

# AiTech

Polycom VVX 300 / 400 / 500 - End User Training



# Goals

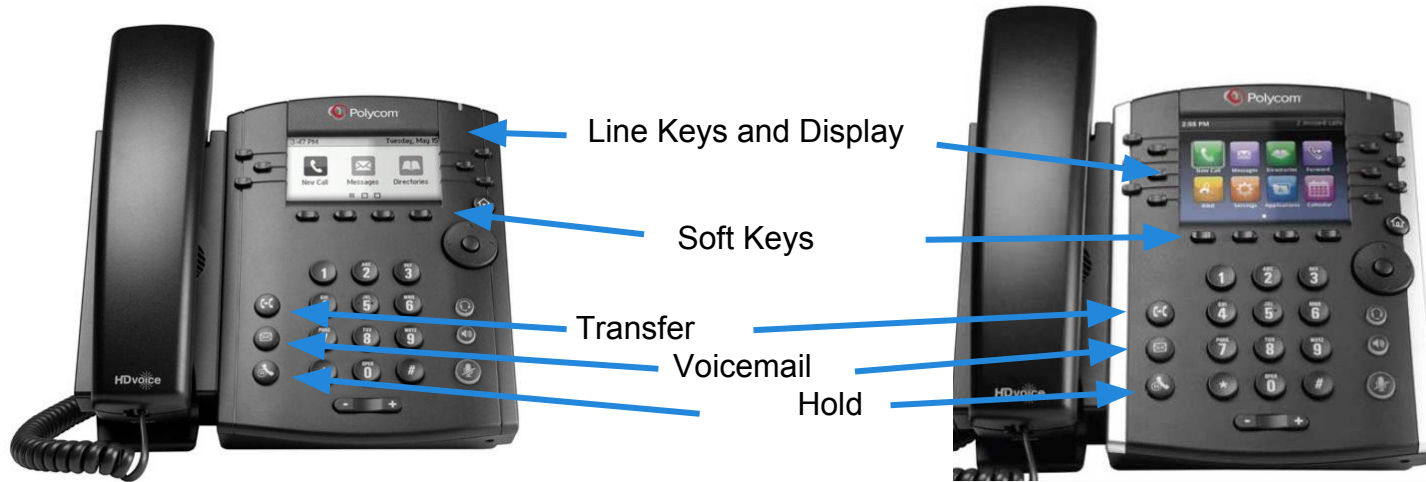
- Instill Basic Knowledge
- Alleviate Anxiety
- Provide Hands-on Experience
- Touch on Advanced Features



# Button Basics - VVX 300/400

Polycom VVX 300

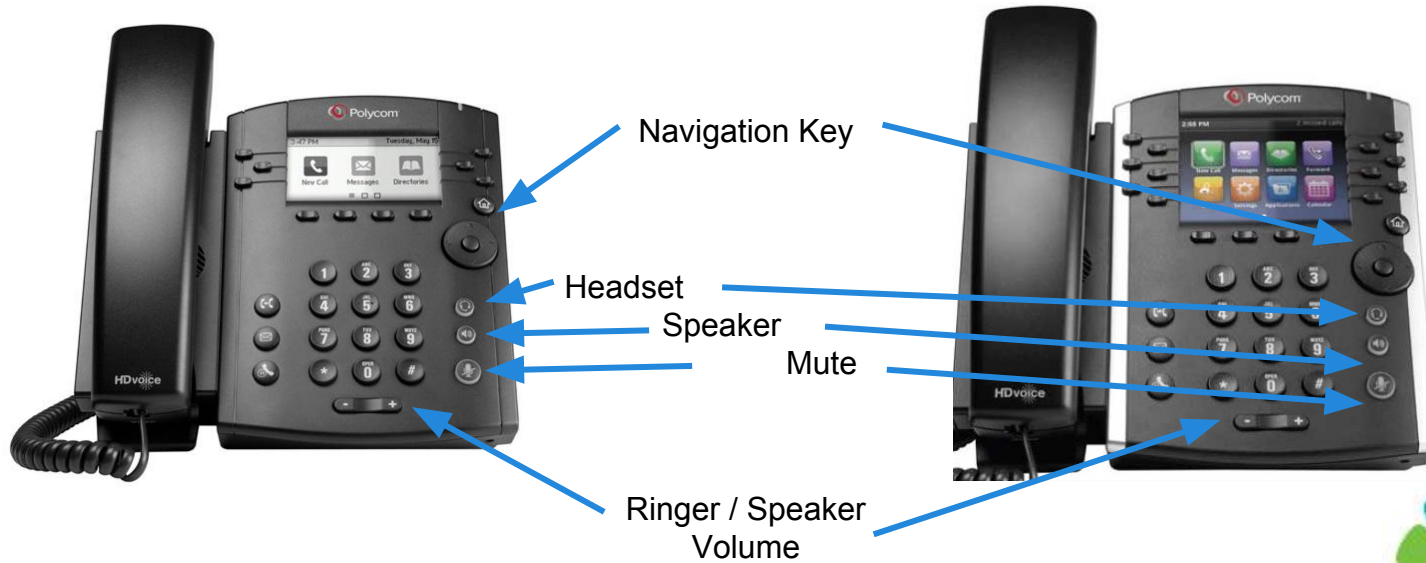
Polycom VVX 400



# Button Basics - VVX 300/400

Polycom VVX 300

Polycom VVX 400

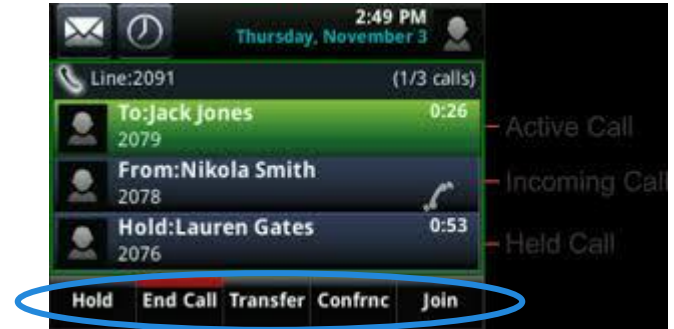


# Button Basics - VVX 500

## Polycom VVX 500



Nearly all functions performed using touch screen soft keys



# Receive a Call

## Polycom VVX 300



Pick up Handset

Press "Answer"  
Soft Key

Press Speaker Button  
or  
Press Headset (if in use)

## Polycom VVX 400



# Voicemail

## Voicemail Setup

- First time access requires default passcode provided by AiTech during user training
- First time access will prompt user to change his/her PIN (also known as Portal Code)
- Portal Code must be a minimum of four digits and non-repeating (i.e. cannot be 1111)
- First time access will prompt user to record his/her name

## Voicemail Greetings

- **Unavailable** - heard when you are on a call, away from your desk phone or use the “Reject” option
- **Busy No Answer** - heard only when DND feature is enabled

## How to Access

Using VVX 300 / VVX 400



Using VVX 500 - Soft Key & Touch Screen driven

Away from your desk, dial your DID number and press the \* key when the message begins



# Transfer a Call

## Consultative (Warm) Transfer

Speak to the 3rd party before sending the call

- 3<sup>rd</sup> party will see Caller ID info from transferring party. (Looks like the call is internal)
- Voicemail will record Caller ID info from transferring party. (Looks like VM is internal. NO EXTERNAL INFO is kept)

## Blind (Cold) Transfer

Transfer without talking to the 3<sup>rd</sup> party

- 3<sup>rd</sup> party will see Caller ID info from call originator. (Looks like a “fresh call” from the outside)
- Voicemail will record Caller ID info from call originator. (Caller ID, Time of Call, etc – again looks like a “fresh call”)





# Transfer a Call

## Consultative (Warm) Transfer

Speak to the 3rd party before sending the call

- 3<sup>rd</sup> party will see Caller ID info from transferring party.  
(Looks like the call is internal)
- Voicemail will record Caller ID info from transferring party.  
(Looks like VM is internal. NO EXTERNAL INFO is kept)

Press / Hold



(choose 'Consultative') + extension

After consult, press



**OR**

- Press / Hold Soft Key "Transfer"
- Choose 'Consultative'
- Enter extension
- After consult, press "Transfer"



# Transfer a Call

Press / Hold



(choose 'Blind') + extension

**OR**

- Press / Hold Soft Key "Transfer"
- Choose 'Blind'
- Enter extension

## Blind (Cold) Transfer

Transfer without talking to the 3<sup>rd</sup> party

- 3<sup>rd</sup> party will see Caller ID info from call originator. (Looks like a "fresh call" from the outside)
- Voicemail will record Caller ID info from call originator. (Caller ID, Time of Call, etc – again looks like a "fresh call")



# Call Waiting

When you are on a call and you receive another call, the screen will flash the incoming call information and a tone will sound

Options (shown on Soft Keys)

- **Reject** - send second caller to voicemail  
Reject can be used for any calls
- **Answer** - automatically places first caller on hold

Soft keys show additional options (e.g. Hold, Transfer)



# Conferencing

Multiple parties can be added to an existing call

Executed with Soft Keys

- Press the MORE soft key
- Find CONFRNC – Press the key
- Dial the number or extension of the 3<sup>rd</sup> party
- Press CONFRNC again to join all parties

Cannot initiate more than 3 callers

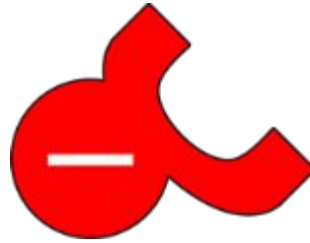
- To initiate more than 3 callers requires a conference bridge



# Do Not Disturb

DND is enabled via soft key

- When activated, all calls go to voicemail
  - Activates Busy Greeting
  - Upper left status icon changes



Main Screen symbol for Active DND



Main Screen symbol for DND disabled



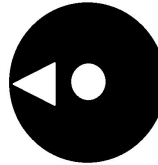
# Call Logs

## Access Call Logs

- View Missed, Placed and Received calls
- Utilize the Navigation button to choose type
- Utilize the Navigation button to scroll through calls



Missed Calls



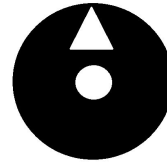
Received Calls



# Call Logs

## Access Call Logs

- View Missed, Placed and Received calls
- Utilize the Navigation button to choose type
- Utilize the Navigation button to scroll through calls



Favorites



Placed Calls



# Directory & Favorites

## Phone Directory

- Directory List is entered manually - not integrated into a corporate directory or Outlook
- Entries are local to the phone
- Entries are NOT the same as the AiTech Portal directory

## Favorites

- Favorites are simply Directory entries that can be assigned to line keys
- Line keys must be available
- Use Soft Key prompts to select Favorites

## How to Add/Edit

### Using any VVX phone

- Go to the Home Screen
- Use Navigation Key (VVX 300/400) to select the Directory. VVX 500 models use the touch screen
- Follow screen prompts and use soft keys to add or edit directory listings
- Entries can be added from call logs





# Settings

## Phone Settings

Settings will change the look and sound of an individual phone. You can change the backlight intensity, timeout and contrast of the screen. You can also change the ring type

## Basic Setting Menu

- Contrast
- Backlight Intensity
- Backlight Timeout
- Ring Type

## How to Change Settings

### Using any VVX phone

- Go to the Home Screen
- Use Navigation Key (VVX 300/400) to select the Settings. VVX 500 models use the touch screen
- Follow screen prompts and use soft keys to make changes



# AiTech

Thank You

