



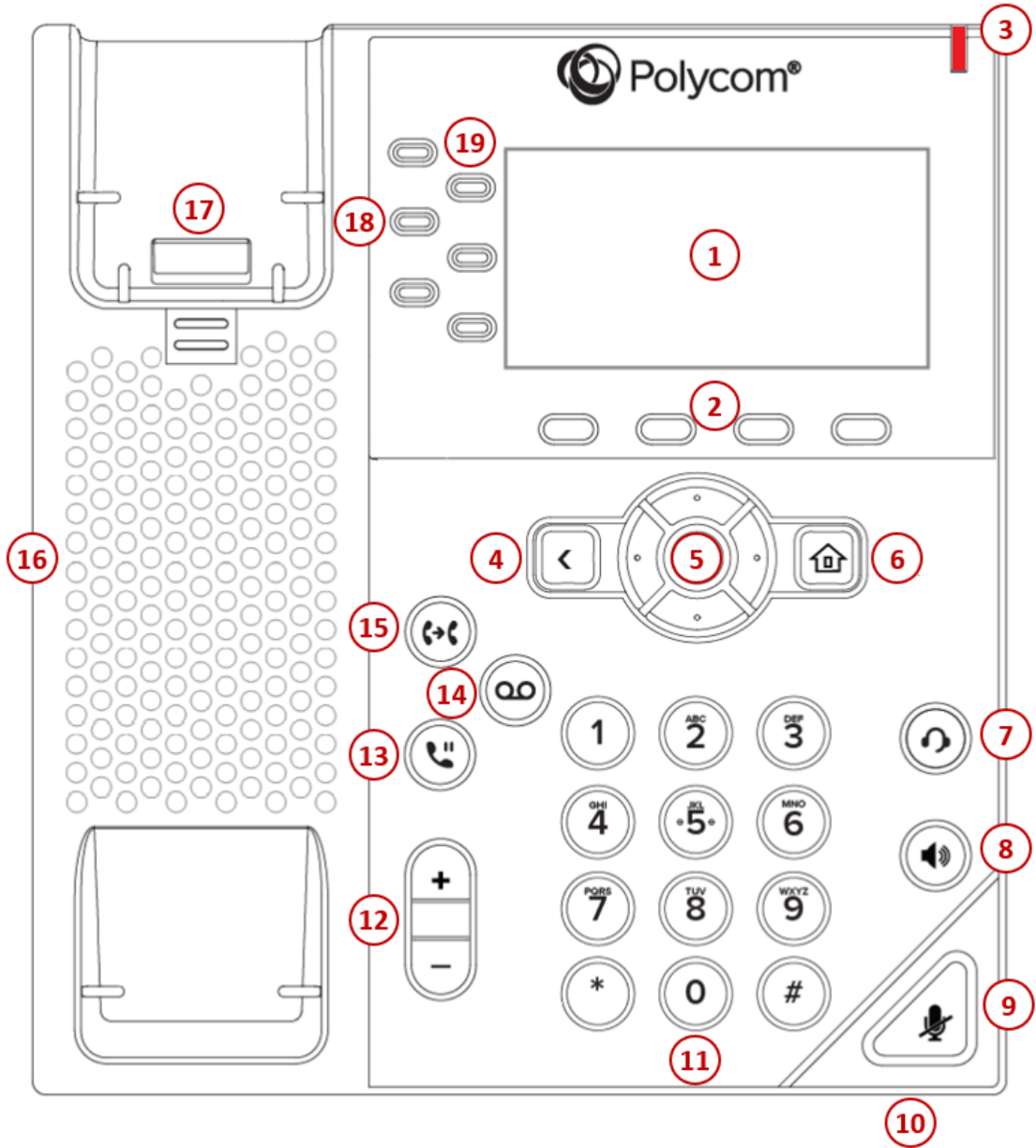
CALNET: AT&T Hosted Voice Service

Quick reference guide

Polycom® VVX® 350

Version 1.0







AT&T Hosted Voice Service: Quick reference guide

What is the Polycom® VVX® 350?

The Polycom VVX 350 phone is a full-featured IP phone with a hands-free speakerphone and handset designed for hi-fidelity wideband audio utilizing the Polycom® HD Voice™ technology for lifelike voice quality, a built-in headset connection and an integrated Ethernet switch. The phone can have up to six unique phone numbers, has additional buttons (Transfer, Messages, and Hold), and four soft keys, located below the display window, that provide additional functions based upon the status of the phone. The Polycom VVX 350 is equipped with a 3.5-inch color LCD display.

Polycom VVX 350 at a glance

1. **Graphic Display:** Provides information about calls, messages, soft keys, time, date, etc.
2. **Soft keys:** Performs various functions visible in the graphic display depending on the state of the phone. Select the More key to view additional options.
3. **LED indicator:** Flashes when there is a new voicemail.
4. **Back button:** Returns to the previous screen or menu.
5. **Navigation Control button:** Navigates through the displayed information in the graphic display window. The center button selects the displayed data.
6. **Home button:** Accesses phone settings and features.
7. **Headset button:** Allows for hands-free communication through a headset.
8. **Speakerphone button:** Enables hands-free communication through the speaker.
9. **Mute button:** Temporarily cancels outbound audio transmission.
10. **Microphone:** Allows for hands-free audio transmission.
11. **Dial pad:** Enters digits to be dialed and entries in the Contact Directory.
12. **Volume button:** Controls the incoming audio for handset, headset, speaker, and ringer.
13. **Hold button:** Places an active call on hold and resumes a held call.
14. **Messages button:** Accesses voicemail messages.
15. **Transfer button:** Initiates either a blind or consultative transfer of an active call.
16. **Speaker:** Provides audio output for the ringer and hands-free communication.
17. **Hook switch:** Toggles the state of the phone from active to idle state.
18. **Line / Feature keys:** Activates selected line or access available features or tasks.
19. **Line indicators:** Displays the state of an active call or line status.



Placing a call

- Dial the number first using:
 - Dial pad.
 - Directory soft key to access the Recent Calls, Favorites, or Contact Directories.
 - Callers soft key to access the Received, Placed, and Missed Call logs.
- Then choose your calling method (handset, headset, or speakerphone).

Notes:

- You do not need to dial 9 for an outside line or 1 for long distance.
- Internal calls can be completed by dialing the device extension number.
- Call duration is monitored through a call timer on the graphic display.

Answering a call

You can answer a call using:

- Handset
- Headset
- Speakerphone
- Soft keys
 - Answer: answers the call, defaults to speakerphone.
 - Ignore: silences the ringer volume.
 - Reject: sends call directly to voicemail.
 - Forward: sends call to another number.

Call Waiting

Each line appearance can handle one call at a time. To answer an additional call, select the associated line key.

Move between calls on different line appearances:

- While on a call, select the line key associated with another line. The call on the first line is automatically placed on hold.
- To return to the first caller, select the line key associated with the first call. The second call is automatically placed on hold.

Note: Additional calls accessing a busy line appearance will be forwarded to voicemail.

Placing a call on hold

During an active call:

- Select the Hold button.

To remove from hold:

- Select the Hold button again or the Resume soft key.

Notes:

- Music on hold will play if a conference call is put on hold.
- If multiple calls are held, use the up/down arrows of the Navigation Control button to switch between calls and select the Hold button or Resume soft key to activate the desired call.

Placing a call on mute

To silence your outgoing audio, you can place a call on mute.

During an active call:

- Select the Mute key.

Note: The mute key will illuminate red.

To remove from mute:

- Select the Mute key again.

Shared Call Appearances and line keys

A phone number assigned to a line key on an IP phone is called a line appearance. Your direct line usually appears twice, then you will see additional lines or shared call appearances that you may answer. Any blank or unassigned line keys can be used for speed dial buttons, shared call appearances, or other features assigned by your system administrator.

When a call comes in, all phones with that number as a line appearance will ring at the same time.

Shared call presence:

- When an active call is put on hold, any other phone with that same line appearance can take the call off hold.



Line indicators

The line indicators will change color depending on the event:

- Fast flashing green: Incoming (ringing) call
- Solid green: Active call is in progress
- Flashing red: Call is on hold
- Solid red: Shared line busy (if applicable)

Line icons

The following list describes the icons visible on the graphic display:

- Registered line: white telephone handset and with a green checkmark.
- Ringing/incoming call: caller ID displayed on screen.
- Call on hold: hold symbol displayed and a small yellow number indicating which line has a call on hold.
- Outgoing call: white telephone handset with small green arrow.
- Active call: active call highlighted in blue.
- Voice mail messages: voicemail icon beside applicable line key.
- Do Not Disturb: white telephone handset with white line inside a red circle.

Conference calling

You can conference up to 15 participants on one call.

To add another person to an existing call:

- Select the More soft key.
- Select the Conference (Confrnc) soft key.
- Enter the number of the second person.
- Select the Send soft key.
- Select the Conference (Confrnc) soft key to complete.

To merge an active call with one on hold:

- Use the Navigation Control button to switch to the held call and select the Join soft key.

Transferring a call

Transferring a call releases the call from your phone.

Call transfer consultative:

Allows you to speak privately to the receiving party before completing the transfer.

- During an active call, select the Transfer button.
- Enter the phone number of the receiving party.
- Select the Send soft key.
- Wait for the receiving party to answer and discuss the issue.
- Select the Transfer button again to complete the transfer.

Call transfer blind:

Also known as cold transfer, transfers a call without announcing the call to the receiving party.

- During an active call, select the Transfer button.
- Select the Blind soft key.
- Enter the phone number of the receiving party.
- Select the Send soft key.

Note: If the recipient does not answer, the call will transfer to their voicemail if voicemail has been setup.

Cancel call transfer:

- Select the Cancel soft key before the transfer completes.

Note: You do not need to place the call on hold before transferring. During the transferring process, the caller will automatically be put on hold and hear music.

Transferring a call directly to voicemail

- During an active call, select the Transfer button.
- Enter *55.
- To transfer directly to your own mailbox, select # or just hang up.
- To transfer to another mailbox, enter the extension and select #.



Call forwarding

Enable call forwarding

- When your phone is idle, enter:
 - *72 Call Forwarding Always
 - *92 Call Forwarding No Answer
- Enter the forward-to number.
- Select the Dial soft key.
- Listen for the voice prompt that confirms Call Forwarding is turned on.

Note: The forward-to number can be an extension or any 10-digit phone number.

Disable call forwarding

- When your phone is idle, enter:
 - *73 Call Forwarding Always
 - *93 Call Forwarding No Answer
- Select the Dial soft key.
- Listen for the voice prompt that confirms Call Forwarding is turned off.

Do not disturb

The do not disturb option prevents incoming calls from ringing. The line indicator will not flash. Calls will go directly to voicemail if no other forwarding has been configured. A received call while do not disturb is active will not display as a missed call.

When activated, a red circle with a white line is visible next to each line key and in the center of the graphic display.

Enable / Disable:

- Select the Do Not Disturb (DND) soft key.

Enable / Disable with shared lines individually:

- Select the Do Not Disturb (DND) soft key.
- Select the desired line.
- Select the Enable / Disable soft key.

Enable / Disable with shared lines whole phone:

- Select the Do Not Disturb (DND) soft key.
- Select the Set All / Clear All soft key.

Note: You can still make outgoing calls as normal. On a shared line, your phone will not ring, but the line will blink, and you can still answer the call.

Recent Calls list

By default, when selecting the Recent Calls, the phone displays the entire call history but can be filtered by call type. Each call type will maintain up to 100 instances of each of the following call types:

- Missed calls
- Received calls
- Placed calls

Retrieve call list:

- Select the Directory soft key.
- Select Recent Calls.
- Select the Type soft key.
- Select the desired call list.
- Select the Dial soft key to place the call.

Delete an individual log entry:

- Select the Directory soft key.
- Select Recent Calls.
- Select the Type soft key.
- Select the desired call list.
- Select the individual call to be deleted.
- Select the Info soft key.
- Select the Delete soft key.

Delete entire call list:

- Select the Directory soft key.
- Select Recent Calls.
- Select the More soft key.
- Select the Clear soft key.
- Select the call list to be deleted.
- Select the Yes soft key.

Save an individual call log entry:

- Select the Directory soft key.
- Select Recent Calls.
- Select the Type soft key.
- Select the desired call list.
- Select the individual call to be saved.
- Select the Info soft key.
- Select the Save soft key.
- Select the Save soft key again.

Callers

By default, when selecting the Callers soft key, the phone displays the Received call list, but can be filtered by call type.



Contact Directories

Selecting the Directory soft key provides access to the Contact, Corporate, Enterprise, Group, and Personal Directories.

Contact Directory

Contacts stored in the Contact Directory are only accessible from the phone device. Contact information can include name, phone number, job title, organization, work/home addresses, email, and a selectable ring tone.

Make a call from the Contact Directory:

- Select the Directory soft key.
- Select Contact Directory.
- Select the contact you wish to call.
- Select the Dial soft key.

Add new contact manually:

- Select the Directory soft key.
- Select Contact Directory.
- Select the Add soft key.
- Enter information using the dial pad.
- Select the Save soft key when complete.

Modify current contact:

- Select the Directory soft key.
- Select Contact Directory.
- Select the Info soft key.
- Select the Edit soft key.
- Select the Save soft key when complete.

Delete current contact:

- Select the Directory soft key.
- Select Contact Directory.
- Select the contact you wish to delete.
- Select the Info soft key.
- Select the Delete soft key.
- Select the Yes soft key to confirm.

Personal Directory

Contacts stored in the Personal Directory can be accessible from the phone device or the Clearspan user portal. Contact information is limited to name and phone number.

Note: Copying a contact from a Directory or Recent Calls log will be saved to the Personal Directory.

Make a call from the Personal Directory:

- Select the Directory soft key.
- Use the Navigation Control button to select the Personal Directory.
- Select the contact you wish to call.
- Select the Dial soft key.

Add new contact manually:

- Select the Directory soft key.
- Use the Navigation Control button to select the Personal Directory.
- Select the More soft key.
- Select the Add soft key.
- Enter information using the dial pad.
- Select the Save soft key when complete.

Modify current contact:

- Select the Directory soft key.
- Use the Navigation Control button to select the Personal Directory.
- Select the contact to be modified.
- Select the More soft key.
- Select the View soft key.
- Select the Edit soft key.
- Select the Save soft key when complete.

Delete current contact:

- Select the Directory soft key.
- Use the Navigation Control button to select the Personal Directory.
- Select the contact you wish to delete.
- Select the More soft key.
- Select the Delete soft key.
- Select the Yes soft key to confirm.



Enterprise and Group Directories

Contacts stored in the Enterprise and Group Directories are pulled from the Clearspan portal and provide a listing of all contacts within the enterprise or group. You cannot add, modify, or delete contact information in these groups.

Note: Copying a contact from the Enterprise or Group Directory will be saved to the Personal Directory.

Make a call from the Enterprise or Group Directory:

- Select the Directory soft key.
- Use Navigation Control button to select the desired directory.
- Select the contact you wish to call.
- Select the Dial soft key.

View details of a group contact:

- Select the Directory soft key.
- Use Navigation Control button to select the desired directory.
- Select the View soft key.
- Select the Back button when complete.

Parking a call

Parking a call allows you to pick-up a call from a different extension.

Park an active call:

- Select the Park soft key.
- Select # or just hang up to park the call to your extension.
- Enter another extension and select #.

Retrieve a parked call:

- Select the Park Retrieve (Park Rtrv) soft key.
- Select # to retrieve from your own extension.
- Enter the extension, if different then your own and select #.
- Pick up the handset.

Selecting a ringtone

The phone can support 24 selectable ringtones, but only 14 are available at this time.

Change the ringtone:

- Select the Home button.
- Select Settings.
- Select Basic.
- Select Ring Type.
- Select the Play soft key to hear the ringtone.
- Choose the Select soft key to set the ringtone.
-

Feature access (star) codes

These are some of the commonly used feature access (star) codes:

- *54* Temporarily unblock caller ID
- *55 Transfer caller directly to voicemail
- *60 Turn off music on hold per call
- *66 Last number redial
- *67 Caller ID Selective Blocking
- *68 Call park
- *69 Call return
- *70 Call waiting off
- *72 Forward all calls on
- *73 Forward all calls off
- *75 Speed Dial 100
- *82 Caller ID Selective Unblocking
- *88 Call park retrieve
- *92 Call Forward no answer on
- *93 Call Forward no answer off

E911 process and procedures

If you call 911 from your office / cubicle, the address displayed for emergency responders is the building address.

- Please notify the guard and or have someone wait at the entrance to direct emergency services.

If a network outage or loss of power occurs:

- Use your cell phone to call emergency services.



Anywhere Portal - Office Caller ID

- From a remote location, you can dial the Anywhere portal number.

Note: Your anywhere portal number will be provided by your system administrator.

- When prompted enter your voicemail passcode. You will then be presented a dial-tone.
- Dial the 10-digit outside line and your callers will see your work phone caller ID displayed.

Block and unblock Caller ID

Your administrator controls the Caller ID settings for your organization. When Caller ID is turned on, your number appears on the phone you call. If permitted by your organization, you can block your line's Caller ID on a per call basis.

Temporarily block Caller ID:

- Enter *67 and the number you want to call.
- Select the Dial soft key.

Your administrator can also block your line's Caller ID for all calls. You can unblock your line's Caller ID on a per call basis.

Temporarily unblock Caller ID:

- Enter *54* and the number you want to call.
- Select the Dial soft key.

Register or reboot your phone

There will be times when you must reset your phone so that it can retrieve crucial software updates and configurations.

- Select the Home button.
- Use Navigation Control button to select Settings.
- Select Basic.
- Use Navigation Control button to select Restart Phone.

Note: The Polycom logo will appear in the display window for a short time. Once the logo disappears, the phone is operational.

Clearspan® Personal Voice Portal

You can listen to your Clearspan voicemail messages using any touchtone phone (IP, wireline or wireless).

New voicemail message

- Flashing red indicator light
- Number of new voicemails displayed in graphic display.

Access your voice mailbox

To retrieve messages from office:

- Select the Voicemail button.
- Enter your voicemail PIN to access messages.

Note: Your temporary voicemail passcode will be provided by your system administrator.

From another extension

- Select the Voicemail button.
- At the greeting, select *.
- Enter your ID number (your 7-digit phone number) then select #.
- Enter your PIN, then select #.

From an outside line – option 1

- Dial your direct telephone number.
- At your greeting, select *.
- Enter your ID number (your 7-digit phone number) then select #.
- Enter your PIN then select #.

From an outside line – option 2

- Dial your voicemail access number provided by your system administrator.
- Enter your ID number (your 7-digit phone number) then select #.
- Enter your PIN then select #.

While listening to a message and pressing:

- 1 Access voice mailbox
- 2 Play or repeat message
- 3 Play previous message
- 5 Play message envelope
- 6 Play next message
- 7 Delete the message
- 8 Calls sender
- 9 Additional Options
- # Saves message