



Polycom VVX 101 Business Media Phone Quick User Guide

For phones running Polycom UC Software 4.1.4 or later

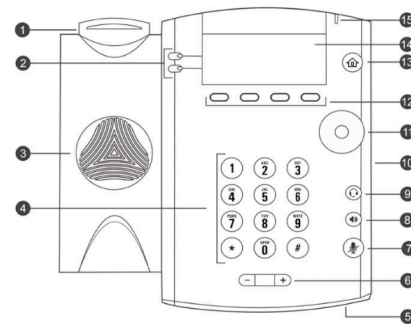
Basic phone features customizing your phone

Applies to phones running SIP 3.0.2. or later

For detailed information please consult the Star2Star Phone and Features Guide, available for view/download via the Star2Star Knowledge Base at:

<https://support.star2star.com>

PHONE LAYOUT



1	Hookswitch	Cradles the handset and end calls.
2	Line keys	Enable you to select a phone line, view calls on a line, or quickly call a favorite contact.
3	Speaker	Provides ringer and speakerphone audio output.
4	Dial pad keys	Enable you to enter numbers, letters, and special characters. You can also use the dial pad keys to select menu items that have index numbers.
5	Microphone	Transmits audio to other phones.
6	Volume keys	Adjust the volume of the handset, headset, speaker, and ringer.
7	Mute key	Mutes local audio during calls and conferences.
8	Speakerphone key	Enables you to place and receive calls using the speakerphone.
9	Headset key	Enables you to place and receive calls through a headset.
10	Security slot (on side)	Enables you to attach a universal security cable lock to your phone so you can secure it to a desktop.
11	Navigation keys / Select key	Scrolls through information or options displayed on the phone's screen. Selects a field of displayed data.
12	Soft keys	Enable you to select context sensitive keys that display along the bottom of the screen.
13	Home key	Displays the Home screen from other screens, and displays the Lines and Calls screen from the Home screen.
14	Screen	Shows a 2.5-inch diagonal screen with a backlight that enables you to view menus and data. VVX 101 phones do not have a backlight.
15	Message Waiting Indicator	Flashes red to indicate when you have new messages.

MAKING A CALL

You may only have one active call in progress on your phone.

You may use the handset, speakerphone, or headset for calls. During a call, you can change modes by picking up the handset, or by pressing or .

To place a call:

Do one of the following:

Pick up the handset, press or , enter the phone number, and press **Send**.

Enter the phone number, press **Dial** and pick up the handset, or press .

From the Lines screen, press the Line key,

enter the phone number, and select

Send.

From the Home screen, select **Call**, enter the phone number, and press **Dial**.

Select a **Favorite** from the Home screen Directory (**Dirs**).

Select a contact from the **Recent Calls** list in Directory (**Dirs**) and select **Dial**.

Select a contact from the **Contact Directory** and select **Dial**.

ANSWERING A CALL

You may answer calls using the handset, speakerphone or a headset.

To answer a call:

Do one of the following:

To answer with the speakerphone, press or press **Answer (Ans)** soft key.

To answer with the handset, pick up the handset.

To answer with a headset, press .

ENDING A CALL

You may only end active calls. To end a held call, you must resume the call first.

To end an active call:

Replace the handset in the cradle, press or or press the **End** soft key.

To end a held call:

Highlight the held call and press the **Resume (Res)** soft key.

Press the **End** soft key.

HOLD AND RESUME CALLS

You may have multiple calls on hold and resume a call at any time.

To hold a call:

Highlight the call and press the **Hold** soft key. The caller on hold will hear Music or Message on hold if enabled on your system.

To resume a call

Highlight the call and press the **Resume (Res)** soft key.

TRANSFER CALLS

You may transfer calls to any contact and choose the way to transfer the call.

To transfer a call:

Press and hold the **Transfer (Tsfr)** soft key.

Choose **Blind** or **Semi-Attended**.

Dial a number or choose a contact.

If you chose **Blind**, the call is transferred immediately.

If you chose **Semi-Attended**, press the **Transfer (Tsfr)** soft key after speaking with your contact.

FORWARD CALLS

You can forward an incoming call to a contact or forward all incoming calls to a contact.

To forward an incoming call:

On the **Incoming Call** screen, press the **Forward (Fwd)** soft key.

Enter your contact's number and select **Forward (Fwd)**.

To forward all incoming calls:

On the Home screen, select **Forward (Fwd)**.

If you have more than one line, select a line.

Choose either **Always**, **No Answer**, or **Busy**.

Enter a contact's number, and select **Enable (Enbl)**.

If you chose **No Answer**, you can enter the number of rings before the call is forwarded.

To disable call forwarding:

On the Home screen, select **Forward** or on the Idle Screen, press the **Fwd** soft key.

If you have more than one line, select a line.

Choose your forwarding type and select **Disable (Dsbl)**.

CONFERENCE CALL

You may initiate a conference call with up to eight contacts.

To initiate a conference call:

Call a contact.

Press the **Conference (Conf)** soft key and call your next contact.

When your contact answers, again press **Conference (Conf)**.

You can also join an active and held call into a conference call.

To join two calls into a conference call:

On the Calls screen, select **Join**.

To manage conference calls:

With the Conference Management feature enabled, you can manage all or individual conference participants when you initiate a conference call.

To manage all conference participants:

Do one of the following:

Select **Hold** to hold all participants.

To manage individual participants:

Highlight a participant and Select **Manage (Mng)**.

Do one of the following:

Select **Far Mute (F.Mut)** to mute the participant.

Select **Hold** to place the participant on hold.

Select **Remove (Rmv)** to remove the participant from the conference and end the call with the participant.

Select **Information (Info)** to view information for the participant.

Ending the call on the conference originator's phone will end the conference.

VIEW RECENT CALLS

You may view recent placed received, and missed calls.

To view recent calls:

Select **Dirs > Recent Calls**.

VIEW CONTACT DIRECTORY

You may view and add contacts to the Contact Directory.

To view the Contact Directory:

From the Home screen, select **Dirs > Contact Directory**.

To add a contact to your phone:

In the Contact Directory, select **Add**.

Enter the contact's information and select **Save**.

(Note): If adding contact directly into phone, be aware when rebooting the phone that contact information will be lost.

To add or edit a contact in your local phone directory:

Access the **Star2Star Web Portal** and navigate to the Individual Phone Settings section for your phone. Click the Speed Dials link to add contacts and other options to your phone. For more detailed instruction follow the **Star2Star Phone and Features Guide** available for view/download via the Star2Star Web Portal.

VOICEMAIL

When you have new voicemail messages, the messages icon  displays on your line.

To listen to voicemail:

On the Home screen, select **Msgs**. Select **Message Center > Connect**.


Alternatively you can dial 1000 to access the Voicemail system at any time. The system will prompt for your password.

(Note) when accessing the voice mail system for the first time your password is your extension#. Change this to a 4-digit number you can recall easily.

MICROPHONE MUTE

You can mute or unmute your microphone during calls.

To mute or unmute your microphone:

Press .

Microphone Muted or Microphone Unmuted

will display on the screen.

FIND-ME / FOLLOW-ME

Use the Star2Star Find-Me / Follow-Me feature in the Star2Star Web portal to forward calls from your extension.

Follow Me (Immediate) -- Calls to your extension will be sent automatically to the number you define.

Find Me (Sequential) -- Calls to your extension will ring your extension and any other numbers that you define, in order.

Find Me (All) -- Calls to your extension will ring your extension and any other numbers that you define, all at once.

DO NOT DISTURB

You can enable Do Not Disturb when you do not want to receive calls.

To enable or disable Do Not Disturb:

On the Home screen or Idle Screen, select **DND**.

VOLUME ADJUSTMENT

To adjust the handset or speaker volume in an idle state or during a call, press the VOLUME UP + / DOWN - key.



CHANGING RING TONES

You can set ringtones for incoming calls from all contacts and from individual contacts.

To set a ringtone for incoming calls:

From the Home screen, select **Settings > Basic > Ring Type** and select a ringtone.

To set a ringtone for individual contacts:

Select **Dirs > Contact Directory**.

Choose a contact and select **Edit**.

Choose a ringtone by scrolling down to that option and select **Save**.

STAR2STAR CALL PARK AND RETRIEVE

- Perform an announced transfer to the park code 7000.
- Listen to the system retrieval code announcement e.g. 7001
- Transfer the call.
- The caller is now parked.
- The caller will hear music or message on hold if configured on your system.
- Dial the system retrieval code e.g. 7001 on any local extension to retrieve the call.

For further details view/download the Star2Star Phone and Features Guide available via the Star2Star Web Portal.

