

Polycom VVX201

Owner's Manual



INTERMEDIA
The Business Cloud™

Version 1

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Before You Begin

This *Polycom VVX Business Media Phones User Guide* uses a number of conventions that help you to understand information and perform tasks.

Who Should Read this Guide?

This user guide contains overview information for the Polycom® VVX® 201. This guide is intended for beginning users, as well as intermediate and advanced users who want to learn more about their phone features.

Typographic Conventions

A few typographic conventions, listed next, are used in Polycom guides to distinguish types of in-text information.

Typographic Conventions

<i>Convention</i>	<i>Description</i>
Bold	Highlights interface items such as menus, menu selections, window and dialog box names, soft keys, filenames, and directory names when they are involved in a procedure or user action. Also used to highlight text to be entered or typed.
<i>Italics</i>	Used to emphasize text, to show example values or inputs (in this form: <i><example></i>), and to show titles of reference documents available from the Polycom Support Web site and other reference sites.
Blue Text	Used for cross references to other sections within this document and for hyperlinks to external sites and documents.
Courier	Used for code fragments and parameter names.

Get Started

Before you use your phone, take a few moments to familiarize yourself with its features and user interface. This chapter details your phone's components, the screen layout of your phone, and how to navigate your phone's interface.



Note: Accessing features and options

As you read this guide, keep in mind that certain phone features are configurable by your system administrator or determined by your phone environment. As a result, some features may not be enabled or may operate differently on your phone. Additionally, the examples and graphics in this guide may not directly reflect what is displayed or is available on your phone screen.

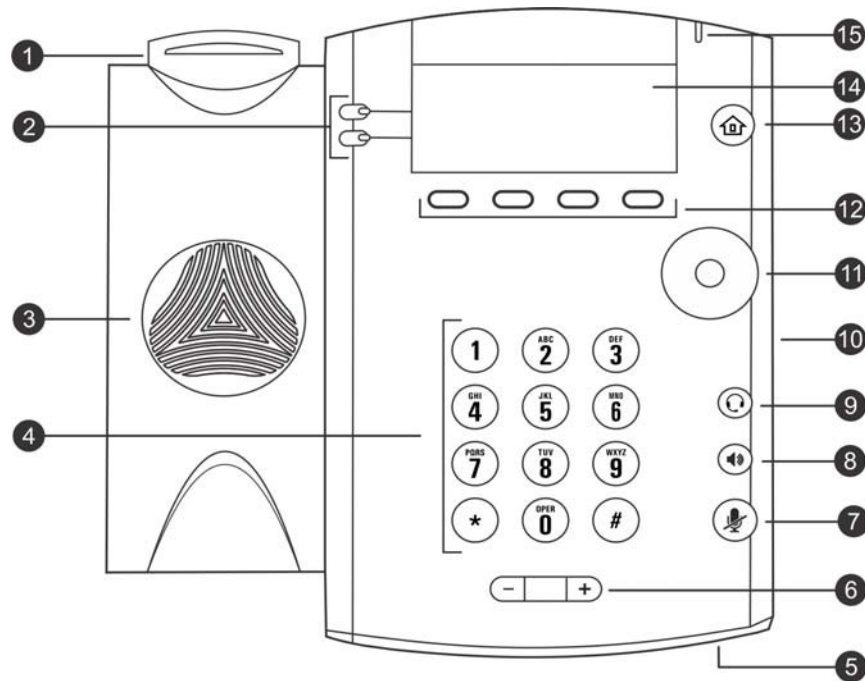
View Your Phone Keys and Hardware

Use the following figures and tables to understand your VVX phone's hardware features. For more information about attaching phone hardware, including how to connect your phone to the network, see the Quick Start Guide for your phone available on your phone's support page on [Polycom Voice Support](#).

VVX 201 Phones Hardware

The following figure displays the hardware features on the VVX 201 business media phones. The table lists each numbered feature shown in this figure.

VVX 201 hardware features




VVX 201 Hardware Feature Descriptions

Reference Number	Feature	Feature Description
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.

VWX 201 Hardware Feature Descriptions

<i>Reference Number</i>	<i>Feature</i>	<i>Feature Description</i>
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 that enables you to view menus and data.
15	Message Waiting Indicator	Flashes red to indicate when you have new messages.

Secure Your Phone with the Security Slot

The security slot is located on the top, left, or right side of the phone and is indicated by a padlock  symbol. See the hardware figure for your phone in the [View Your Phone Keys and Hardware](#) section for the location of the security slot on your phone.

By fastening one end of a universal security cable to a stationary object such as a desk or table, and the other end to the security slot available on Polycom VVX phones, you can prevent your phone from being stolen or otherwise removed. Contact the universal security cable manufacturer directly for more information on securing your phone.

Navigating Your Phone Interface

Your VVX phone has phone icons, status indicators, and phone screens to help you navigate your phone interface and understand important information on the state of your phone. The following topics describe how to navigate your phone's interface:

- [Understanding Phone Screens](#)
- [Understanding Phone Icons and Status Indicators](#)

Understanding Phone Screens

VVX phones have four screens that display on the phones:

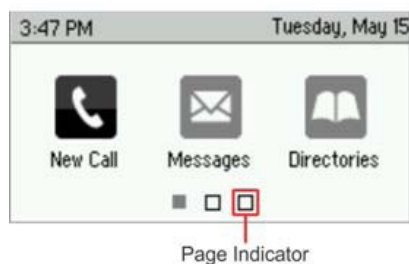
- [Home Screen](#) Displays your messages, settings, and information.
- [Calls Screen](#) Displays all active and held calls on your line.
- [Lines Screen](#) Displays your phone lines, your favorites, and conditional soft keys.

Home Screen

On VVX 201 phones, the phone line and icons you can select to access phone features, settings, and information display on the Home screen.

On VVX 201, a Page Indicator shows the page you are currently viewing.

Home screen and Page Indicator on VVX phones




Calls Screen

The Calls screen is supported on VVX 201 phones. You can access the Calls screen when you have one held call or an active and held call in progress on your phone. The Calls screen is automatically displayed when you have an active call and one or more held calls on your phone.

To display the Calls screen:

- During a call, do one of the following:

- ↳ Press the Home key .
- ↳ Press the **L->C** soft key.

All of your active and held calls display on the Calls screen. Use the arrow keys from the bottom to the top to view all calls on your phone. The total number of calls is displayed on your line, and if you have multiple lines on your phone, calls display under the associated line.

Lines Screen


The Lines screen is supported on VVX 201 phones and is the default screen when your phone is not in use. You can view your phone lines, favorites, and soft keys on the Lines screen.

To display the Lines screen:

- From the **Home screen**, press the Home key .

When you have multiple calls on your phone, the number of calls you have is displayed next to the line number.



Switch among Phone Screens

You can see any phone screen on your phone from other screens by pressing the Home key . Although you can access any phone screen from other screens, you can access certain screens only if your phone is idle or has one or more calls in progress.

You can access certain screens in the following scenarios:

- If your phone is not in use, you can access the Home and Lines screen.
- If your phone has an active call, you can access the all screens.
- If your phone has one active call only, you can access the Home, Lines, and Active Call screens.
- If your phone has multiple calls, or one held call, you can access the Home, Lines, and Calls screen.





To switch among screens:

















- Do one of the following:
 - ↳ From the **Home** screen, press the Home key  to display either the Lines, Calls, or Active Call screen.
 - ↳ The Calls and Active Call screen display only when an active or held call is in progress on your phone.
 - ↳ Press the Home key  to display the Home screen from the Lines, Calls, or Active Call screen.
 - ↳ Press the **C→L** soft key to display the Lines screen from the Calls screen.
 - ↳ Press the **L→C** soft key to display the Calls screen from the Lines screen.

Understanding Phone Icons and Status Indicators

The following tables display phone icons and status indicators that display on the VVX business media phones. For information on video icons, see the section **Status Indicators and Messages for the VVX Camera**.

Phone Icons on VVX 201 Phones

	Missed call		Phone warning
	Unregistered line		Login credentials invalid
	Placing a call		Shared line
	Active call using Polycom HD Voice		Shared line with a held call

	Held call		Call forwarding is enabled
	Incoming call		New message
	Active conference		Presence status (Available)
	Placed call		Presence status (Busy or In a Call)
	Received call		Presence status (Away)
	Missed call		Presence status (Do Not Disturb)
	Favorite		Presence status (Offline)
	Do Not Disturb enabled		Presence status (No information)

Entering Information in Data Fields

You can enter information and edit fields using the dial pad keys on the phone console.

Before you enter information into fields, you can choose how to enter the information using the following soft keys:

- *Mode* Enables you to enter just numbers or text in title case, lowercase, or uppercase characters.
- *Encoding* Enables you to enter alphanumeric and special characters as well as characters in special languages.

The following table lists the Mode and Encoding options for the dial pad and the onscreen keyboard.

Mode and Encoding Options

<i>Mode Options</i>	<i>Encoding Options</i>
Abc (to capitalize the first letter only, and use lowercase for the remaining letters)	Abc
ABC (to enter uppercase only)	ABC
abc (to enter lowercase only)	abc

<i>Mode Options</i>	<i>Encoding Options</i>
123 (to enter numbers only)	123
	ASCII (for regular text)
	Latin (to enter accented characters)
	Katakana (for Japanese characters)
	Unicode (to store characters as double bytes)
	Cyrillic (for Russian characters)


Enter Information Using the Dial Pad

You can use the dial pad keys on your phone console to edit or update field information. The following table describes how to enter different types of data on your phone using the dial pad.

Using the Dial pad Keys to Enter Information

<i>Data Type</i>	<i>Action</i>
Enter numbers, or characters in uppercase, lowercase, or title case mode	Select Encoding or Mode , and select ABC , ☎️ , or Abc .
Enter only numbers	Select Encoding or Mode , and select 123 .
Enter text in another language	Select Encoding , and select one of the language options.
Enter a character	Press a dial pad key repeatedly to view the character options and stop when the character you want to enter is displayed in the field. Wait one second, and enter the next character.
Enter a number	Select Encoding or Mode , and select 123 , or press a dial pad key repeatedly to enter the number that displays on that key.

Using the Dial pad Keys to Enter Information

Data Type	Action
Enter a special character	<p>Select Encoding, and select Abc, ABC, or abc. Press the 1, 0, asterisk (*), or pound (#) key one or more times to enter one of the following special characters:</p> <p>1 key: ! ' ^ \ @ : 1</p> <p>* key: . * - & % + ; { }</p> <p>0 key: / , _ \$ ~ = ? 0</p> <p># key: # > < { } [] " ' `</p> <p>You cannot access special characters when you are in numerical (123) mode.</p>
Enter a space	<p>Select Encoding, and select one of the alphabetic Abc, ABC, or abc. Press the 0 key.</p> <p>You cannot enter a space when you are in numerical (123) mode.</p>
Delete one or more characters	<p>Use the arrow keys to position the cursor to the right of the character, or drag your finger across the characters until the cursor is positioned to the right of the character(s) you want to delete. Press the Delete key, press the Backspace << soft key, or tap the delete soft key </p>

Audio Calls

VX phones enable you to place and answer SIP calls, ignore incoming calls from all or individual contacts, place and manage conference calls, and perform server-dependent tasks.

This section includes the following topics:

- [Placing and Answering Audio Calls](#)
- [Holding and Resuming Calls](#)
- [Parking and Retrieving Calls](#)
- [Managing Multiple Calls](#)
- [Managing Calls Remotely](#)
- [Ignoring or Rejecting Incoming Calls](#)
- [Redirecting Incoming Calls](#)
- [Initiating and Managing Audio Conference Calls](#)

Placing and Answering Audio Calls

VX 201 phones can manage a maximum of 2 active, incoming, and held audio calls at a time. However, you can have only one active call in progress with numerous other incoming calls or calls on hold on all phones.

This section includes the following topics:

- [Placing Audio Calls](#)
- [Redial a Number](#)
- [Answer Audio Calls](#)
- [Switch among the Handset, Headset, and Speakerphone](#)
- [Mute and Unmute Audio](#)
- [End Audio Calls](#)

Placing Audio Calls

You can place audio calls on your phone, and you have the option to use the handset, the speakerphone, or a headset.



You can place calls in numerous ways. This section includes the following topics on placing calls:

- [Place Calls from the Dialer](#)
- [Place an International Call](#)
- [Place Calls from Recent Call Lists](#)
- [Place Calls to Favorites](#)
- [Place Calls from Directories](#)
- [Place Calls from a Locked or Logged Out Phone](#)
- [Place a Call from a VVX Expansion Module](#)

Place Calls from the Dialer

The Dialer enables you to enter a number to place a call and displays a list of previously placed calls. As you enter numbers, the Dialer displays a list of similar numbers in your directory. Select a match to automatically enter the number.

To place a call from the Dialer:

1. Do one of the following:
 - ↳ Start typing a phone number.
 - ↳ Press a line key.
 - ↳ Pick up the handset, or press the Speakerphone key  or Headset key .
 - ↳ Select **New Call**.
2. Enter a number or select a recent contact.
3. Select **Dial**.



Note: Handling automatically placed calls

Your administrator can set up your phone to automatically place the call after you enter a certain number of digits. If a call is placed before you enter all the digits, add the number to your Contact Directory and dial the number from the Contact Information screen. See the section [Place Calls from Directories](#).

Place an International Call

You can place calls to international phone numbers from the Dialer.

To place an international call, enter it in 011[country code][number] format.

Place Calls from Recent Call Lists

In addition to the Dialer, you can place calls from the Recent Calls list, which has calls that were recently placed, answered, or missed on your phone.

To place calls from the Recent Calls list:

1. Navigate to **Directories > Recent Calls**.
2. From the **Calls List** screen, select a contact and select **Dial**.

Place Calls to Favorites

You can place a call to your favorites from the Favorites list, from the New Call screen, or by selecting a favorite on your Home or Lines screen.

When you add a contact as a favorite, the contact is added to your Favorites list, and you can call contacts directly from the Favorites list.

To place a call from your Favorites list:

1. Select **New Call**.
2. From the **Dialer**, select **Favorites**.
3. Select a favorite, and select **Dial**.

Call a Favorite from the Home or Lines Screen

Contacts you add as favorites display on the Home screen, and you can quickly call favorites from the Home screen.

To place a call to a favorite from the Home or Lines screen:

- **Press** a line key associated with a favorite.
A call is placed to the favorite automatically.

Place Calls from Directories

You can place a call to a contact directly from your directory or you can select contacts in your directory to call from the New Call screen.

To call a contact from your directory:

1. Select **Directories**.
2. Choose a directory.
3. From your directory, select a contact.
4. From the **Contact Information** screen, select the contact's phone number.
5. Select **Dial**.

[Place a Call from the Directory Search Screen](#)

You can also call contacts from the Search screen in your directory.

[To call contacts from the directory Search screen:](#)

1. Select **Directories**.
2. Select **Search**, enter your contact's first or last name, and select **Search**.
3. Select your contact.
4. In the **Contact Information** screen, select the contact's number, and select **Dial**.

Place a Page

Paging on your phone enables you to place a call to a contact that is answered automatically on the contact's phone as long as the contact is not in an active call or in Do Not Disturb mode.

[To place a page:](#)

1. Pick up a Handset or press the Speaker Phone button. Enter a number or select a contact.
2. Dial a valid Page Group number (default is **9100**), and wait for the phones to be ready.*
3. Speak your announcement to be heard on all phones (except phones that are in use, or in DND).
4. Hang up when finished

* When all the phones are ready to receive the page, you will see a timer start counting up on the screen of your phone, indicating that the call is now active.

[Place a page during a call](#)

You can place a page to another call to another contact during an active call.

[To use the intercom during a call:](#)

1. Select **Hold**, and select the **Call** soft key.
2. Dial a valid Page Group number (default is **9100**), and wait for the phones to be ready.*
3. Speak your announcement to be heard on all phones (except phones that are in use, or in DND).
4. Hang up when finished

* When all the phones are ready to receive the page, you will see a timer start counting up on the screen of your phone, indicating that the call is now active.

Redial a Number

Your phone automatically keeps a record of all the calls placed on your phone. You can recall the last contact you call using the Redial icon or soft key.

To redial a number:

- Do one of the following:
 - ↳ Select the **Redial** icon on the Home screen.
 - ↳ Press the **Redial** soft key.

Answer Audio Calls



When you receive an incoming call on your phone, you can choose to answer the call in various ways. This section includes the following topics on answering calls:

- [Answer Calls in the Incoming Call Screen](#)
- [Answer Calls from the Calls Screen](#)
- [Answer a Call When in a Call](#)
- [Answer Calls Automatically](#)

Answer Calls in the Incoming Call Screen

When you receive an incoming call, your phone rings and an Incoming Call screen is displayed. In the Incoming Call screen, you can choose to answer or reject the incoming call.

To answer an incoming call:

- Do one of the following:
 - ↳ Pick up the handset.
 - ↳ Press the Speakerphone key  or select **Answer**.
 - ↳ Press the Headset key .
 - ↳ After you answer the incoming call, the call becomes active.

Answer a Call When in a Call

When you are in an active call and an incoming call arrives on the same or a different line, a call waiting tone beeps, and the Incoming Call screen is displayed.

To answer an incoming call during a call:

- Select **Answer**.
The active call is placed on hold, and the incoming call becomes active.

If you don't answer the call within 10 seconds, the Incoming Call screen disappears, and either the Calls screen is displayed.

Answer Calls Automatically

You can set up your phone to automatically answer calls using the Auto Answer feature. When this feature is enabled, your phone automatically answers all incoming calls using the speakerphone. Your system administrator sets how many times your phone rings before the call is automatically answered.

When Auto Answer is enabled and you receive an incoming call while in a call, the incoming call is not answered until you end or hold the current call.





To enable your phone to automatically answer calls:

1. Navigate to **Settings > Basic > Preferences > Auto Answer**.
2. From the **Auto Answer** screen, select **Auto Answer SIP Calls**, and select **Yes**.
3. Select **Microphone Mute**, and choose **Yes** (the default setting) to mute the microphone for auto-answered calls.
4. Select **Save**.
5. These settings are applied to all incoming calls on your phone.

Switch among the Handset, Headset, and Speakerphone

You can place and answer calls on your phone using the handset, speakerphone, or headset. You can alternate among the three modes during calls, if available.

To switch among the handset, headset, and speakerphone:

- During a call, pick up the handset, press the Headset key  or press the Speakerphone key .
- For example, if you're using the handset, press the Headset key  to switch to the headset, or press the Speakerphone key  to switch to the speakerphone.





Tip: Setting up the phone to automatically use your headset for all calls

If you frequently use a headset, you can set up your phone to always use your headset for calls. For more information, see [Use Your Headset for All Calls](#).

Mute and Unmute Audio

You can mute the microphone so other parties cannot hear you. Microphone Mute applies to the handset, headset, and speakerphone. You can still hear all other parties when you mute your microphone.

To mute and unmute the microphone:

1. During a call, including a conference call, press the Mute key . The other parties cannot hear you.
2. Press the Mute key  again to unmute the microphone.

End Audio Calls

You can end an active call on your phone at any time.

To end active calls:

- Do one of the following:
 - ↳ Place the handset on the cradle.
 - ↳ Press **End Call**.

End Held Calls

You cannot end calls that are on hold. You must resume held calls before ending them.

To end a held call:

- From the Calls screen, select the held call and press **Resume > End Call**.


Holding and Resuming Calls

When you are in a call, you can place a call on hold and resume the call.

Hold Calls

You can place any active call on hold.

To hold a call:

- During an active call, select **Hold**. **If you're in the Calls screen, highlight the call first.**
A hold icon  is displayed on the line of the held call, and a red LED light flashes on the line key for all phones except VVX 201 phones.

Resume Calls

You can view and resume all held calls in the Active Call, Lines, and Calls screens.

To resume a held call:

- Do one of the following:
 - ↳ Select **Resume**.
 - ↳ From the Calls screen, select the call to highlight it, and select **Resume**.

Transferring Calls

You can transfer active or held calls to another person using the following transfer types:

- *Blind transfer* Transfer calls directly to another line without speaking with the other party first.
- *Consultative transfer* Speak with the other party before completing the transfer.

Choose a Default Transfer Type

You can choose a default transfer type to use for all calls or choose a transfer type during a call. When you choose a default transfer type, you can press the **Transfer soft** key, and your phone uses the set transfer type for all calls. Consultative is set as the transfer type by default.

To set a default transfer type for all calls:

1. Navigate to **Settings > Basic > Preferences > Default Transfer Type**.
2. On the **Default Transfer Type** screen, choose a transfer type.
The selected transfer type is used for all calls.

Transfer a Call

You can transfer a call to another contact and choose the transfer type you want to use for the call.

To transfer a call:

1. During a call, do one of the following
 - ↳ Press **Transfer** to use the default transfer type.
 - ↳ Press and hold **Transfer** and select a transfer type.
2. Dial a number or choose a contact from the call list or directory.
If the transfer type is set to Blind, the call is transferred immediately.
3. If the transfer type is set to Consultative, press **Transfer** after speaking with your contact.

Cancel a Transfer

If a contact does not answer the transfer or you want to remain speaking with the contact on your line, you can cancel the transfer before it is complete.

To cancel a transfer before the call connects:

- Select **Cancel**.
The call is not transferred and becomes active.

Parking and Retrieving Calls

Using the Call Park feature, you can park a call on the server or another contact's line and retrieve the call from any phone on your account.

Parking and Retrieving Calls

Using the Call Park feature, you can park up to two calls. Call Park is different from call hold in that the parked calls are given a retrieval number and can be retrieved by any phone on your account.

Park Calls

You can park up to two calls on your line..

To park an active call:

- During a call, press the **More > Park** soft key.
The call is placed on hold and retrieval number is displayed.

After you park a call, you can retrieve the call or provide another contact with the call retrieval number to retrieve the call.

Retrieving Parked Calls

Parked calls are placed on hold and given a retrieval number to retrieve the call. When a parked call is retrieved, it will no longer be displayed as a call on hold.

Retrieve a Parked Call on the Same Phone

You can retrieve a parked call on the same phone where the call was parked.

To retrieve a parked call on the same phone:

- Do one of the following:
 - ↳ Press the **Res** soft key.
 - ↳ Select **New Call** and dial the retrieval number. For example, dial *9001*.

Retrieve a Parked Call on Another Phone

Anyone on your account can retrieve a parked call by dialing the retrieval number.

[To retrieve the call on another phone:](#)

- Select **New Call** and dial the retrieval number. For example, dial *9001*.

Ignoring or Rejecting Incoming Calls

When you receive an incoming call, you can choose to ignore or reject the call instead of answering. This section shows you how to reject or ignore incoming calls in the following ways:

- [Ignore Incoming Calls](#)
- [Reject Incoming Calls](#)
- [Reject Calls from a Contact](#)
- [Rejecting Calls with Do Not Disturb](#)
- [Reject Anonymous Calls](#)

Ignore Incoming Calls

You can ignore a call to stop your phone from ringing. Even if you ignore the call, an incoming call notification continues to display on your phone.

[To ignore or silence a call:](#)

- From the **Incoming Call** screen, select **Ignore**.
The **Incoming Call** screen disappears, your phone stops ringing, and either the Home or Calls screen is displayed.

Reject Incoming Calls

You can reject a call and send the call directly to voicemail. Rejected calls display in the Missed Calls list in your Recent Calls list. Rejecting calls is not available for shared lines.

[To reject an incoming call:](#)

- From the **Incoming Call** screen, select **Reject**.
The call goes directly to voicemail.

Reject Calls from a Contact

You can send incoming calls from a particular contact directly to your voicemail.


[To reject calls from a contact:](#)

1. Navigate to **Directories > Contact Directory**.
2. From your **Contact Directory**, select a contact.

-
3. From the **Contact Information** screen, select **Edit**.
 4. From the **Edit Contact** screen, select **Auto Reject > Enabled** and select **Save**. Calls from the contact are sent directly to voicemail when the contact calls.

Rejecting Calls with Do Not Disturb

When you enable Do Not Disturb (DND), the following occurs:

- The DND icon  is displayed in the status bar.
- When your phone is idle, the DND icon is displayed next to your phone line on the Lines screen. If you have new messages or call forwarding is enabled, the messages or forwarding icon is displayed instead.
- The message “Do Not Disturb” is displayed in the status bar on all phones.

Enable Do Not Disturb

You can enable DND to prevent your phone from ringing and to send all incoming calls directly to voicemail. All calls you receive while DND is enabled are logged in your Recent Calls list.

Enabling DND on shared lines disables ringing only. A visual notification of the call still displays, and you have the option to answer or ignore the call.

To enable or disable Do Not Disturb:

- Select **More > DND**.

Redirecting Incoming Calls

You can redirect incoming calls in the following ways:

- Forwarding Incoming Calls to a Contact
- Forwarding Incoming Lync Calls
- Divert Calls to a Contact

Forwarding Incoming Calls to a Contact

You can choose to forward an incoming call to a contact or forward all incoming calls to one of your contacts.

Forward an Incoming Call to a Contact

You can forward an incoming call directly to a contact without answering the call.

To forward an incoming call to a contact:

1. In the **Incoming Call** screen, select **Forward**.
2. From the **Call Forwarding** screen, enter the forwarding number, and select **Forward**.

Forward All Incoming Calls to a Contact


You can set up your phone to forward all incoming calls to a contact using one of the following forwarding types:

- *Always* Forwards all incoming calls.
- *No Answer* Forwards all unanswered incoming calls.
- *Busy* Forwards incoming calls when you're in a call.

For shared lines, you can only choose Always as your forwarding type; the other forwarding options are not available for shared lines.

To forward all incoming calls to a contact:

1. Select **Forward** or navigate to **Settings > Features > Forward**.
2. From the **Forwarding Type Select** screen, select a forwarding type.
3. Enter a contact's number or extension and select **Enable**. Enter your direct phone number for calls to go to voicemail.
4. If you selected the **No Answer** option, enter the number of rings before your phone forwards the call. The default is set to nine.

The forwarding number you chose scrolls in the status bar, and when you select **Always as** your forwarding option, the forwarding icon  is displayed next to the phone line.

Disable Call Forwarding

You can disable call forwarding when you no longer want to forward your calls.

To disable call forwarding:

1. Select **Forward**.
2. From the **Forwarding Type Select** screen, select your forwarding type, and select **Disable**.

Divert Calls to a Contact

You can divert all incoming calls from a particular contact to another contact.

To divert incoming calls from a contact:

1. Select **Directories > Contact Directory**.

-
2. From the **Contact Directory**, select a contact.
 3. From the **Contact Information** screen, select **Edit**.
 4. From the **Edit Contact** screen, select **Divert Contact**, and enter a contact's number.
 5. Select **Auto Divert > Enabled**.
 6. Select **Save**.

Initiating and Managing Audio Conference Calls

You can initiate an audio conference call with two contacts and hold, resume, or split a conference call on your VVX phone. VVX 201 phones can manage one active or held conference call at a time.

Tips for Conference Calls

When you are in a conference call, follow these tips:

- Use the handset or a headset if you're in an open environment.
- Mute your microphone when you are not speaking, especially in noisy environments.
- Avoid tapping or rustling papers near the microphone.
- Speak in your normal voice without shouting.

Initiate Conference Calls

You can initiate a conference by calling two people and selecting the **Conference soft key or hard key**.

To initiate a conference call:

1. Call a contact.
2. After the contact answers, select the **Conference** soft key.
The call is held.
3. Enter another contact's number or select a contact from the directory or the call lists.
4. When the contact answers, select the **Conference** soft key.
All call participants are added to a conference call.

Join Calls to Create a Conference Call

You can join one active call and one held call into a conference call. If you have more than one call on hold, you can select a held call to join into a conference call with the active call.

To join two calls into a conference call:

- When you have an active call and a held call, select the **Join** soft key. The two calls are joined together in a conference call.

End Conference Calls

When you end a conference call, your connection to the call ends, and the other participants in the conference remain in the call.

To end a conference call:

- During a conference call, select **End Call**.

Hold Conference Calls

When you place a conference call on hold, you place all conference participants on hold.

To place a conference call on hold:

- Select **Hold**.
If you're in the Calls screen, highlight the conference first.

Resume Conference Calls

Resuming a held conference call enables all participants to hear the audio of everyone on the call.

To resume a held conference call:

- Select **Resume**.

Split Conference Calls

When you split a conference, you end the conference call and place the other two people on hold. You can split an active or held conference call. After you split a conference call, you can resume one of the held calls.

To split a conference call:

- During a conference call, select the **Split** soft key. The conference call ends, and the two participants are held in two separate calls.

Recording Calls on VVX 201 Phones

On VVX 201 phones, you can record audio calls if this feature was enabled by your administrator.

Recordings are stored in your Teleweb control panel.

Record a Call

You can record all active calls on your phone. You cannot record calls when there are no connected calls on your phone, when you place a new call to transfer a call or initiate a conference, or when you have an incoming call.

To record a call:

- During an active call, press ***80**.

Stop Recording

You can choose to stop recording a call before the call ends. The recording also stops when the active call ends, no matter who ended the call.

To stop recording:

- Do one of the following:
 - ↳ Press ***80**.
 - ↳ Select **End Call**.

Record Conference Calls

You can record a conference call in the same way as an active call with the following exceptions:

- All conference call participants are recorded. When a conference participant mutes his or her audio, that participant is not recorded.
- Call Recording stops if the call used to initiate the recording ends. For example, if IP phone A calls IP phone B, initiates a call recording, and then conferences in IP phone C, the call recording will stop if IP phone B drops off the call.

To record a conference call:

- During an active conference call, select ***80**.

Browse Recorded Calls

You can browse the recorded calls online in Teleweb control panel.

To browse recorded files:

- Navigate to <https://www.intermedia.net/login/voice>, login using your phone number and PIN and select **Call Recordings**.

Play Recorded Calls

You can play back calls that you recorded on your phone. You can also play recorded files on a Windows or Apple computer using an application capable of playing .wav files.

To play a recorded call:

1. Navigate to <https://www.intermedia.net/login/voice>, login using your phone number and PIN and select **Call Recordings**.
2. Press Play button next to the recording you wish to play..

The length of the recording and a progress bar is displayed as the recording plays.

Pause and Resume Played Recordings

While you're playing a recording, you can pause the recording, and resume the recording at any time.

To pause and resume a recording:

1. While the recording plays, press **Pause** button.
2. Press **Play** button to continue playing the recording.

Manage Call Lists and Directories

VX 201 phones support a Recent Calls list and a Corporate Directory. This section describes each of these in the following topics:

- [View Recent Calls](#)
- [Managing the Contact Directory](#)

View Recent Calls

All VX phones maintain a Recent Calls list that includes missed, received, and placed calls. Each list holds up to 100 entries.




You can perform the following tasks from the Recent Calls list:

- Sort, order, and filter calls. By default, the list displays all call types with the most recent call displaying first.
- Remove calls from the list.
- Select a call record to view call details.
- Select a call record to automatically call a contact.

To view your Recent Calls list:

- Navigate to **Directories > Recent Calls**.

The following icons display next to a call to indicate the call type:

-  Indicates a placed call
-  Indicates a received call
-  Indicates a missed call

View Call Details

In the Recent Calls list, you can view call details, edit call details before calling a contact, save a contact to your directory, and delete call entries.

To view call details:

- Select **Info next to a call** record.

Save a Recent Contact

From the Call Details screen, you can save a contact to the Contact Directory.

To save a contact to your Contact Directory:

- From the **Call Details** screen, select **Save**.
If the person is already in your Contact Directory, but is not a favorite, **Add to Favorites** is displayed.

Edit Recent Contact Entries

You can edit a contact's phone number stored in your Recent Calls list before returning the contact's call.

To edit a recent contact's number before calling the contact:

1. Select **Edit**.
2. Edit the number, and select **Dial**.

Sort Recent Call Entries

You can customize the Recent Calls list to view calls by call type, time, and call name.

When you sort calls by the time of the call, you can order them in ascending (oldest call first) or descending (most recent call first) order. When you sort calls by name, you can order them in ascending (alphabetical) or descending (reverse-alphabetical) order.

To sort Recent Calls entries by time or call name:

1. Select **Sort**.
2. Under **Sort**, choose **Time** or **Name**.
3. Under **Order**, choose **Ascending** or **Descending**.

Sort Entries by Call Type

When you filter calls, you can choose to display only missed, received, or placed calls. Or, you can choose to display all call types (the default).

To sort Recent Call entries by call type:

1. Select **Type**.
2. Choose **Missed Calls**, **Received Calls**, or **Placed Calls**.



Note: About filtered call lists

You cannot save your filtered call list results. If you filter your Recent Calls list so that only a certain call type displays, the next time you display the list, all call types display in the default filter.

Managing the Contact Directory

You can store a large number of contacts in your phone's Contact Directory. Contact your administrator for the exact number of contacts available on your phone.

You can perform the following tasks in your Contact Directory:

- [Search for Contacts](#)
- [Add a Contact to the Contact Directory](#)
- [View Contact Information](#)
- [Update a Contact's Information](#)
- [Delete a Contact](#)

Search for Contacts

In the Contact Directory, you can enter search criteria to find your desired contact.

To search for a contact:

1. Navigate to **Directories > Contact Directory**.
2. In the **Contact Directory**, select **Search**.
3. From the **Search** screen, enter your search criteria and select **Search**.
A list of search results is displayed.


Add a Contact to the Contact Directory

When you add a contact to your Contact directory, you can choose how much information you want to enter for your contact. You are required to only enter a contact number for each new contact.

The following is a list of information you can enter for each contact:

- *First and Last Name* The name of your contact.
- *Contact* Your contact's phone number.
- *Job Title* Your contact's position.
- *Email* A personal or work email address.
- *Favorite Index* An index number that displays in your Favorites list. For more information about favorites, see [Managing Favorites](#).
- *Label* [A label or title for your contact.](#)

To add a contact to your Contact Directory:

1. In the **Contact Directory**, select **Add** or tap the Add icon .
2. From the **Add Contact** screen, enter your contact's information in the available fields. You are required to only enter a number in the **Contact** field when adding a new contact to the directory. You can choose to enter additionally information.
3. Select **Save**.



Tip: Saving contacts from the Recent Calls list and Corporate Directory to your Contact Directory

To save a recent caller to your Contact Directory, see [View Recent Calls](#).

View Contact Information

From your Contact Directory, you can view information for any contacts saved to the directory.


To view contact information:

1. Navigate to **Directories > Contact Directory**.
2. In your **Contact Directory**, select a contact. The **Contact Information screen** is displayed with the contact's name and phone number. Additional information, such as a job title, label, or email address, can also display.

Update a Contact's Information

After you add a contact to your Contact Directory, you can update the contact's information.

To update a contact's information:

1. From the **Contact Directory**, select a contact.
2. From the **Contact Information** screen, select **Edit** or tap the Edit icon . On VVX 201, phones, select **Info > Edit**.
3. From the **Edit Contact** screen, update the contact's information.
4. Select **Save**.

Delete a Contact

You can delete any contact from the Contact Directory.

To delete a contact:

1. From your **Contact Directory**, select a contact.
2. From the **Contact Information** screen, select **Info > Delete**.
3. A confirmation message is displayed, confirming that you want to delete the contact.
4. Select **Yes** to delete the contact.

Manage Buddy Lists, Favorites, and Contact Lists

On your VVX phone, you can add contacts as favorites.

Managing Favorites

Favorites are the contacts in your Contact Directory that you will call most often. You can add contacts as favorites from the Contact Directory, designate an index number for favorites, view favorites on the Home or Lines screen depending on your phone, and delete favorites.

Add Favorites

Contacts that you add as favorites display in the Favorites list on VVX 201 phones. A star is displayed for contacts saved as favorites.

To add a contact as a Favorite:

1. Navigate to **Directories > Contact Directory**.
2. From your **Contact Directory**, select a contact.
3. Select **Add** or **Add to Favorites**.
A notification is displayed asking if you want to automatically accept the next available index number, or manually enter your own.
4. Select **Yes** to automatically accept an index number or select **Edit Index** to enter a unique index number. You can enter a number up to 99.

View Favorites

You can view favorites in your Favorites list in the Directory or the New Call screen. Favorites display consecutively according to their index number. The contact with the lowest number is displayed first. To reorder your favorites, see the section [Reorder Favorites](#).

To see your Favorites list:

- Select **Directories > Favorites**.

Reorder Favorites

You can change the order in which your favorites display on the Home or Lines screen.

To reorder your favorites:

1. From your **Contact Directory**, select a contact.
2. From the **Contact Information** screen, select **Edit**.
3. From the **Edit Contact** screen, select **Favorite Index**, and enter a new favorite index number.
4. Select **Save**.

Delete Favorites

You can delete favorites to make room for new favorites.

To delete a favorite:

1. From your **Contact Directory**, select the contact.
2. From the **Contact Information** screen, select **Edit**.
3. From the **Edit Contact** screen, select **Favorite Index**, and delete the favorite index number.
4. Select **Save**.

Access Voicemail

You can send, and access audio messages on VVX 201 phones.

Access Voicemail and Video Messages

Voicemail is available on Polycom VVX 201 phones.

Your phone indicates when you have new voicemail and video messages in the following ways:

- The Message icon on the Home screen displays the number of new messages you have
- A Message icon with the number of messages is displayed in the status bar
- The Message icon is displayed next to the phone line on the Lines screen
- A red flashing Message Waiting Indicator, located at the top-right of your phone
- An audible alert

Setting up the voicemail box for the first time:

1. From the **Home** screen, navigate to **Messages > Message Center**.
2. From the **Messages** screen, select **Connect**.
3. Follow voice prompts to record your name and unavailable greeting and change your PIN.

Retrieving messages from your Desk Phone:

1. From the **Home** screen, navigate to **Messages > Message Center**.
2. From the **Messages** screen, select **Connect**.
3. The system will prompt you to enter your PIN.
4. The system will then say, "You have x new and y old voicemail messages"
5. The following options are available through the keypad

<i>Menu Option</i>	<i>Sub-Menu Option 1</i>
1 - Replay Messages	
2 - Delete the current message	5 - Confirm delete
3 - Mark the current message as new	
5 - Skip to the next message	
6 - Send a message	1 - Forward the current message 2 - Send a new message # - Go back
7 - Go back a message	
8 - User Options	1 - Record the Unavailalbe greeting 2 - Record your name 3 - Change the PIN 6 - Send a message # - Go back
9 - Make a call	6 - Dial by name # - Go back
9* - Return the call for the current message	
9*1 - Hear the return number for current message	
55 - Skip to the last message	
77 - Go back to beginning of messages	
* - Fast Forward message 6 seconds	
# - Rewind message 6 seconds	

Retrieving messages when you are away from the office:

1. Dial your Desk Phone and allow it to ring
2. When your voicemail greeting begins to play, enter your PIN over your greeting.

Returning a call:

1. While listening to a message or after listening to a message, press 9* to call that person back
2. You may return to your voicemail box WITHOUT calling back in by pressing ## after talking to the person you called back.

Change your Voicemail PIN:

1. From the **Home** screen, navigate to **Messages > Message Center**.
2. From the **Messages** screen, select **Connect**.
3. The system will prompt you to enter your PIN.
4. The system will Press 8 for User Options
5. Press 3 to change your PIN
6. Enter the new 6 to 10-digit PIN when prompted.

Record a Personal Greeting via the Phone:

1. From the **Home** screen, navigate to **Messages > Message Center**.
2. From the **Messages** screen, select **Connect**.
3. The system will prompt you to enter your PIN.
4. The system will Press 8 for User Options
5. Select 1 to record your Unavailable Greeting. Follow the instructions.

Forward Voicemail Messages via the Phone:

A user can forward a voicemail from his or her voicemail box to another voicemail box or group of voicemail boxes.

1. Once logged in to your voicemail box, press 1 to listen to your message(s)
2. Press 6 at any time while listening to the message to for after the message
3. Press 1 to forward the message
4. Enter the phone number, extension number or group number to receive the message
5. Record an introduction to the message.
6. Touch * to send the message

Remove Message Alert

If you are not ready to listen to your messages when you receive new messages, you can temporarily remove the message alert.

To temporarily remove a message alert:

- From the **Home** screen, navigate to **Messages > Message Center** and select **Clear**. All message indicators are removed for about one to two hours.

Customize Your Phone

This section explains how to customize your phone so that it is unique to you. Basic customizations include changing the time and date format and updating the screen brightness. You can also set up a screen saver or use your phone as a digital picture frame.

This section includes the following topics:

- Set the Language
- Set the Time and Date Display
- Setting the Backlight Intensity and Timeout
- Using Power-Saving Mode
- Changing Audio Settings

Set the Language

Your phone supports several languages that you can choose to display. Check with your system administrator to find out which languages are supported on your phone.

To change the language:

1. Navigate to **Settings > Basic > Preferences > Language**.
2. From the **Language** screen, select a language. The language on your phone updates automatically.

Set the Time and Date Display

The time and date display in the status bar. When your phone cannot obtain a time and date, the time and date display flashes. If this happens, or if the time and date are incorrect, contact your system administrator.

You can customize the time and date by choosing between a variety of time and date formats, including options to display the day, month, or year.

To update the time and date display:

1. Navigate to **Settings > Basic > Preferences > Time & Date**.
2. From the **Time & Date** screen, do one of the following:
 - ↳ Select **Clock Date** to change the date format.
 - ↳ Select **Clock Time** to change the time format.

-
3. From the **Clock Date**, **Clock Time**, or **Clock Order** screen, select the format you want.

Disable the Time and Date Display

You can turn off the time and date display so that they do not display at all.

To disable the time and date display:

1. Navigate to **Settings > Basic > Preferences > Time & Date**.
2. From the **Time & Date** screen, select **Disable** to turn off the time and date display.

Setting the Backlight Intensity and Timeout

Your phone's backlight has the following components:

- *Backlight Intensity* The brightness of the screen during phone activity and inactivity.
- *Backlight Timeout* The number of seconds the phone is inactive before the backlight dims to its Backlight Idle intensity. The backlight timeout period begins after your last key press or the last phone event, such as an incoming call.

Backlight Intensity includes the following settings you can choose from:

- *Backlight On* The brightness of the screen when there is phone activity.
- *Backlight Idle* The brightness of the screen when there is no phone activity.
- *Maximum Intensity* The brightness scale that applies to both Backlight On and Backlight Idle intensities.

Change the Backlight Intensity

You can change the Backlight On intensity and the Backlight Idle intensity separately, and you can choose a high, medium, or low intensity, or turn off the backlight entirely. When you change the Maximum Intensity,

you modify the entire backlight intensity scale. For example, if you decrease the Maximum Intensity, the low, medium, and high levels for both Backlight On and Backlight Idle intensities decrease.

To change the backlight intensity:

1. Navigate to **Settings > Basic > Backlight Intensity**.
2. From the **Backlight Intensity** screen, select **Backlight On Intensity**.
3. From the **Backlight On Intensity** screen, select the intensity you want, and select **Back**. The default is High.

-
4. From the **Backlight Intensity** screen, select **Backlight Idle Intensity**.
 5. From the **Backlight Idle Intensity** screen, select the intensity you want, and select **Back**. The default is Low.
 6. From the **Backlight Intensity** screen, select **Maximum Intensity**.
 7. From the **Maximum Intensity** screen, select **Up** or **Down**, or drag your finger along the slider, to increase or decrease the maximum intensity.

Change the Backlight Timeout

The backlight automatically turns on with any phone activity. By setting the Backlight Timeout, you can determine how long the phone should be idle before the backlight dims to its Backlight Idle intensity. By default, the backlight dims after the phone is idle for 40 seconds.

To change the Backlight Timeout:

1. Navigate to **Settings > Basic > Backlight Timeout**.
2. From the **Backlight Timeout** screen, select the number of seconds the phone is idle before the backlight dims. The default is 40 seconds.

Using Power-Saving Mode

By default, your phone is set up with a power-saving mode that turns off the screen to conserve energy. Your phone enters power-saving mode after it has been idle for a certain period of time. You can configure the period of time that the phone is idle before the screen turns off. You can configure different idle timeouts for office hours and off hours, such as evenings and weekends.

During off hours, the message “Off Hours Mode” scrolls on the status bar. Your phone exits power-saving mode if a phone event occurs—for example, if the phone has an incoming call or message, or you press a key or tap the screen. If a screen saver is enabled on your phone, power-saving mode still occurs.

You can update the following power-saving settings:

- *Office Hours* When you start work and how long you’re in the office each day (see [Change Your Office Hours](#)).
- *Timeouts* The period of time the phone should be idle before the screen turns off (see [Change Timeouts](#)).

Change Your Office Hours

When you update your office hours, you specify when you start and how long you work each day. After your work hours, the phone is idle and goes into power-saving mode.

To change your office hours:

1. Navigate to **Settings > Basic > Power Saving > Office Hours > Start Hour**.
2. From the **Start Hour** screen, select a day of the week.
3. Enter a start time using the 24-hour clock. You can enter a start time from 0 to 23.
4. Select **Save**.
5. From the **Office Hours** screen, select **Duration**.
6. From the **Duration** screen, select a day of the week.
7. Enter a duration of 0 to 12 hours per day.
8. Select **Save**.

Change Timeouts

You can update the period of time the phone is idle before the screen turns off. You can specify different timeouts for office hours (Office Hours Idle Timeout) and non-office hours (Off Hours Idle Timeout). By default, the Office Hours Idle Timeout is much longer than the Off Hours Idle Timeout.

You can also specify a separate timeout period that applies after you press a key the screen. This is called the User Input Idle Timeout. You can choose to set a higher User Input Idle Timeout than the Office Hours and Off Hours Idle Timeouts so that when you're actively using the phone, power-saving mode doesn't initiate as often.



Tip: Determining which idle timeout applies

If you press a key, the idle timeout period that applies (User Input Idle Timeout or Office Hours/Off Hours Idle Timeout) is the timeout with the highest value.

To change timeouts:

1. Navigate to **Settings > Basic > Power Saving > Timeouts**.
2. Select **Office Hours Idle Timeout**, and enter the number of minutes the phone should wait, during office hours, before starting power-saving mode. Enter a number between 1 minute and 600 minutes. The default is 10 minutes.
3. Select **Off Hours Idle Timeout**, and enter the number of minutes the phone should wait, during off-hours, before starting power-saving mode. Enter a number between 1 minute and 10 minutes. The default is 1 minute.
4. Select **User Input Idle Timeout**, and enter the number of minutes the phone should wait after a key press or screen select before starting power-saving mode. Enter a number between 1 minute and 10 minutes. The default is 10 minutes.
5. Select **Save**.

Changing Audio Settings

You can change the following audio settings for your phone:

- Change Incoming Call Notifications
- Set a Ringtone for Incoming Calls
- Set a Ringtone for Individual Contacts
- Change the Volume

Change Incoming Call Notifications

You can choose whether you hear sound effects—all phone sounds except call audio—from the handset, headset, speaker, or the active audio device you set. For example, you can configure your phone to ring on your headset instead of the speaker. By default, you hear all sound effects from the speaker.

To change your incoming call notifications:

1. Navigate to **Settings > Basic > Preferences > Audible Ringer**.
2. From the **Audible Ringer** screen, select a location to hear sound effects:

Set a Ringtone for Incoming Calls

A simple way to personalize your phone is to change your phone's ringtone. You can pick unique ringtones for the different lines on your phone. The default ringtone is Low Trill.

To select an incoming call ringtone for your phone or a line:

1. Navigate to **Settings > Basic > Ring Type**.
2. From the **Ring Type** screen, select a ringtone.
3. Select **Play** to hear the ringtone.

Set a Ringtone for Individual Contacts

You can select unique ringtones for various contacts in your directory. This helps you quickly identify callers as your phone rings.

To select a ringtone for a contact:


1. From your **Contact Directory**, select a contact.
2. From the **Contact Information** screen, select **Edit**.
3. From the **Edit Contact** screen, select **Ring Type** and select a ringtone.

-
4. Select Play to hear the ringtone.
 5. From the **Edit Contact** screen, select **Save**.

Change the Volume

You can increase the volume of your ringtone and the audio during a call.

To change the volume of the ringtone or audio during calls:

- Press one of the Volume keys  to increase or decrease the audio.

Use Accessibility Features on Your Phone

This section provides information for the following accessibility features available on VVX business media phones:

- [Features for Hearing-Impaired Users](#)
- [Features for Vision-Impaired and Blind Users](#)
- [Features for Mobility-Impaired Users](#)

Features for Hearing-Impaired Users

The following table lists the accessibility features on VVX business media phones for hearing-impaired users.

Accessibility Features on VVX Business Media Phones for Hearing-Impaired Users

<i>Accessibility Feature</i>	<i>Description</i>
Visual Message Waiting Indicator (MWI)	An indicator light on the phone indicates that new messages are waiting. Icons on the phone screen also indicate that the phone has new messages.
Adjustable ring tone and volume	You can choose from a variety of ring tones for your phone. You can also change the volume of the ringer to suit your needs, and choose different ring tones for contacts (see Changing Audio Settings).
Adjustable call volume	If you're in a call, you can raise or lower the volume of the voice on the far end and of other phone sounds you hear (see Change the Volume).
Visual notifications	Indicators on the phone screen (such as flashing bars or icons) let you know when calls are incoming or outgoing, or if a call is active or held. Indicators can also indicate phone status and if certain features are activated (see Understanding Phone Icons and Status Indicators).

Electronic hookswitch support	If you use a headset that supports electronic hookswitch (EHS), you can use the controls on your headset to answer and end calls. In addition, you may be able to mute calls and control volume from your headset (see Enable Electronic Hookswitch).
Headset Memory Mode	If you use a headset, you can set up your phone so that all calls use your headset (see Use Your Headset for All Calls).
Hearing Aid Compatible (HAC) handsets	All VVX handsets are Hearing Aid Compatible (HAC) and have telecoils that magnetically couple to most forms of wearable hearing aids per FCC section 508 (compliant to ADA Section 508 Recommendations: Subpart B 1194.23).
TTY support	VVX phones support commercial TTY devices such as Ultratec Superprint. In addition, VVX phones provide acoustic coupled TTY support.

Features for Vision-Impaired and Blind Users

The following table lists the accessibility features on VVX business media phones for visually-impaired and blind users.

Accessibility Features on VVX Business Media Phones for Vision-Impaired and Blind Users

<i>Accessibility Feature</i>	<i>Description</i>
Adjustable backlight settings	You can change the brightness of the screen by adjusting backlight intensity settings (see Setting the Backlight Intensity and Timeout).
Tactile “5” key with raised bumps	The “5” key has two bumps that let you easily discern the position of other keys on the keypad.
Large keys	Large keys on the phone console enable you to easily access phone features and functions.

<i>Accessibility Feature</i>	<i>Description</i>
Variety of feature keys that you can press	Many features on VVX phones are accessible by pressing feature keys on the phone console.
Tactile-discernible number, feature, and navigation keys	Keys on the phone console are easily discernible by their size and shape.
Illuminated feature keys	Many feature keys are illuminated when activated, so you're easily alerted when a feature is enabled.

Features for Mobility-Impaired Users

The following table lists the accessibility features on VVX business media phones for mobility-impaired users.

Accessibility Features on VVX Business Media Phones for Mobility-Impaired Users

<i>Accessibility Feature</i>	<i>Description</i>
Auto-answer feature	VVX phones can auto-answer calls, so you don't have to lift a handset, push a button, or select a key to answer a call (see Answer Calls Automatically).
Dedicated headset jack that enables the auto-answer function	If you use a headset, you can set up your phone so that all calls use your headset (see Use Your Headset for All Calls).
Large keys	VVX phones have large keys that are well-spaced on the phone console.
Built-in speakerphone	A built-in speakerphone allows you to use the phone without having to use a handset or headset.
Adjustable phone stand	VVX phones have stands that you can adjust to various angles so your phone sits at a comfortable angle on your desktop (see your phone's <i>Quick Start Guide</i> on Polycom Voice Support web page).

Extend Your Phone's Capabilities with Accessories

This section includes accessories and applications that you can use to extend your phone's capabilities. The following topics are included in this section:

- [Using a Headset with Your Phone](#)
- [Connecting a Wireless Adapter to Your Phone](#)

Using a Headset with Your Phone

You can connect an analog headset to your VVX 201 phone and use the headset to place and answer calls, handle all calls using a headset, and use electronic hookswitch (EHS). See [Feature Profile 37477: Using Headsets with Polycom Phones](#) for a list of compatible headsets.

This section includes the following topics on using headsets:

- [Connecting a Headset](#)
- [Use Your Headset for All Calls](#)
- [Using Electronic Hookswitch](#)
- [Disconnect Your Headset](#)

Connecting a Headset

For setup information on how to connect a headset to your phone, see the *Quick Start Guide* for your phone on the [Business Media Phones Support](#) page.

After you connect a headset to your phone, you can set up your phone to use the headset automatically when answering and placing calls. To enable this feature, see the section [Use Your Headset for All Calls](#).

Use Your Headset for All Calls

You can set up your phone so that all incoming and outgoing calls automatically use your headset. To use this feature, you must enable and activate Headset Memory Mode.

To enable and activate Headset Memory Mode:

1. Navigate to **Settings > Basic > Preferences > Headset > Headset Memory**.
2. From the **Headset Memory Mode** screen, select **Enabled**.
3. Press the headset key twice.
The headset key flashes to indicate that Headset Memory Mode is now activated.
All calls placed or answered on your phone use your headset automatically.

Reactivate Headset Memory Mode

Switching to the speakerphone or the handset deactivates Headset Memory Mode.

To reactivate Headset Memory Mode:

- Press the headset key twice.

Using Electronic Hookswitch

When you use a headset that supports electronic hookswitch (EHS), you can place, answer, and end calls by using the controls on your headset. To use EHS, you need a headset that includes a serial control interface in addition to the standard analog headset jack (RJ-9) interface. The serial control interface requires an EHS adapter that you can purchase from your headset manufacturer.

Headsets that support EHS include a base unit that connects to your phone. The headset connects to the base unit wirelessly, which enables you to use your headset even if you're some distance away from your phone. Typically, you can work wirelessly up to 300 feet (91 meters) from your phone and still use the EHS controls. Check with your headset's user guide for the precise range restrictions.

See *Feature Profile 37477: Using Headsets with Polycom Phones* for a list of compatible headsets.

Setting the Headset Base Unit Options

Before you connect your headset to your phone and use EHS, you need to set the following options for your specific headset model:

- For Jabra headsets, change the headset mode to **DHSG** on the headset base unit. For details, refer to your headset documentation or contact Jabra support.
- For Plantronics headsets, change the coarse receive level to **3** and the transmit level to **B** on the headset base unit. For details, refer to the guide that comes with your headset.
- For Sennheiser headsets, set the first DIP switch labeled **1** (DHSG) to the down position on the back of the headset base unit. For additional details, see your headset's documentation or contact Sennheiser support.

Enable Electronic Hookswitch

After you set the base unit options for your headset and connect your headset to your phone, you can enable EHS.

To enable electronic hookswitch on your phone:

1. Connect your headset and EHS adapter to your phone.
See the Quick Start Guide for your phone on [Polycom Voice Support](#) for information on connecting a headset to your phone.
2. Navigate to **Settings > Basic > Preferences > Headset > Hookswitch Mode**.
3. Select one of the below modes for your specific headset:
 - ↳ Choose **Jabra** if an EHS-compatible Jabra headset is attached with an EHS cable or adapter.
 - ↳ Choose **Plantronics** if an EHS-compatible Plantronics headset is attached with an EHS cable or adapter.
 - ↳ Choose **Sennheiser** if an EHS-compatible Sennheiser headset is attached with an EHS cable or adapter. If your phone does not have a menu selection for Sennheiser, select **Jabra** instead.
 - ↳ Choose **Regular Mode** (default) if another headset is attached.

Change the Headset Mode

Headsets that come with a docking station have two modes: soft phone and desk phone mode. In order for you to control your phone using your headset, your headset must be in soft phone mode. If you cannot operate the phone from your headset, it is possible your headset is in desk phone mode.

To change to headset mode:

- Press and hold the headset hookswitch until you hear a sound or message on the headset.

Using Electronic Hookswitch

After you have followed the procedures for connecting your headset and enabled EHS, you can use the controls on your headset to answer, mute, and end calls. If supported on your headset, you can also place calls on hold. See your headset's user documentation for information on controlling calls from your headset.

When you are in an active call and you receive an incoming call, you cannot use the hookswitch control on your headset to place the active call on hold and answer the incoming call. Pressing the hookswitch control on the headset ends the active call and answers the incoming call. To place the existing call on hold and answer the incoming call, answer the call on your phone.

Disconnect Your Headset

If you want to disconnect or change your headset, you need to properly detach your headset from your phone.

To disconnect a headset:

1. Navigate to **Settings > Basic > Preferences > Headset > Hookswitch Mode**.
2. Select **Regular Mode**.

-
3. Remove the EHS adapter from the serial port on the back of the phone.

Troubleshoot Audio and Echo Issues

In some cases when you are using your headset, your contacts may experience audio or echo issues, such as feedback of your voice or of their own voice, during the call. If your contacts hear an echo during a call when using your headset, you need to enable echo cancellation on your phone.

To enable echo cancellation on your phone:

1. Navigate to **Settings > Basic > Preferences > Headset > Echo Cancellation**.
2. Select **Enabled**.

Connecting a Wireless Adapter to Your Phone

The wireless adapter allows a desk phone to be used without a cord connecting it to the Wireless Transmitter. The range of the wireless adapter is 40 feet from the Wireless Transmitter.

Connect the Wireless Adapter

This section takes you through the steps to connect a VVX phone to a Wi-Fi adapter. The wireless adaptor has its own power supply. Plug the phone's power cord into the short "power in" cord on the wireless adapter and then into the wall outlet. Then,


1. Plug the included LAN cable into the Wireless Adapter.
2. Plug the other end of the LAN cable into the back of the phone using the port.
3. Plug the Wireless Adapter long power cord into an outlet
4. Connect Power to the Desk Phone
Use the included power cord and plug one end into the back of the phone and the other end into the wall outlet. The phone will indicate that it is configuring itself. Once the phone has finished its configuration, it is ready to make and receive phone calls.

Maintenance Tasks

When your phone is unable to operate properly, you need to investigate or troubleshoot issues among other tasks your administrator may ask you to perform. This section shows you how to perform the following maintenance tasks:

- Investigate Phone Warnings
- Restart the Phone
- Update the Phone Configuration
- Test Phone Hardware
- Clean the Touchscreen
- View Software Details
- Update the Phone Software
- Update Your Lync Phone Software

Investigate Phone Warnings

When your phone is unable to perform certain tasks, a Warning icon  is displayed in the status bar. The warning icon lets you know that your phone has one or more important issues. You can view details about the issues from the Warnings screen.

To view a detailed list of phone issues:

- Navigate to **Settings > Status > Diagnostics > Warnings**.
The **Warnings** screen is displayed listing any phone issues.

Remove Warnings

After you view the phone warnings, you can temporarily remove the Warning icon from the status bar. However, the warning still displays in the Warnings list until the issue is fixed. The Warning icon is displayed each time your phone has a warning that you haven't viewed.

To temporarily remove warnings:

- In the **Warnings** screen, select **Clear Icon** to remove the Warning icon from the status bar.

Restart the Phone

Your administrator or Support team may ask you to restart your phone if your phone malfunctions or to assist in troubleshooting.



Caution: Restarting your phone

Before you restart your phone, contact your system administrator. If your phone is malfunctioning, you may be able to restore normal operation without restarting the phone. In addition, your administrator may want to troubleshoot your phone before you restart it.

If you need to update your phone's configuration, don't restart your phone. Instead, see the section [Update the Phone Configuration](#).

To restart the phone:

1. Navigate to **Settings > Basic > Restart Phone**.
A confirmation message is displayed.
2. Select **Yes**.
The restart process begins, and the process ends when the Home screen is displayed.

Update the Phone Configuration

Your system administrator or Support team may ask you to update your phone configuration, which you can do without restarting your phone.

To update your phone's configuration:

1. Navigate to **Settings > Basic > Update Configuration**.
A confirmation message is displayed.
2. Select **Yes**.
The configuration is updated. Your phone may restart, depending on the phone settings that have changed.

Test Phone Hardware

Your system administrator may ask you to access a diagnostics menu on your phone to test its hardware. You can test your phone's microphones, speaker, handset, third-party headset (if connected), keypad mappings, touchscreen, and LEDs. See your system administrator for instructions on how to perform these tests.

To test your phone hardware:

1. Navigate to **Settings > Status > Diagnostics > Test Hardware**.
2. From the **Test Hardware** screen, select one of the following:
 - ↔ **Audio Diagnostics**
 - ↔ **Keypad Diagnostics**
 - ↔ **Display Diagnostics**
 - ↔ **Touch Screen Diagnostics**
 - ↔ **Brightness Diagnostics**
 - ↔ **LED Diagnostics**

Notices

Safety, Compliance, and Disposal Information

Part 15 FCC Rules

This device is compliant with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- This device may not cause harmful interference, and
- This device must accept any interferences received, including interference that may cause undesired operation.

Class B Digital Device or Peripheral

Note: This equipment is tested and complies with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Modifications

In accordance with Part 15 of the FCC Rules, the user is cautioned that any changes or modifications not expressly approved by Polycom, Inc. could void the user's authority to operate the equipment. This equipment may not be used on a coin service or party line.

Installation Instructions

Installation must be performed in accordance with all relevant national wiring rules.

When using Power over Ethernet (PoE), the equipment is to be connected only to PoE networks without connections to the outside plant.

Plug Acts as Disconnect Device

The socket outlet to which this apparatus is connected must be installed near the equipment and must always be readily accessible.

WARNING Electrical Safety

VVX 201 Phones

To avoid electric shock, do not connect safety extra low voltage (SELV) circuits to teleconference station network (TNV) circuits. LAN ports contain SELV circuit, and WAN ports contain TNV circuits. Some LAN and WAN ports both use RJ-45 connectors. Use caution when connecting cables.

This product is rated 12Vdc, 0.5A. When used with the optional external power supply (MU08-6120050-xx, or similar rated PSU), the power supply shall be a Listed power supply with a LPS output, rated 12V, min. 0.5A.

Hearing Aid Compatibility (HAC)

This product is hearing aid compatible.