User Guide Poly VVX

VONAGE

Please Note: These codes should be used prior to dialing a number or extension

*67 - Block Caller ID (for single call)
*82 - Unblock Caller ID (for single call)
*90 - Extension Login (Call Queue)
*91 - Extension Logout (Call Queue)
*99/*100 - Access Extension Voicemail Box (must be dialed from extension user is trying to access)

** + Extension Number | Blind transfer a call straight into an extension's voicemail

*101 - Access Virtual Mailbox (dial this code when listening to any message on your Vonage Business Solutions system to access any extension's voicemail box)
*102 - Internal Dial by Last Name Directory
*103 – Park a call
*104 – Pick up a parked call
911 - Emergency Services (availability based on location)
411 - Directory Assistance ($1.99 per-call)

Area Code + 555-1212 | Directory Assistance ($1.99 per minute)

Voicemail

Entering your Mailbox for the first time
To set up your mailbox for the first time, follow these steps:

1. Press *99 or *100 and then the "Phone" button.
2. Press 1234 (default password).
3. Press 1 for "New Messages". Press 2 for "Saved Messages". For "Mailbox Options" press 4.

Voicemail Greetings

After entering your mailbox options (call *99 or *100 from your phone and choose option 4):

Unavailable Greeting (greeting that plays if you are on a call, away from your desk, or unable to answer the call)
1. Press 1 to record your unavailable greeting.
2. After the tone record your desired unavailable greeting and press the # (pound) key when finished.
3. After playback, press 1 to save or 2 to rerecord the greeting.

Busy Greeting (greeting callers hear if your phone is on Do Not Disturb, not connected to the internet, or when all line appearances are busy)
1. Press 2 to record your busy message.
2. After the tone record your desired busy greeting and press the # (pound) key when finished.
3. After playback, press 1 to save or 2 to rerecord the greeting.

Name Greeting (used for company directory)
1. Press 3 to record your name.
2. After the tone, record your desired name greeting and press the # (pound) key when finished.
3. After playback, press 1 to save or 2 to rerecord the greeting.

Record Temporary Greeting (Vacation) (overrides all greetings)
1. Press 4 to record your temporary greeting.
2. After the tone, record your desired temporary greeting and press the # (pound) key when finished.
3. After playback, press 1 to save or 2 to rerecord the greeting.

To Remove Temporary Greeting
1. Press 4 to access the temporary greeting.
2. If you have a temporary greeting set, press 2 to delete the recording.

Listening to Messages

1. Press *99 or *100 then the "Phone" button.
2. Enter your password followed by the # (pound) key.
3. Press 1 for "New Messages". Press 2 for "Saved Messages".

Options While Listening to Voicemail

5	Repeats voicemail from the beginning
7	Deletes voicemail
8	Forward voicemail to another extension
9	Saves voicemail
*	Skips call information
#	Back to voicemail menu

Basic Functions

Making a Phone Call
1. For local calls and long distance: dial the area code and number (i.e. 404-555-1212).
2. For international calls: dial 011 + country code + number (i.e. 011-xx-xxx-xxxxx).

Using the Handset
1. Pick up the handset, dial desired number, then press the "Phone" button. The "Phone" button is a soft-button located below the phone's display.
2. Alternatively, dial the desired number, then pick up the handset and the phone will begin dialing immediately.

Using Speakerphone
1. Press the Speakerphone button (button with speaker to the right of the dial pad), dial the desired number (or extension number), and press the "Phone" soft-button.

Using a Headset
1. Plug an approved headset into the headset port on the back of the phone.
2. Press the Headset button (to the right of the dial pad), dial the desired number, and press the "Phone" soft-button.

Basic Functions (Continued)

Switching between the Handset/Headset/Speakerphone During a Call *(Only one function at a time can be used)*
1. From Handset to Speakerphone, press the Speakerphone button and hang up the handset.
2. From Handset to Headset, press the Headset button and hang up the handset.
3. From Speakerphone to Handset, pick up the handset.
4. From Speakerphone to Headset, press the Headset button.
5. From Headset to Handset, pick up the handset.
6. From Headset to Speakerphone, press the Speakerphone button.

Dialing an Extension
1. Dial the 2 to 6 digit extension number and either:
   - Pick up the handset.
   - Press the Speakerphone button.
   - Press the Headset button.

Conference Calling
1. During a call, press the Add soft
2. Enter the extension or phone number of the second party followed by the Phone soft button.
3. When the second party answers, press the merge button to connect all three parties.
   - The **"Split"** soft-button will split the two callers into two separate calls while keeping them on hold.
   - Join during a Conference Call: Pressing the join soft button will join the other 2 connected callers and allow you to disconnect.

Placing a Call on Hold
1. During a call, press the **Hold Soft** button. The call is now on hold.
2. To take the call off hold, press the **Resume Soft** button.

Transferring a Call (Attended Transfer)
(Talk to the person before transferring the call to them)
1. During a call, press the **Consult** soft button.
2. Enter the desired extension or phone number followed by the **Phone Soft Button**.
3. Speak to the answering party while the first call is on hold.
4. To complete the transfer, press the **Transfer Soft Button**.

Transferring a Call (Blind)
(Transfer the call to someone without speaking to them)
1. During a call, press the **Transfer Soft Button** The call will be placed on hold.
2. Dial the desired extension or telephone number followed by the Phone soft button.

Call Park
1. While on a call, press the **Transfer** button on your phone andthen dial ***103**
2. Jot down the parking spot number when it is announced and thenpress **Transfer** to complete the park

Retrieve a Parked Call
Dial ***104** when prompted, enter the parking spot the call is parked on

Hoteling
Sign In
1. Dial *40#
2. Enter your Extension Number
3. Enter your Voicemail Pin
   Once signed in, the phone downloads the profile and re-registers within 30-60 seconds.
Sign Out
1. Dial *41#

Online Management

Logging into your Account Online
1. Visit **https://app.vonage.com**.
2. Log into your account with your username and password.

Voicemail to Email
1. Click the "Phone System" tab and click on an extension.
2. Scroll down to the "Voicemail PIN and Greetings" section and check the box for "Send Voicemail to Email".
3. Enter the desired email address. Only one email may be entered.
4. Click save in the top or bottom right-hand side of the screen

Searching Call Logs
1. Click the "Reports" tab at the top of the screen. Click "Call Log Reports".
2. Select a date range by clicking the small calendars.
3. Optional: Enter the "Number Dialed" or "Caller ID" to narrow search.
4. Click "Run Report". Your results will populate below.

Please Note: The above instructions are for Vonage Cloud Super Users and Administrators.