



Polycom® VVX™ 1500 Phone

Quick User Guide for 8x8 Virtual Office

About Your Phone
Using Your Phone
Basic Phone Features
Customizing Your Phone

Applies to phones running Polycom Software 3.2.3.x

For detailed information, see the *User Guide for the Polycom VVX 1500 Phone for 8x8 Virtual Office* at: <http://www.8x8.com/Support/BusinessSupport/Documentation.aspx>

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ABOUT YOUR PHONE

About the Touch Screen


Your phone has a touch-sensitive screen. To access features, obtain information, or edit fields, tap the menu items, arrow keys, soft keys (the keys along the bottom of the touch screen), and fields that display on the touch screen.

About Calls and Line Keys

Your phone can handle one active call and multiple calls on hold. The active call displays in the center of the touch screen. Calls on hold display in a row along the bottom of the touch screen.

Your phone can have up to six lines. A line is assigned to a Line Key. Line Keys display in a column along the far-right of the touch screen. Any unassigned Line Key can be a Speed Dial Key.

A Line Key is either green (dial tone, incoming call, or active call) or blue (no active call). Calls that display on the touch screen are associated with the Line Key that is green.

Line Keys can also have a status indicator (a vertical bar on the far-right of the Line Key): .

The status indicator can be:

- Solid green—Dial-tone is available, dialing is in progress, or a call is active.
- Flashing green—Incoming call.
- Flashing red—All calls or conferences are on hold.















About Video







Your phone displays video in two windows: a small picture-in-picture (PIP) window at the top-right of the touch screen, and a larger window centered in the middle of the touch screen. By default, the near site (i.e., you) displays in the PIP, and the far site displays in the larger window.

During an active call, you can tap the PIP to swap the windows the video displays in. When the near site displays in the larger window, “Local Camera” displays next to it.

You can also display video on the entire screen (full screen mode) by tapping the larger window. In full screen mode, you can swap the windows the video displays in by tapping the PIP. To resume normal viewing mode, tap the full screen video.







Understanding Icons

	Active call without Polycom® HD Voice™
	Active audio call with Polycom HD Voice
	Active video call with Polycom HD Voice
	Call (audio-only)
	Call (video)
	Call on hold
	Conference call
	Do Not Disturb
	Handset
	Headset
	Line Key (private and registered)
	Line Key (shared and registered)
	Messages
	Missed calls

	Mute
	Speakerphone
	Speed Dial Key
	USB flash drive attached
	Video stopped
	Video stopped and muted






USING YOUR PHONE

Navigating the Touch Screen

- To enter the Main Menu, tap .
- To return to the idle screen, tap .
- To go back to the previous menu, tap the **Back** soft key.
- To select a menu item, tap the menu item.
- To select an option in a list, tap the option, and then tap the **Select** soft key.
- To scroll menu items and lists on more than one screen, tap  or .
- To “Page Down” or “Page Up,” tap  or .
- To select a soft key, tap the soft key.
- To view more soft keys, tap the **More** soft key.
- To select a field, tap the field.
- To select a field’s entry box, tap the field name, and then tap the field’s highlighted box.

Entering and Updating Data

To enter data:

1. Tap the field you want to edit, and then tap  (beside the screen title).
2. From the “keyboard” on the touch screen, do one or more of the following:
 - If you can only enter numbers, tap a number on the touch screen’s keyboard.
 - If you can enter a combination of letters and numbers, tap the **abc**, **ABC**, **123**, or **Abc** soft keys to toggle between lowercase, uppercase, numerical, and titlecase modes. Then, tap a letter or number on the touch screen’s keyboard.
 - To enter special characters, tap  to display the special characters keyboard. Then, tap the special character on the touch screen’s keyboard. To return to alphabetic mode, tap .
 - To enter text in a special language, tap the **Latin**, **Katakana**, **Unicode**, **Cyrillic** or **ASCII** soft keys to toggle between different languages. Then, tap a character on the touch screen’s keyboard.
 - To delete data you entered, use the arrow keys to position the cursor to the right of the character or number you want to delete, and then tap .
3. Tap .

To enable or disable fields, or choose a field option:

- >> Tap the field name, and then tap the field’s highlighted box. From the drop-down list, tap the option you want.

BASIC PHONE FEATURES

Placing Calls


Using the handset:

- >> Pick up the handset, and then enter the phone number by tapping the touch screen or using the phone keypad.

Using the speakerphone:

- >> With the handset on-hook, tap the **New Call** soft key or a Line Key, and then enter the phone number by tapping the touch screen or using the phone keypad.

Using the optional headset:

- >> With the headset connected, press , and then enter the phone number by tapping the touch screen or using the phone keypad.
(If the call is not automatically placed, tap the **Send** soft key.)

Answering Calls


Using the handset:

- >> Pick up the handset.

Using the speakerphone:

- >> Tap the **Answer** soft key or the Line Key with the flashing green status indicator.

Using the optional headset:

- >> Press .

Answering Calls When You’re on Another Call

If an incoming call arrives while you have an active call, you will hear a call-waiting beep, and the incoming call is displayed. To answer the new call, tap the **Answer** soft key. The phone places the original call on hold.

Ending Calls

To end a call, tap the **End Call** soft key.

Using Video

Make sure you open the privacy shutter (centered above the touch screen) using the privacy shutter adjuster (centered along the top edge, above the camera). You can also adjust the camera barrel (located behind the camera) up or down. During a video call, tap the **Video** soft key to do the following:


- To start or stop transmitting video, tap the **Start Video** or **Stop Video** soft key.
- To display the video that appears in the large window on the entire screen, tap the **Full Screen** soft key. To return to normal viewing mode, tap the full screen video.
- To toggle the video to display large far-site video with PIP near-site video, or PIP far-site video with larger near-site video, tap the **Swap** soft key.
- To exit the video options, tap the **Back** soft key.

During an audio-only call, the video soft keys are not available.


Disabling Video

You can disable your phone from automatically transmitting video at the start of all calls. (If you disable this setting, you can still choose to transmit video on a call-by-call basis. See *Using Video*.)


To disable video at the start of all calls:

1. Tap  > **Settings** > **Basic** > **Video** > **Video Call Settings**.
2. Tap the **Auto Start Video Tx** field’s highlighted box.
3. From the drop-down list, tap **Disabled**.
4. Tap the **Save** soft key.

Muting the Microphone

During a call, press . The Mute button glows red.

You can hear all other parties while Mute is enabled, but the other parties cannot hear you.

To turn off Mute, press  again. The red LED turns off.

Holding and Resuming Calls



To place a call on hold:

- >> Tap the **Hold** soft key.

To resume a call on hold:

- >> Tap the **Resume** soft key.

(If you have more than one call on hold, tap the call on hold to select it, and then tap the **Resume** soft key.

If you have more than three calls on hold on a Line Key, use  or  to select the call on hold.)

If you have multiple Line Keys, you can resume the first call on hold on another Line Key by tapping the associated Line Key.

Transferring Calls

To transfer a call:

1. During a call, tap the **Transfer** soft key. The active call is placed on hold.
2. Place a call to the party to whom you want to transfer the call.
3. When you hear the ring-back sound or after you speak with the second party, tap the **Transfer** soft key.

Forwarding Calls

8x8 recommends using online call forwarding instead of phone-based call forwarding so your call forwarding instructions are stored online instead of on your phone. If you set your call forwarding rules on your phone, they will not be in effect if your phone is disconnected from an Internet connection.

To enable online call forwarding (Virtual Office):

1. Log on to your Virtual Office Online dashboard at <http://virtualoffice.8x8.com>
2. Select **Settings** then **Call Forwarding**, then select the **My Rules** tab.
3. Update your Call Forwarding Rules and press Save.

You can return to Virtual Office Online at any time to update your Call Forwarding Rules.

To enable call forwarding (phone-based):

1. From the idle screen, tap the **Forward** soft key.
2. If your phone has multiple lines, tap the line for which to enable call forwarding.
3. Tap the forwarding type you want to enable. (Choose **Always** for all incoming calls; **No Answer** for all unanswered incoming calls; or **Busy** for calls that arrive when you are already in a call).
4. Enter a number to forward calls to.
5. Tap the **Enable** soft key.

To disable phone-based call forwarding:

1. From the idle screen, tap the **Forward** soft key.
2. If your phone has multiple lines, select the line for which to disable call forwarding.
3. Tap the forwarding type to disable.
4. Tap the **Disable** soft key.

LCR - Last Call Return

1. Press the **LCR** soft key.
2. You can pick up the handset first, then press **LCR** to place the call on your handset

Intercom

1. Press the **Intercom** soft key.
2. Dial the number you wish to Intercom to and then press the **Enter** soft key.

If you are receiving an intercom call, the phone rings, then automatically connects to your speakerphone.

Auto Attendant

To access the Auto Attendant:

1. Press the **AA** soft key.
2. Follow Auto Attendant voice prompts.

Redialing Numbers

To call the last number you dialed, press




Speed Dialing Contacts


To quickly dial a contact, use the contact's speed dial index number, or press the contact's Speed Dial Key (if available).

To use a Speed Dial Key:

>> Tap the contact's Speed Dial Key on the far-right of the touch screen.

(Speed Dial Keys display  and the contact's name.)

To use a speed dial index number:

1. Press the  button on the phone console.
2. From the Speed Dial Information screen, tap the contact. The call is automatically placed.


To add or edit a speed dial index number for a contact, update the contact's Speed Dial Index field in the Contact Directory (see [Updating Contact Directory](#)). If a Line Key is available, the contact you add will display as a Speed Dial Key.

Using Do Not Disturb

(Your company's settings may override this feature.)

You can prevent your phone from ringing.

To enable or disable Do Not Disturb:

1. Press .
2. If your phone has multiple lines, tap the line for which to enable or disable Do Not Disturb.
3. Tap the **Enable** or **Disable** soft key.

When you enable Do Not Disturb, the DND button glows red.

Setting Up Local Conference Calls

You can set up a local conference call with two other people.

During a conference call, you can send and receive video with only one conference participant. If you want, you can switch the person with whom you exchange video (see [Managing Local Conference Calls](#)).

To set up a conference:

1. Call the first party.
2. After the first party answers, tap the **Conference** soft key. The active call is placed on hold.
3. Place a call to the second party.
4. When the second party answers, tap the **Conference** soft key. All parties are joined in the conference.

You can do the following:

- To place the conference on hold, tap the **Hold** soft key. To resume the call, tap the **Resume** soft key.
- To end the conference, but keep the other participants connected, tap the **End Call** soft key.
- To end the conference and place all participants on hold, tap the **Split** soft key.
- To start and stop the transmission of near-site video, tap the **Video** soft key, and then tap the **Stop Video** soft key. (You will still receive video.) To start the transmission of near-site video again, tap the **Start Video** soft key.

*If you have an active call and a call on hold, you can create a conference by tapping the **Join** soft key.*

Managing Local Conference Calls

If enabled for your phone, you can manage each conference participant.

To manage conference participants:

>> During a conference call, tap the **Manage** soft key. Then, if the participant you want to manage is not selected, tap the participant. (A white border displays around the selected participant.)

You can do the following:

- To mute the selected participant, tap the **Far Mute** soft key. The muted participant can hear all participants, but no participant can hear the muted participant.
- To make the selected participant the “active” conference participant (the participant with whom you’ll exchange video), tap the **Select Video** soft key.
- To place the selected participant on hold, tap the **Hold** soft key. The held participant cannot hear any participant and no participant can hear the held participant. To return the participant to the call, tap the **Resume** soft key.
- To remove the selected participant from the call, tap the **Remove** soft key.
- To view information about the selected participant, tap the **Information** soft key.
- To exit the conference management feature, tap the **Back** soft key.

Conference Bridge (Voice)

To call into a conference:



1. Find the **ConfServ** soft key by pressing the **More** soft key.
2. Follow the Conference Bridge voice prompts.

Virtual Room Meetings (Video)

With Virtual Office, you can set up and manage your video conference meetings through the VVX 1500 phone.


To schedule a meeting:

1. Tap  > **Applications** > **Virtual Room**.
2. Tap **New Meeting**.
3. Select the meeting type, time and date.
4. Tap **Submit**.

To see your list of scheduled meetings, tap **My Meetings**. To join a scheduled meeting, just select  next to your scheduled meeting. To Delete a meeting, just select  next to your scheduled meeting.


Use Virtual Office Online to invite meeting participants and make changes to your meetings at <http://virtualoffice.8x8.com>

Corporate Directory


1. Tap  > **Applications** > **Directory Listing**.
2. Browse up and down the directory list and select the person you wish to call (speed dial).

Corporate Directory Search

For long directories, you can search for a user in the directory and then select their name to speed dial them.

1. Tap  > **Applications** > **Directory Search**.
2. Input name, extension, or other data into the search field, then select **Search**.
3. Select the matching entry to speed dial the user.

Listening to Voicemail



Tap , and then follow the prompts to listen to your message.

Transfer Call to Voice Mail

1. During a call, select the **xfrVM** soft key.
2. Enter the extension of the person you want to transfer the caller to.
3. The caller is transferred directly to the voicemail box at that extension.


Call Recording

Call Recording must first be enabled in Virtual Office Pro to use this feature.

1. Make a call.
2. Tap  on the VVX to start recording the call.
3. When Call Recording is active, video viewing will be temporarily disabled on your VVX.
4. Tap  again to stop recording the call.
5. When call recording is stopped, video viewing will resume.

Using Call Lists


To use a call list:

1. Tap  > **Features** > **Call Lists** > **Missed Calls, Received Calls, or Placed Calls**.
2. Tap a call. Information about the call displays. You can do the following:
 - To place a call, tap the **Dial** soft key.
 - To change the number before dialing, tap the **Edit** soft key.
 - To remove the call from the list, tap the **Back** soft key, and then tap the **Clear** soft key.
 - To store the contact in your Contact Directory, tap the **Back** soft key, and then tap the **Save** soft key.

Call Queue In/Out

(Call Queue Users Only)

Phones on 8x8 Call Queues can log in and out of Call Queues if the Call Queue Admin has granted log in/out permission to the user.


1. To enter or exit a Call Queue, tap  > **Applications** > **Call Queues**.
2. Select **Log In All** to enter all your Call Queues (or **Log Out** to exit your Call Queues).

If you are not a member of a Call Queue set up by your administrator, you will get a message you do not belong to any Call Queues.


CUSTOMIZING YOUR PHONE

Updating Contact Directory

To add or edit a contact:



1. Tap  > **Features** > **Contact Directory**.
2. To add a contact, tap the **Add** soft key. To edit a contact, tap the contact you want to edit, and then tap the **Edit** soft key.
3. Tap a field, and then add or edit the information. The only required field is the **Contact** field (the phone number).
4. Tap the **Save** soft key.

To search for a contact:



1. Tap  > **Features** > **Contact Directory**.
2. Tap the **Search** soft key, and then enter the first few characters of the contact’s first or last name.
3. Tap the **Search** soft key.

Adjusting Volume

To change the handset, speakerphone, or headset volume:


>> During a call, press  or .

To change the ringer volume:


>> When the phone is idle, press  or .

Updating Ring Tones

To change the incoming ring tone:

1. Tap  > **Settings** > **Basic** > **Ring Type**.
2. If your phone has multiple lines, tap the line for which to update the ring tone.
3. Tap the ring type you want, and then tap the **Select** soft key.

To set a ring tone for a contact:

1. Tap  > **Features** > **Contact Directory**.
2. Search for the contact (see [Updating Contact Directory](#)).
3. Tap the **Edit** soft key, and then scroll to **Ring Type**.
4. Enter the number that corresponds to the ring type you want.
(To find the number associated with a ring type, see the instructions to change the incoming ring tone.)
5. Tap the **Save** soft key.

Setting Up a Screen Saver

You can set up your phone so that after the phone is idle for a certain amount of time, your phone will display a screen saver of your own pictures.


You can stop a screen saver at any time and return to the idle screen by tapping the touch screen.


To set up a screen saver:

1. Place your pictures on a USB flash drive, either in the root directory or in a folder.


(For information on supported file types and the maximum file size for pictures, see the *User Guide for the Polycom VVX 1500 Phone for 8x8 Virtual Office* available at <http://www.8x8.com/Support/BusinessSupport/Documentation.aspx>.)

2. Attach the USB flash drive to the USB port on the right side of your phone. The USB port is behind a door

you flip down. The USB icon, , will display on the touch screen.

3. Tap  > **Settings** > **Basic** > **Preferences** > **Picture Frame**.
4. From the Picture Frame screen:
 - In the **Folder** field, enter the name of the folder in which you placed your pictures on the USB flash drive.
(If you placed your pictures in the root directory, leave the field blank.)
 - In the **Time Per Image** field, enter the number of seconds you want each picture to display. Enter a number between 3 and 300 seconds. The default is 5 seconds.
5. Tap the **Save** soft key, and then tap **Screen Saver**.
6. From the Screen Saver screen:
 - For the **Screen Saver** field, select **Enabled**.
 - In the **Wait Time** field, enter the number of minutes the phone should wait after no activity before displaying the screen saver. Enter a number between 1 and 9999 minutes. The default is 15 minutes.
7. Tap the **Save** soft key.


To disable a screen saver:

1. Tap  > **Settings** > **Basic** > **Preferences** > **Screen Saver**
2. From the Screen Saver screen, select **Disabled** for the Screen Saver field.
3. Tap the **Save** soft key.

Updating the Background Picture





You can change the background picture on your phone. You can choose a picture that your system administrator has added to your phone, or a picture on your USB flash drive.

To update the background picture:

1. Tap  > **Settings** > **Basic** > **Preferences** > **Backgrounds**.
2. From the Backgrounds screen, tap the background picture you want, and then tap the **Select** soft key.

To set your own picture as the background picture:

1. Ensure that the picture is on the USB flash drive, the device is attached to your phone, and you have specified the folder the picture is in. For more information, see [Setting Up a Screen Saver](#).

2. Tap  > **Picture Frame**.
3. Tap  or  one or more times to display the picture you want as the background picture, and then tap .

The new background picture displays. The picture will display on the Backgrounds screen as "Local File."



TOGETHER, GREAT THINGS HAPPEN.