

Polycom VVX 501 & VVX 601

Long Format Guide

The Long Format Guide has detailed information on the most popular features. There are also videos and quick tips available at impulse.net/begin.

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[5.4.3] 09-06-17



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Phone Layout



Reading the Guide

The guide is dense with instruction. We've tried to make it clear for you. Here's a hint. We will refer to three kinds of buttons:

- **Onscreen Buttons & Icons**: You will touch the screen to engage these buttons. Onscreen buttons are in **Bold** and labeled Onscreen Buttons or Icons.
- **Softkeys**: are context sensitive and lined up along the bottom of the display. *Softkeys* will be *italicized* and labeled softkeys.
- **Pre-programmed buttons**: are hard keys on the phone, like speakerphone. We will refer to these simply as buttons.
- **Keypad**: These are the numbers 1-9 plus * 0 #.
- In the instructions, we are direct in whether you should tap an onscreen button or press a hard key.

Compare the VVX Media Phone Models

The first onscreen button is programmed to be your extension. The other onscreen buttons can be used for speed dials, including park and important numbers, or Busy Lamp Field. Every phone has a headset jack and remote answering capabilities for wireless headsets. Answering away from your desk on a wireless headset can be essential in a busy office environment. All phones feature Polycom HD Voice Technology with more than twice the clarity of ordinary phone calls, full-duplex speakerphone, message-waiting light, redial, call history, and mute. All phones are powered via an Ethernet connection, although an optional power supply may be purchased in the event a Power-over-Ethernet network switch is unavailable.

VVX 301: Six Onscreen Buttons, B&W Screen, Four Softkeys, Two-port 10/100 Megabit Ethernet switch.

VVX 311: Six Onscreen Buttons, B&W Screen, Four Softkeys, Two-port Gigabit Ethernet switch.

VVX 401: Twelve Onscreen Buttons, Color Screen, Four Softkeys, Two-port 10/100 Megabit Ethernet switch. USB for headset and call recording.

VVX 411: Twelve Onscreen Buttons, Color Screen, Four Softkeys, Two-port Gigabit Ethernet switch. USB for headset and call recording.

VVX 501: Twelve Onscreen Buttons, Color Touch Screen, Five Softkeys, Two-port Gigabit Ethernet switch, available video calling, USB for headset and call recording.

VVX 601: Sixteen Onscreen Buttons, Color Touch Screen, Five Softkeys, Two-port Gigabit Ethernet switch, available video calling, USB for headset and call recording.

Polycom Camera: Compatible with VVX 500 & VVX 600.

Onscreen Navigation

There are several ways to access these options and we'll show you short cuts to each.

If you tap the **Clock** icon at the top left, the softkeys change to:

- *Dialpad*
- *Directory*
- *Recent*
- *Favorites*

Dialpad

The dialpad menu will appear when you start dialing a phone number or lift the handset.

- From here you can dial a number.
- As you begin entering digits, the phone will display a scrollable list of recently dialed calls in the same way a browser would auto complete a URL. You may tap one of those phone numbers instead of entering digits.
- If you mistype a digit, simply tap the onscreen button labeled **"X"** to backspace.
- Tap the **Green Handset** onscreen button to call the dialed number.
- Tap the **Red Handset** onscreen button to cancel your entry and return to the Main Menu.

Recent

To review missed, received, and placed calls, tap the **Clock** icon at the top left of the Main Menu (or the *Recent* softkey when in the *Dialpad* menu).

- Tap the onscreen **Squiggly Arrow** icon at the top right to view/change sorting options. (Tap the onscreen **X** to return.)
- Tap the onscreen **Funnel** icon to filter the type of recent calls you wish to view. (Tap the onscreen **X** to return.)
- Tap the onscreen **Trash** icon to clear lists. (Tap the onscreen **X** to return.)

Directory

There are two separate directories the phone can access. The first directory is the phone's native directory labeled **Contact Directory**. You can save numbers yourself by directly entering them or saving them from *Recent* calls. See below for details. The second directory is the **ClearStar Directory**. This can be searched in real time.

- The *Directory* softkey will get you to the menu, or
- Press the Home button to the right of the display
- Tap the **Phone Book** icon labeled **Directories**

To view your personal directory entries,

- Tap **1 Contact Directory** or
- For quick results, tap **Search** to find a specific name or number • Tap the number, then tap it again to dial

To get to a live searchable system directory

- Press the Home button to the right of the display
- Tap the **Phone Book** icon labeled **Directories**
- Tap "3 ClearStar Directory"
- Type the name using the keypad or tap the Show Keyboard icon and type the name
- Tap **Submit**
- Tap the name, then tap the number to dial

Favorites

Favorites are useful if you have a small group of numbers you call regularly. You can save a phone number or a Feature Access Code to the phone and add it to a Favorites list.

SAVING NUMBERS FROM RECENT CALLS AS FAVORITES

- Tap the **Clock** icon
- Scroll to the number you want to save
- Tap the “i” (to the right of the number)
- Tap **Save**
- Tap **Add to Favorites**
- Tap **Yes**

SAVING NUMBERS FROM DIRECTORIES TO FAVORITES

- Tap the **Clock** icon
- Tap the *Directory* softkey
- Tap the onscreen “+” icon (Plus Sign) at the top right
- Enter the first and last names using either the keypad or on-screen keyboard
- Enter the phone number (or feature access code) under “**Contact**”
- Enter a number into the **Favorite Index** (If this is your first one, enter 1)
- Tap the *Save* softkey

CALLING FAVORITES

- If you have room on your screen’s desktop, you’ll see your Favorites. Tap the desired contact to dial

Or

- Tap the onscreen **Clock** icon
- Tap the *Favorites* softkey
- Tap the name to call

How to Use Your ClearStar Phone

The phone has a touch screen and takes a little getting used to. If you find yourself at an odd screen, tap the **Red Handset** icon to hang up and/or press the Home button once or twice to return to the main menu.

Placing a Call

Lift the handset, dial a phone number or extension, press Pound (#) to send the digits immediately or simply wait.

OR

While the phone is idle, dial a phone number or extension. Lift the handset or push the Speakerphone button to place the call.

Answering the Phone

When you are receiving a call, the phone will ring and the display will identify the incoming caller by name and number when available. To answer:

- Pick up the handset or
- Press the Speakerphone button or
- Press the Headset button or
- Tap the *Answer* softkey

To mute a call, press the Mute button. The Mute button will turn red and the display will show a small microphone with a slash through it at the top right of the screen.

TO ANSWER A SECOND CALL/CALL WAITING

A second incoming call will be indicated by both an audible beep and an onscreen display of **Incoming Call**. To answer the second call:

- Let your first caller know you want to pick up another call, then
- Tap the **Answer** onscreen button or *Answer* softkey

The active call will be displayed on the screen above the held call.

- To resume the original call, tap the held call, and then tap the *Resume* softkey
- Tap the *End Call* softkey on an active call to disconnect that call
- Your second call will remain on hold and you must tap the *Resume* softkey to return to it

Call Hold

To put an active call on hold, tap the *Hold* softkey.

To pick up the call from hold, tap the *Resume* softkey, then pick up the handset.

Voicemail

The first time you call your voicemail, you will need to set up a new passcode and record your name (not a greeting, just your name). Simply follow the prompts. You should have received a Welcome Letter with your temporary passcode. Ask your administrator for the voicemail portal phone number to check messages from home.

FROM YOUR VOIP PHONE

- Tap the **Envelope** icon (top left of screen) •
- Enter your passcode and press Pound (#)

FROM ANY PHONE

- Dial your extension or personal direct telephone number and wait for the voicemail to pick up
- Press Star (*)
- Enter your passcode and press Pound (#)

OR

- Dial the voicemail portal telephone number
- Enter your extension
- Enter your passcode and press Pound (#)

TO CHECK A GENERAL VOICEMAIL BOX

- Tap the **Envelope** icon (top left)
- Press Star (*)
- Dial the general voicemail box extension, then the passcode followed by Pound (#)

Note: To clear the Message Waiting indicator

- While the phone is idle, dial *99
- Press the Speakerphone button
- Listen for “Voice Message Waiting Indicator has been cleared”
- The call will automatically disconnect

Call Transfer

Call Transfer is used to move an active call to another phone or into voicemail. There are three types of Call Transfer:

- Consulted/Regular Transfer
- Blind Transfer
- Direct Transfer to Voicemail

You decide which one is best for the business scenario at hand. The default transfer type is consulted.

CONSULTED TRANSFER

This will allow you to let the person receiving the call know who is on the line before completing the transfer. YOUR Caller ID information will be presented to the receiving party.

- While on a call, tap the *Transfer* softkey
- Dial extension (or phone number) you want to send the held call to
- Remain on the line until the person answers
- Announce the name of the person who would like to be transferred
- If accepted, tap the *Transfer* softkey to complete transfer
- You may hang up the handset at this time
- If the call is not accepted, tap the *Cancel* softkey to talk to the caller and ask if they wish to be transferred directly into voicemail

BLIND TRANSFER

This will allow you to send a call directly without any introduction. If unanswered, the call will go into voicemail (or forward if that is programmed). This transfer will pass through the Caller ID information of the caller (NOT yours).

- While on a call, press and hold the *Transfer* softkey
- Tap **Blind** to check the box
- Dial the extension
- Press Pound (#) to send the digits immediately
- You may now hang up the handset

DIRECT TRANSFER TO VOICE MAIL

If a coworker is out of the office or does not want to be interrupted, you may send a call directly into voicemail. The receiving extension will not ring and will not show a missed call. If the caller leaves a message, the message will be delivered in the usual way.

- While on a call, tap the *Transfer* softkey
- Dial *55
- Dial the extension number
- Press Pound (#)
- You may now hang up the handset

CHANGING TRANSFER DEFAULT

If you do many more blind transfers than consulted transfers, you can change the default transfer type to blind.

- Press the Home button
- Tap **Settings** (the **Gear** icon)
- Press 1 on keypad or tap onscreen **Basic**
- Press 1 on keypad, or scroll to and select onscreen **Preferences**
- Press 12 on keypad, or scroll to and select onscreen **Default Transfer Type**
- Tap onscreen **Blind** to check the box
- Press Home button twice to exit menus
- Now you can swap the above instructions for blind and consulted transfer

Three-Way Calling/Conference Call

This is a standard function that allows you to talk to two parties at the same time. If your account is configured as an Executive User, you may speak to up to five parties at once.

- While on an active call, let Caller A know you'll be right back with Caller B
- Tap the *Confrnc* softkey (this puts Caller A on hold)
- Dial Caller B's number, press Pound (#) to send the digits immediately
- After Caller B answers, let him know you will be conferencing in Caller A
- Tap the *Confrnc* softkey
- Now everyone is together
- Your display will show Conference

When you finish speaking with everyone, tap the *End Call* softkey to be certain everyone is disconnected.

You can also join an incoming call with an active call

- While on a call with Caller A, you get a call from Caller B
- To include Caller B, let A know you'll be right back with B
- Press *Answer* softkey (This puts A on hold and answers B)
- Press *More* softkey then *Join* softkey
- Now everyone is together
- Your display will show Conference

When you finish speaking with everyone, tap the *End Call* softkey to be certain everyone is disconnected.

SIX-WAY CALLING

If you have the executive seat, you have six-way calling. To create a six-way call:

- Place your first call
- Press *Conference*
- Place your second call
- Once answered, press *Conference*
- Press *Hold*
- Press *New Call*
- Dial third call
- When answered, press *Join*
- Press *Hold*
- Press *New Call*
- Place fourth call
- When answered, press *Join*
- Press *Hold*
- Press *New Call*
- Dial fifth call
- When answered, press *Join*

When you are finished with the call and would like to disconnect everyone, press *End Call*.

Call Forward

If you will be out of the office, you may send your calls to another extension or a number outside of the office system, including your mobile number. Any new voicemail messages will be left on the forwarding destination voicemail, not your office line. There are three types of Call Forward:

- Call Forward Always — Forwards all calls immediately
- Call Forward No Answer — Forwards all calls after ringing the desk phone

If you have multiple phones programmed with your extension, you will not have a *Forward* softkey. You will need to use Feature Access Codes (see below under [Multi-Phone Users](#)).

CALL FORWARD FOR SINGLE PHONE USERS

To Enable/Disable Call Forwarding

- Tap the *Forward* softkey to view this menu:
 1. Call Forward “Always”
 2. Call Forward “No Answer”
 3. Call Forward “Busy”
- Tap one of the options
- Enter the Call Forward destination
- Tap the *Enable* or *Disable* softkey
- There will be a Forward message displayed near the clock at the top right

CALL FORWARDING FOR MULTI-PHONE USERS

Call Forward Always

To enable

- While the phone is idle, dial *72
- Enter the number you want to forward to
- Press the Speakerphone button
- Listen for the prompt, “Call Forwarding Always Service has been activated successfully. Thank you.”
- The call will automatically disconnect

To disable

- While the phone is idle, dial *73
- Press the Speakerphone button
- Listen for the prompt, "Call Forwarding Always Service has been deactivated successfully. Thank you."
- The call will automatically disconnect

To confirm the Call Forward Always setting

- While the phone is idle, dial *21*
- Press the Speakerphone button
- Listen for the information.
- Call Forward Always is off by default
- The call will automatically disconnect

Call Forward No Answer

To enable

- While the phone is idle, dial *92
- Enter the number you want to forward to
- Press the Speakerphone button
- Listen for the prompt, "Call Forwarding No Answer Service has been activated successfully. Thank you."
- The call will automatically disconnect

To disable

- While the phone is idle, Dial *93
- Press the Speakerphone button
- Listen for the prompt, "Call Forwarding No Answer Service has been deactivated successfully. Thank you."
- The call will automatically disconnect

To confirm the Call Forward No Answer setting

- While the phone is idle, dial *61*

- Press the Speakerphone button
- Listen for the information.
- Call Forward No Answer is activated to voicemail by default
- The call will automatically disconnect

Call Park

Call Park can be a confusing concept, but it is actually very simple to use. Call Park places a call on a special type of hold that allows it to be picked up from any phone throughout your office, rather than only from YOUR phone. This feature allows you to “park” a call, walk to any other phone, then retrieve that call from your new location.

There are two types of Call Park: **System Park** and **Park Zones**. If you have Park buttons on your phone, you’ll use Park Zone. Otherwise use System Park.

System Park

When parking a call, you must assign an extension to that call so you can retrieve it after you move to another phone. ANY extension may be used, as this is just a placeholder to retrieve the call later. For simplicity, park the call at the extension of the person the call is for.

PARKING A CALL

- While on a call, tap the *Transfer* softkey
- Dial *68
- Enter the extension (of whom the call is for) followed by the Pound (#)
- The parked caller will now be placed on hold
- Hang up

PARK PICKUP

To retrieve a parked call

- While the phone is idle, dial *88
- Enter the extension where the call was parked or pick up the handset and continue your call

Park Zone

When using Park Zones, the Park Zone button(s) will appear below your extension. The benefit of this feature is the buttons appear on all phones across the office, and a parked call will light up red on each of them.

PARK ZONE - PARK

While engaged in one call:

- Press *Transfer* softkey
- Press any of the Park Zones that are unlit
- Hang up the handset

PARK ZONE - UNPARK

From any phone

- Lift telephone handset
- Press the lit Park Zone to be connected

Blocking Caller ID

If you want to place a call and block your caller ID name and number

- Dial *67
- Dial the number you want to call

Note: Some numbers do not accept calls from blocked numbers.

Mute Music on Hold

If you are calling into a bridge and you expect you will want to pick up your call waiting, use this feature to mute your music on hold for this call.

- Dial *60
- Dial the number you want to call.

Phone-Top Features

Adjusting the Volume on the Phone

Note: These buttons are located at the bottom of the phone.

- While the phone is idle, the Volume buttons adjust the ringer
- While on the Handset, Headset or Speakerphone, the Volume buttons adjust the volume for that mode

Changing the Ring Type

To change the ring type

- Press the Home button
- Tap **Settings** (the **Gear** icon)
- Press 1 on keypad or tap onscreen **Basic**
- Press 5 on keypad or tap onscreen **Ring Type**
- Press 1 on keypad or tap onscreen **Default**
- Swipe the screen up or down using your finger to scroll through the list of ring types
- Tap any ringtone
- Tap the *Play* softkey to hear the ring tones
- The active ring tone will have a check mark in the box in front of it

Missed Calls - Clearing Alert

When you have missed calls, the date will scroll and display the number of missed calls (see top right of screen). You will also see the **Clock** icon (Recent Calls) will have a red circle with the number of missed calls.

To clear, you must review your list of missed calls. The easiest way is to tap the **Clock** icon. After tapping the **Clock** icon, the number of recently missed calls disappears, along with your missed calls alert.

When reviewing your call list, note that:

- Missed calls are marked with an X in a red circle
- Received calls have a downward and left-pointing arrow in a green circle
- Placed calls have an upward and right-pointing arrow in a blue circle

To ensure your call list includes your missed calls, while viewing the call list:

- Tap the **Funnel** icon
- Select **All Calls** or **Missed Calls** to return to the **Recent** Calls List

Clean Screen

To clean your touch screen without accidentally calling someone or activating features on the phone

- Press the Home button
- Tap Settings (the **Gear** icon)
- Press 1 on keypad or tap onscreen **Basic**
- Scroll down using your finger to swipe from bottom to top of screen
- Press 8 on keypad or tap onscreen **Screen Clean**
- Wipe the touch screen with a dry cloth; do NOT use paper products like facial tissues or paper towels
- When finished, press any button or keypad button on the phone

Phone Reboot

Periodically, the phone may need to be rebooted. Reasons for this include accepting a new configuration, new software upgrade, or restoring Busy Lamp Field appearances after Impulse maintenance.

There are two ways to reboot the phone:

- Unplug the power supply
- Wait two seconds
- Plug in the power supply

OR

- Press the Home button
- Press Settings (the **Gear** icon)
- Press 1 on keypad or tap onscreen **Basic**
- Press 11 on keypad or tap onscreen **Restart Phone**
- Tap the Yes softkey

Note: The reboot process is complete when the idle display and current time are on the screen.

Video Calling

For Video Calling, you'll need the Polycom Camera. There is a black tab in the top of the phone. Removing that tab will reveal a USB outlet for the Polycom Camera.

Setup

Video Calling has many facets. One is your atmosphere. You never had to worry about your appearance or the décor behind you before Video Calling. Now, people will be able to see if you are looking at them or looking at your computer. Lighting can also be a factor to consider when Video Calling. Home Video Calling users have been known to show a nice shirt and well-groomed hair, while wearing pajama bottoms and slippers. You may develop your own strategy.

The camera has a shutter that may be engaged by twisting the outer ring. This not only puts a barrier in front of the camera, it also stops the video stream from sending.

Additionally, it may be tilted up or down to adjust to your height or distance from it by using the sliding lever located just above the camera. To view your appearance and surroundings, place a Video Call and tap the box at the top right-hand corner of the screen. This is what others see on Video Calls. Tap the small box in the top right again to swap back to normal view.

While on a call

When you call other people with a similar phone and camera, you'll see them right away. And more importantly, they'll see you. You may tap the screen to view them in Full Screen mode. This can be set automatically if you prefer, but if you want access to your softkeys, you'll need to be in a mode other than Full Screen. Please note that if someone has their shutter closed and you cannot see them, they can still see you. Your screen will show a white camera with an X through it on a blue background.

The camera itself has a small indicator light to the right of the lens.

Orange light indicates:



- you are not transmitting video
- you are on a call with a non-video phone
- you have placed a caller on hold
- the opposite end has placed you on hold

No light indicates:

- the shutter is closed
- you will not transmit video

Green light indicates:

- you are on an active video call