. 108)

▶ Enable

iv. To cancel Busy Call Forward

Press Fwd ▶ Press (Down) Twice ▶ Press (Right) ▶ Dsbl

v. To set up Time / No Answer Call Forward

Press Fwd ▶ Press (Down) ▶ Press (Right) ▶ Input the target no.(e.g. 108)

▶ Press (Down) ▶ Input No. Rings (to define no answer) ▶ Enable

vi. To Cancel Time / No Answer Call Forward

Press Fwd ▶ Press (Down) ▶ Press (Right) ▶ Dsbl

9. Address Book

Press **Dir** ▶ Press the Navigation Key to select the Address