Setting up Polycom VVX phones on the Cloud PBX

This document outlines the set-up and use of Polycom VVX termninals on the Cloud PBX

Contents

List of Polycom phones that are auto provisioned and tightly integrated
Polycom VVX 2, 3, 4, 5 and 6 series terminals.

The PBX menus can be accesses by pressing the PBX soft key.

To see the phone IP address and MAC address, press the 1, 4 and 7 keys simultaneously for about 4 seconds. Alternatively, press the Home key, Settings, 4 Status, 2 Network, TCP/IP Parameters.

Auto provisioning
The user credentials should be auto-provisioned, once the phone is pointed at a provisioning server.

Typical phone lay-out
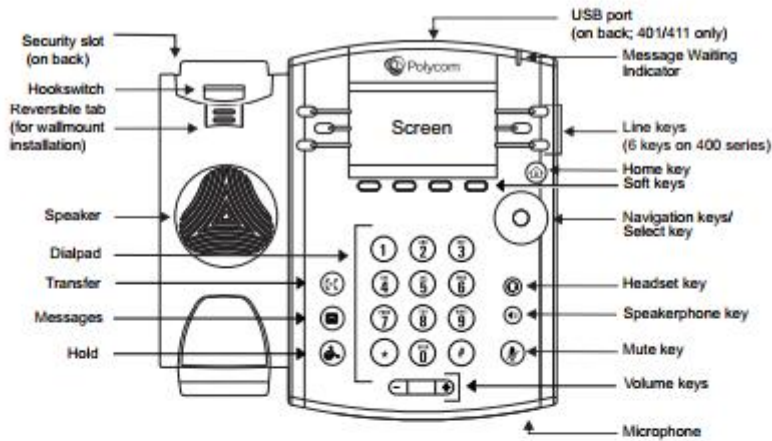
Connect Cables
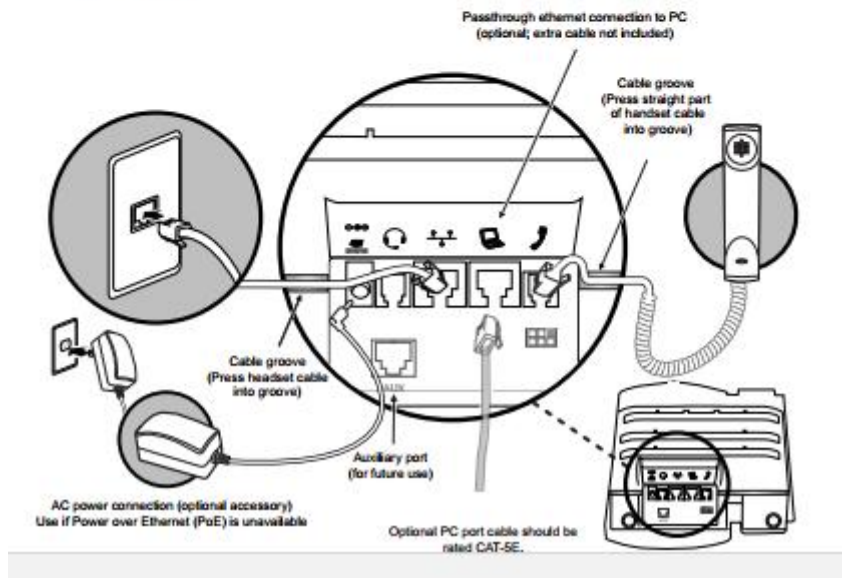
Browse to the portal for call set-up and phone programming

Go to your user portal on the cloud PBX, by browsing to your cloud server, normally at an address in the format mycompany.serverpbx.com, and entering your user name and password.
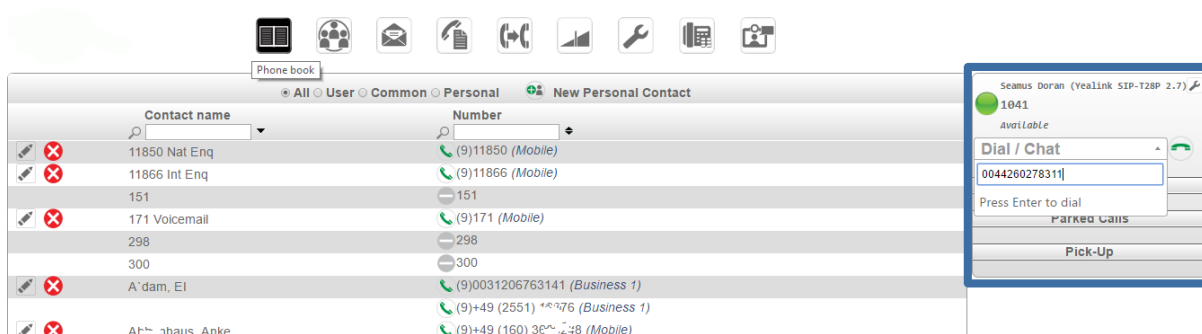
Dial a number by entering it in the Dial/Chat box or by selecting an entry in a phone book.

Program the soft keys on the phone with Lines, Users or Parking spaces
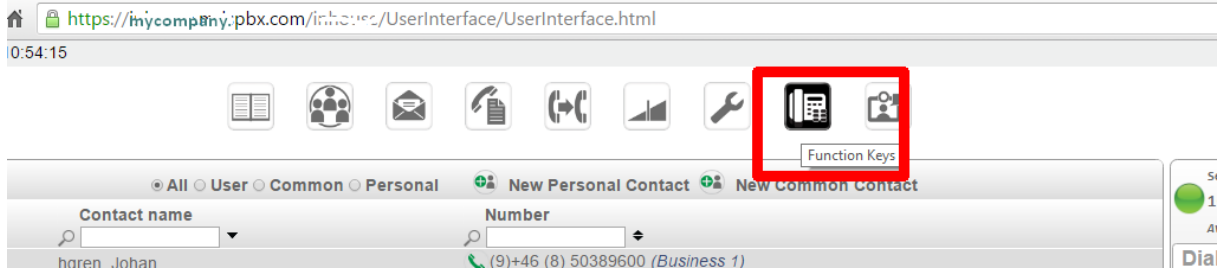
In the browser portal, click on the Function Keys icon and your Polycom model should be displayed in the Phone Model drop-down menu.
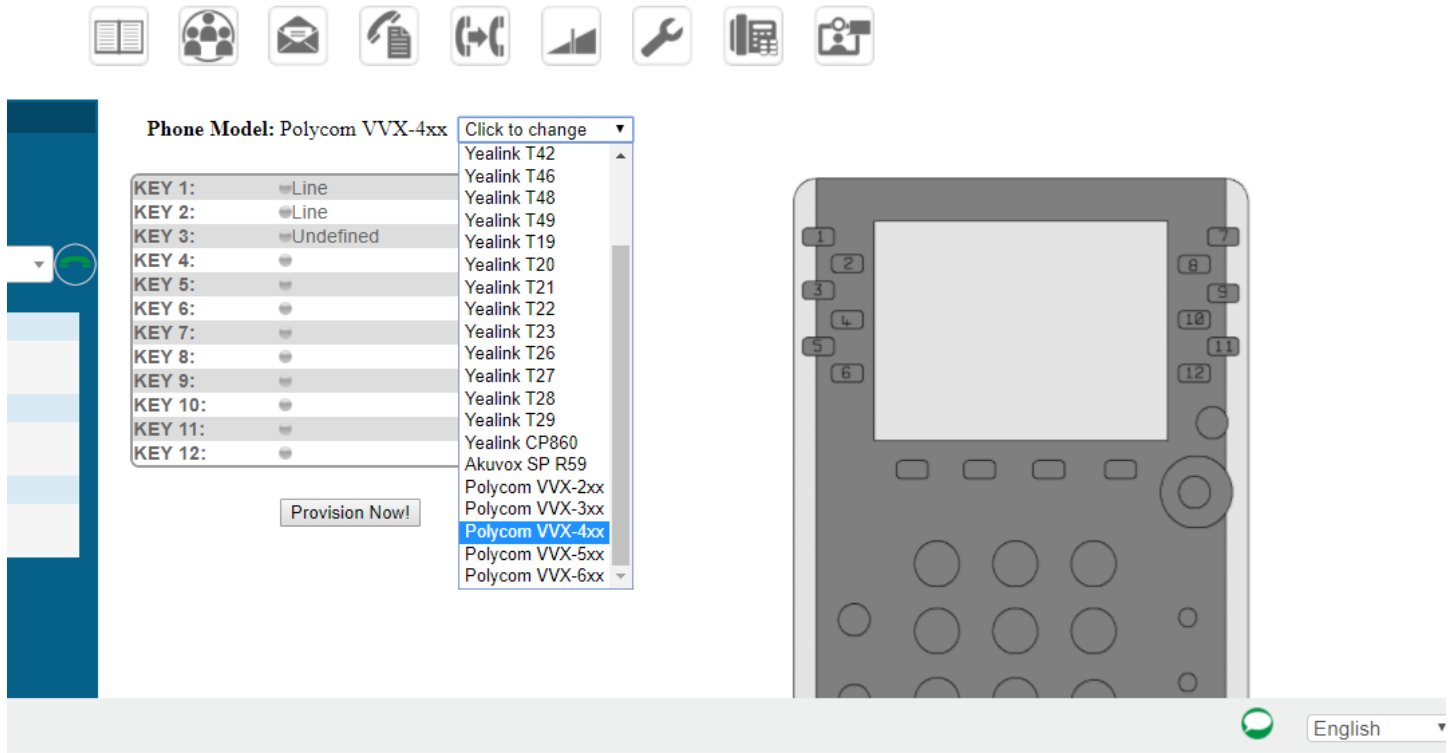
Click on your Polycom model.
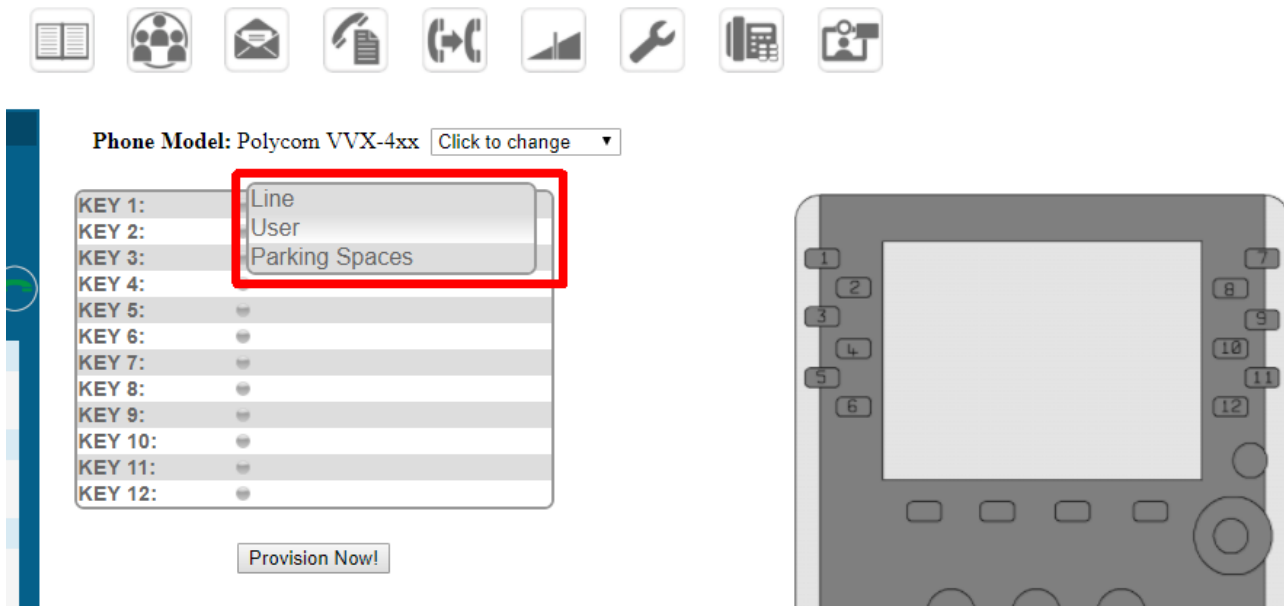
Each of the numbered keys can be configured, only in sequence and from the top down, as a Line, a User (extension) or as a Parking Space, using the drop-down menu.

Note that the four soft keys below the display are context sensitive and are not programmable.

Clicking on, for example, "User" displays a list of extensions. Enter the first letters of the required contact in the search box and press on the associated green arrow to assign. Program lines and Parking Spaces in a similar way.

2. Phone will be provisioned shortly.

3. OK

Phone Model: Polycom VVX-4xx

KEY 1:	Line	
KEY 2:	Line	▼ ✖
KEY 3:	Gary Nolan	▼ ✖
KEY 4:	Declan Gibbons	▼ ✖
KEY 5:	Andrea Hartigan	▼ ✖
KEY 6:	DaveS	▼ ✖
KEY 7:	Undefined	▼
KEY 8:		
KEY 9:		
KEY 10:		
KEY 11:		
KEY 12:		
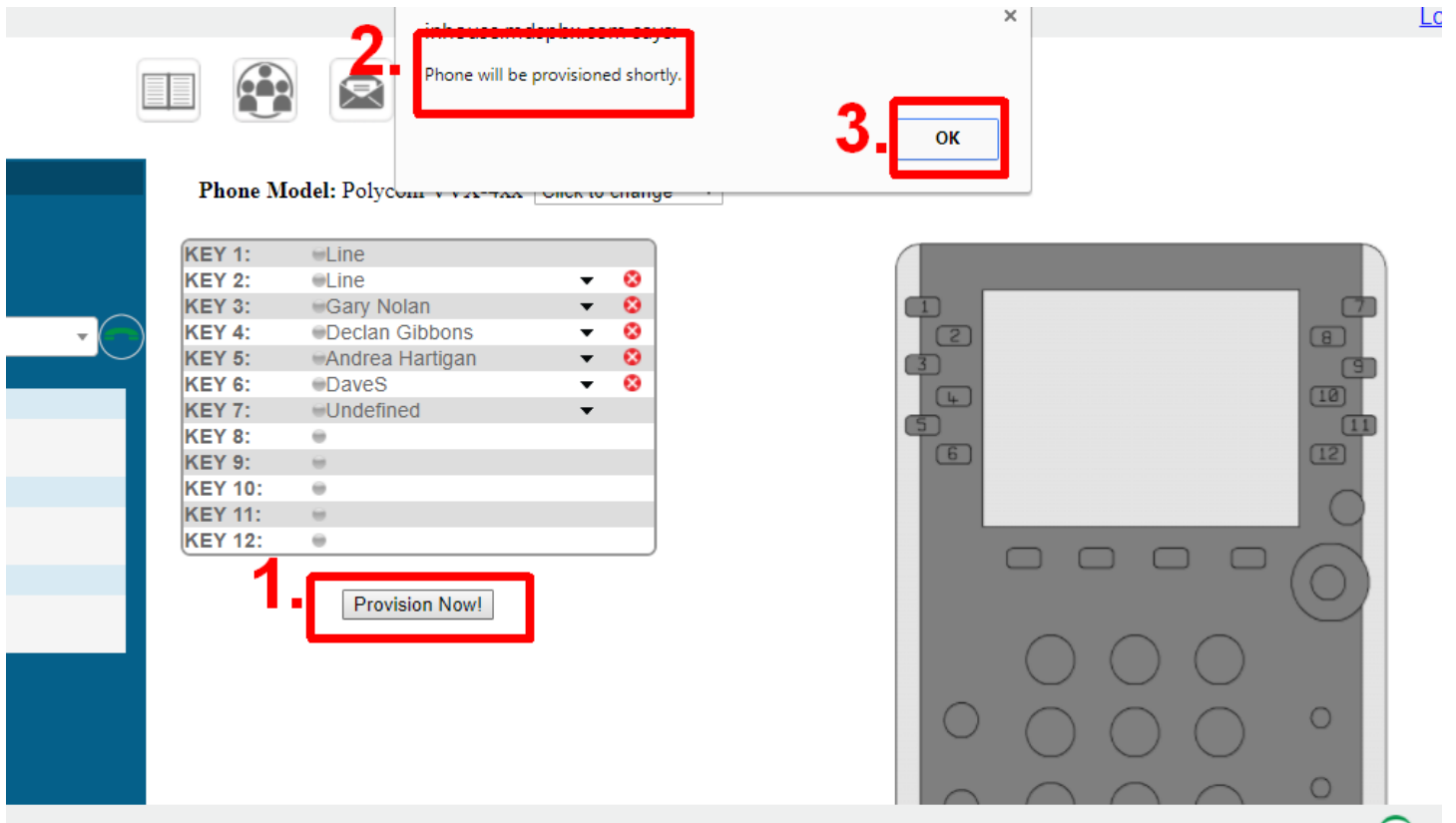
1. Provision Now!

Press the "Provision Now!" key to implement the selected key assignments. The "Phone will be provisioned shortly" message displays. Click "OK".

The PBX soft key

The soft key on the left, beneath the display is normally assigned as the PBX key. The features listed below are among those that can be programmed, by pressing the **<PBX>** soft key, when the phone is idle.

Pick-Up Paging Phone Book Call Forward Voicemail Auto Attendant set-up** Queue Message set-up** **Phone Settings** Day/Night Changeover** Music on Hold** List of Calls Group Settings Do not Disturb Group/Agent Log-in Activate Change Language **Receive Page Calls** Auto-Answer Show Number Change PIN Code 01: Disabled **02: Enabled (*)**	Forward all Calls Forward no Answer Forward on Busy **Forward no Reg** Disabled Recent **Voice Mail (*)** External Number Phone Book Extension List Group Attendant Msg.	Personal Addr Book Common Addr Book **Extension List**
Page calls will be received.	Forward to Voice Mail when no device is registered with the Cloud PBX.	Press the **Search** soft key and enter the first letters of the name

Use the right arrow key to scroll down and the left arrow key to scroll back up; the third arrow is a browser back arrow. Click the center circle navigation OK/Select button to select.

The current status is indicated by an asterisk, (*). Change status by clicking on another option and clicking the center circle navigation select button.

** Only available if the extension has been enabled for Operator Functionality.

The Directory soft key

Pressing the Directory softkey gives access to the Contact Directory (your PBX phone book), the Recent Call list and the Favourites list. Use the circular navigation keys to scroll and select.

The Forward soft key

The Forward key gives access to the Forward All, Forward no Answer, Forward on Busy and Forward on no Registration options. Use the circular navigation keys to scroll and select.

The UnPark soft key

Pressing the UnPark key displays a list of Parked calls, to which you have access. Scroll down and select.

The Pickup soft key

The Pickup key gives access to a list of calls available for you to pick up. Scroll down and select.

Answering a Call

Incoming calls to the system phone are indicated in several ways -
- The phone rings
- The incoming call is shown on the display
- The call can be answered in either of the following ways.
    1. Pressing the **<Answer>** soft key (speaker or headset mode)
    2. Press the "Speaker" button (speaker or headset mode)
    3. Lifting the handset.

Note: You can also use the **Reject** or **Ignore** (turns off ringing) soft keys.

Making an External Call

Handset

- Lift the handset and scroll down and select from the recent call list
  or
- Dial 9 + the telephone number
- Press the "Dial" soft key button

Speakerphone

- Dial 9 + the telephone number
- Press "Dial" soft key
- (alternatively after dialing pick up the handset to go to handset mode)

Make an Internal Call

Handset

- Dial the extension number
- Press the "Dial" soft key button

Speakerphone

- Dial the extension number
- Press "Dial" soft key
- (alternatively after dialing pick up the handset to go to handset mode)

USER Soft keys (show the user status and direct dials user)

- Press the User Soft key
- This can be done before picking up the handset (Speaker mode)
  or
- after the handset is picked up

Redial a Number

- Go off hook or press the Speaker key
  or
- Press the "Directory" button
- Scroll down and select "Recent Calls"

- A list of previous calls is displayed
- Scroll down and press Send.

Transfer a Call (unannounced)

While in conversation

- Press the "Transfer" soft key (you will hear dial tone)
- Dial the extension number to transfer to, then press the "Transfer" soft key again
- Hang up handset

Transfer a Call (announced)

While in conversation

- Press the "Transfer" soft key (you will hear dial tone)
- Dial the extension number to transfer to, then press the "OK" button
- When the user answers, announce the call you are transferring
- Press the "Transfer" soft key to transfer
  - If the user does not want to accept the call
    - Hang up or let the user hang up and press the "Resume" soft key to reconnect the caller. Hold versus Park

"Hold" puts the caller "on-hold" at your phone and the caller can only be picked-up from your phone.

"Park" puts the caller on a 'System Hold' (Parked) so that the caller can be picked-up from any phone.

Hold and Resume

While in conversation…

- Press the "Hold" soft key
- Caller now hears music-on-hold and your display shows the call status as "Hold"
- To reconnect to the caller press the "Resume" soft key

Orbital Park and AutoPark

While in conversation, a call can be parked in a specific parking space or bay, using the Park key. A general or AutoPark option is also available.

- Press the "Park" soft key to park in a particular orbital Park location number.
- Enter the Parking space, bay or orbit number, or press a Park Bay key, if assigned.
  Or
  - Alternatively, press the AutoPark key, while in conversation.
- Caller now hears music-on-hold and your "Park" soft key will be lit.
  - Note the "Park" key may already be lit if there are already 1 or more callers parked.

Picking up a Parked Call

- Press the "UnPark" soft key
- The display will show all Parked calls. if there is more than 1 call parked use the right arrow key to navigate to the call you want to pick-up. Select using the center circle navigation key.
- Press the "Call" soft key to retrieve the parked call

Voice Mail

To retrieve voice mails or setup voice mail box

Using display and navigation

- Press the "PBX" soft key
- Press the right arrow soft key to navigate down to Voice Mail
- Message List, Recorded List and Setup Voice Mail options are displayed

- Scroll down and use the center circle navigation key to select
- Navigate to desired message (newest is at top), select Play and press the "Call" soft key to hear the message.

Using just audio prompts

- Press the "Message" button and dial the appropriate digits as instructed by the audio prompts.

To access your mailbox from another phone dial #99<ext> where <ext> is your extension or mailbox number

At the prompt, press "#" and the system will prompt you to input your PIN.

PIN is available from the system administrator.

Call Forward

To enable call forward, press the Call Forward soft key on the display and use the right arrow key to scroll down through the options or press the PBX key and scroll down to the Call Forward option.

Volume Adjustment

- Press ⌑ during a call to adjust the receiver volume of the handset/speakerphone/ headset.

- Press ⌑ when the phone is idle to adjust the ringer volume.