

**Polycom® VVX® 500/501
and Polycom VVX 600/601
Business Media Phones and
Polycom VVX Camera
User Guide for 8x8 Virtual Office**

Polycom VVX 500/501 and Polycom VVX 600/601 Business Media Phones and Polycom VVX Camera User Guide

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About This Guide

This guide applies to two phones: the Polycom® VVX® 500/501 Business Media Phone and the Polycom® VVX® 600/601 Business Media Phone. You can use this guide if you have either phone.

This user guide will help you to navigate and use your VVX 500/501 or VVX 600/601 phone. It will give you an overview of your phone, and walk you through tasks so you can successfully use your phone to perform basic and advanced phone functions.

You'll also find information in this guide about how to use the Polycom® VVX® Camera—an accessory that you can attach to either the VVX 500/501 or VVX 600/601 phone so you can send video during video calls. You can find information about using video on your phone, as well as using a VVX Camera, in Chapter 3, [Using Video and the Polycom VVX Camera](#).



Note: Unless Noted, the Information in this Guide Applies to Both Phones

As you read this guide, the terms *the phone* and *your phone* refer to either the VVX 500/501 or VVX 600/601 phone. Unless specifically noted in this guide—especially with regard to phone graphics—both phones operate in the same way and the information in this guide applies to both phones.

Who Should Read this Guide?

This guide contains overview information for people who are just starting to learn about their VVX 500/501 or VVX 600/601 phone, or who have experience, but need a quick refresher. It is intended for beginning users, as well as intermediate and advanced users who want to learn about their phone's features.

How to Use this Guide

This guide is organized into six chapters. The beginning chapters introduce the phone, describe how to use video and the VVX Camera, and explain how to use basic features. Later chapters describe advanced phone features, and how to customize your phone to suit your needs. The guide also includes safety and legal information.

- **Chapter 1: Getting Started** This chapter contains general information about your phone that you'll find helpful before you start using it. It describes phone hardware and phone views, and how to use the touchscreen, navigate menus, and enter data.






- **Chapter 2: Using Basic Features** All the basic features that your phone offers—such as how to add contacts and favorites, or transfer or forward calls—are described in this chapter.
- **Chapter 3: Using Video and the Polycom VVX Camera** If video is enabled on your phone, and/or you have a VVX Camera attached to your phone, refer to this chapter for information on how video and the VVX Camera work on your phone.
- **Chapter 4: Using Advanced Features** Advanced features that may not be available on the phone, or that you may not use on a day-to-day basis, are described in this chapter. Advanced features include recording calls, locking your phone, monitoring buddies, and accessing a Browser.
- **Chapter 5: Customizing Your Phone** You can customize your phone in many ways, including setting up a screen saver, or changing the backlight, background picture, or time and date format. Read this chapter to personalize your phone.
- **Chapter 6: Administrative Tasks** This chapter describes tasks that your administrator may ask you to perform. These tasks include investigating phone issues, restarting the phone, updating the phone's configuration, and testing phone hardware.
- **Copyright, Safety, and Regulatory Notices** This section provides important safety and compliance information related to your phone.
- **End-User License Agreement** The End-User License Agreement outlines the legal agreement between you and Polycom when you agree to install and use Polycom software.

Conventions Used in this Guide

As you read this guide, you'll notice that the same terms, information elements, and conventions are used repeatedly. Make sure you familiarize yourself with these terms, elements, and conventions so you understand how to perform phone tasks.

Terms and Writing Conventions

- **Your Phone / the phone** These terms refer to either the VVX 500/501 or VVX 600/601 phone. Unless specifically noted in this guide, both phones operate in the same way and the information in this guide applies to both phones.
- **Tap** This term refers to touching an item on the screen with your finger, and then lifting your finger.
- **Press** This action refers to depressing a key on the keypad or pressing a screen item for a second or two.
- **Press and hold** When you press and hold a screen item, you need to touch the screen for a second or two before lifting your finger.

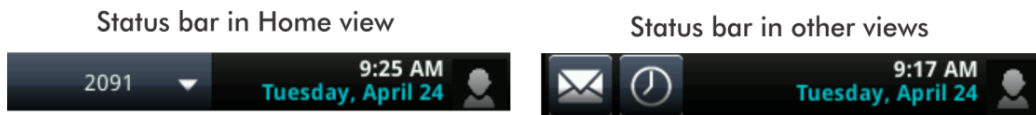
- **Tap Submenu > Submenu > Submenu** This convention describes how to access submenus. Each submenu name is in boldface and separated by a 'greater than' symbol. If the instructions indicate to tap **Basic > Preferences > Language**, tap the **Basic** submenu, tap the **Preferences** submenu, and tap the **Language** submenu.
- **Highlight** This action refers to tapping an item on the screen so that its appearance brightens. Soft keys apply to highlighted items.
- **Select** Selecting an item on the screen refers to tapping the item so that another screen opens.
- **Views** Your phone has four main views: Home, Calls, Active Call, and Lines (the default) view. A view is a specific screen on the phone interface that provides unique information and enables you to perform specific tasks.
- **Dialpad** The dialpad is the area of the keypad you use to enter numbers and characters. The dialpad consists of all the number keys, as well as the asterisk (*) and pound (#) keys.
- **Scroll** This action describes how to view lists that appear on more than one screen. To scroll through items or lists, touch the screen, and then drag your finger up, down, left, or right. To stop scrolling, stop the dragging motion.
- **Swipe** This action moves a list of items up, down, left, or right. When you want to scroll quickly, swipe your finger across the screen, either up, down, left, or right. To stop your screen from scrolling, press your finger anywhere on the screen. Touching the screen while it scrolls won't select anything. Swiping your finger to the left or right also displays other phone views.
- **Key** This term refers to any button on the phone console. Phone keys include the dialpad keys, , , , , and .
- **Option** An option is one of a series of items you can select for a phone setting, such as *Enabled* and *Disabled*.
- **Held call** This term describes any call that is held. Audio for held calls can't be heard.
- **Active call** This term refers to a call (including a conference call) you're currently in. An active call has audio associated with it.
- **Soft key** This term describes the context-sensitive keys that display along the bottom of the screen that update depending on the task you're performing. To see additional soft keys (if available), tap **More**. The More soft key is always on the far-right of the soft key area, as shown next.



- **Soft key area** The soft key area (shown next) is the area along the bottom of the screen that displays context-sensitive soft keys.



- **Status bar** The status bar (shown next) is the top-most part of the touchscreen. It displays the time and date, and, if your phone has messages, scrolling messages under the time display. The information that displays on the left of the status bar depends what view you're in. From Home view, your phone line displays. In other views, icons display that you can tap to access messages, recent calls, or view phone information. Icons may also display to let you know a certain feature, such as Bluetooth, is enabled.



Information Elements

This guide uses the following information elements to highlight important information.

Information Elements

Type of Element	Icon	Type of Information
Note		A <i>Note</i> highlights information you need to know to successfully accomplish a procedure or understand a concept.
User Tip		A <i>Tip</i> highlights alternate, or faster, ways to accomplish a task. Tips may also provide additional information beyond what you need to know to accomplish a task.
Caution		A <i>Caution</i> highlights actions that potentially impact device performance or functionality.
Web Info		<i>Web Info</i> highlights supplementary online information available as a document or a download.
Timesaver		A <i>Timesaver</i> highlights alternative methods for accomplishing a task or operation.
Troubleshooting		<i>Troubleshooting</i> highlights information that may help you identify or solve an issue, and may refer you to relevant troubleshooting resources.
Settings		<i>Settings</i> highlights actions that result in specific phone behavior, that enable a specific feature, or that access further options.

Typographic Conventions

The following table outlines the typographic conventions used in this guide.

Typographic Conventions

<i>Typographic Convention</i>	<i>Description</i>
Bold	Highlights interface items such as menus, soft keys, file names, and directories. Also used to represent menu selections and text entry to the phone.
<i>Italics</i>	Used to emphasize text, to show example values or inputs, and to show titles of reference documents available from the Polycom Support web site and other reference sites.
Blue	Used for cross-references to other sections, chapters, or parts in this document.
<u>Underlined Blue</u>	Used for URL links to external web pages or documents. If you click on text in this style, you will be linked to an external document or web page.

Related Documents

For additional information about the VVX 500/501, VVX 600/601, and VVX Camera, see the following documents:

- **User Documents:**
 - *Polycom VVX 500/501 and VVX 600/601 Business Media Phones and Polycom VVX Camera Quick User Guide for 8x8 Virtual Office*—This guide is a quick reference on how to use the phone’s most basic features, including how to use video and the VVX Camera. It also briefly describes how to navigate the phone and enter information.
 -
 - *Polycom VVX 500/501 and VVX 600/601 Business Media Phones Quick Start Guide*—This guide describes the contents of your phone package, how to assemble the phone, and how to connect the phone to the network.
- You can also find this information at <http://www.8x8.com/Support.aspx>.

Chapter 1: Getting Started

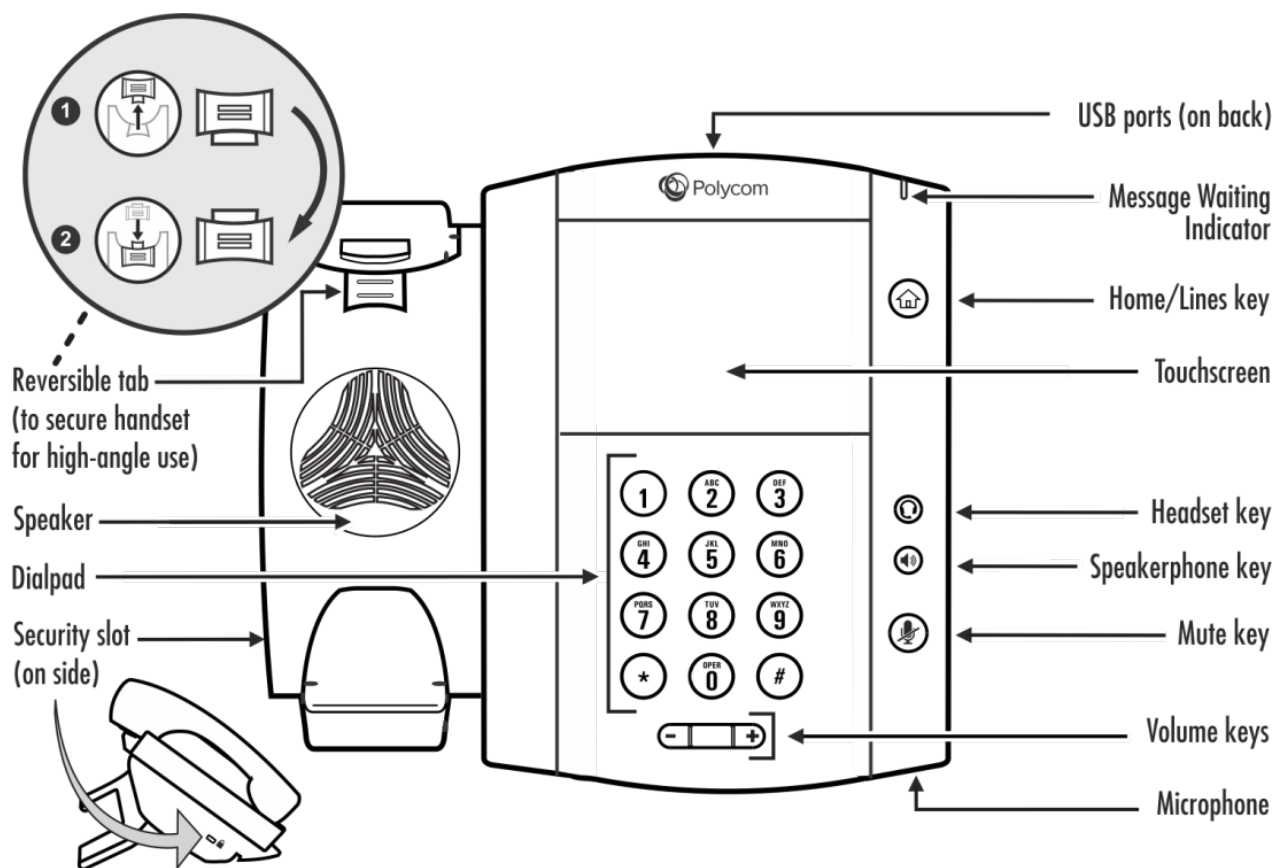
Before you use your phone, you may wish to take a few moments to become familiar with its features and user interface. In this chapter, you'll learn about your phone's components, the screen layout, and how to use the touchscreen. You'll also learn how to clean the touchscreen and configure your phone remotely using the Polycom Web Configuration Utility.






Note: Accessing Features and Options

Before you read this guide, keep in mind that certain phone features are only configurable by your system administrator, some optional features are purchased separately for different phone user types, and some capabilities are pre-selected by your service provider, 8x8, for the service package ordered. As a result, not all features described for the phone client may be enabled, and some may operate differently on your individual phone. The examples and figures in this guide may not directly reflect the exact layout of your individual phone screen.

Phone Keys and Hardware



Feature	Description
Reversible tab	Secures the handset in the cradle when your phone stand is positioned at a high angle. To secure the handset, remove the tab, reverse it so the protrusion points up, and re-insert it. Then, position the handset so the protrusion on the tab fits into the slot on the handset.
Speaker	Provides ringer and hands-free (speakerphone) audio output.
Dialpad	Enables you to enter numbers, letters, and special characters. You can also use the dialpad keys to select menu items that have index numbers.
Security slot	The connector on the left side of your phone that enables you to attach a laptop cable lock to your phone so you can secure it to a desktop. For more information on locking your phone to the desktop, see Security Slots on Polycom Phones (Technical Bulletin 64654) .

Feature	Description
USB ports	Enable you to: <ul style="list-style-type: none"> • Attach a USB flash drive so you can record calls, update the background picture on your phone, set up a screen saver, or use your phone as a digital picture frame. • Attach a USB headset. • Attach a VVX Camera (to the top-most port).
Message Waiting Indicator	Flashes red to indicate new messages.
Home/Lines key	Press  from any screen to display Home view. From Home view, press  to display other phone views. If your phone is idle, press  to display Lines view.
Touchscreen	The screen is touch-sensitive. Tap to select and highlight screen items. To scroll, touch the screen, and swipe your finger up, down, right, or left.
Headset key	Enables you to place and receive calls through a headset. The key glows green when an analog headset is activated, and blue when a USB or Bluetooth headset is activated.
Speakerphone key	Enables you to place and receive calls using the speakerphone. The key glows green when activated.
Mute key	Mutes local audio during calls and conferences. The key glows red when activated.
Volume keys	Adjust the volume of the handset, headset, speaker, and phone's ringer.
Microphone	Transmits sound to other phones.



Web Info: Attaching Phone Hardware


For information on attaching phone hardware, including how to connect your phone to the network, see the *Quick Start Guide* for your phone, available from the <http://www.8x8.com/Support/BusinessSupport/Documentation.aspx>. **Web page.**

Phone Views

Your phone has four main views: Home, Calls, Active Call, and Lines view (the default).

To change views:

- For Home view, press .

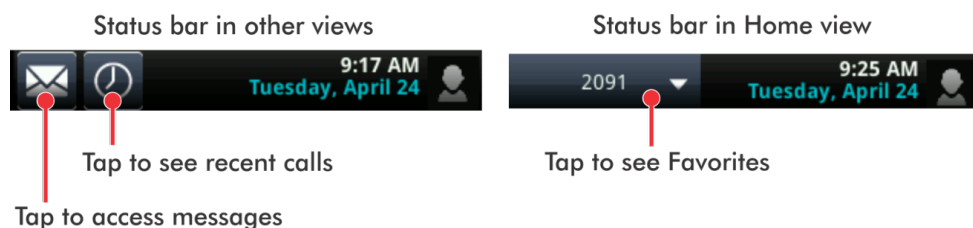
- From Home view, press  to display either Lines, Calls, or Active Call view.
- To switch between Lines view and either Calls or Active Call view, swipe the screen to the right or left.




Troubleshooting: Why Can't I Access a Certain View?

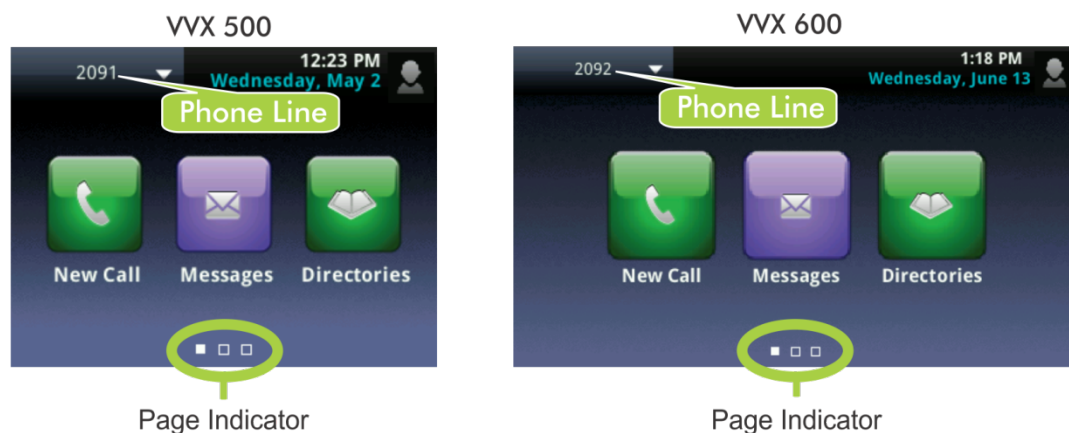
The views you can access depend on the number of calls your phone has, and if your phone has an active call. If your phone is idle, you can access Home and Lines view. If your phone has one call only—and it's active—you can access Home, Lines, and Active Call view. If your phone has multiple calls, or one held call, you can access Home, Lines, and Calls view.

At the top of each view is a status bar, shown next. The status bar shows the date and time, and—depending what view you're in—your phone line, and icons that you can tap to access messages or recent calls. If your phone has information you should know about, icons and/or messages will scroll, together with the date, under the time display. If you have a VVX 600/601, additional icons may display in the status bar, such as the DND (Do Not Disturb) and Warning icons, which you can tap.

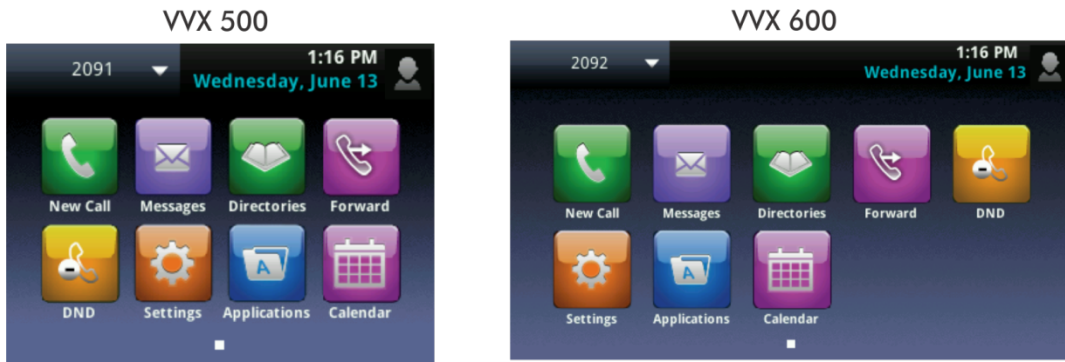


Home View

You can display Home view (shown next) by pressing . Home view displays your phone line, and icons you can tap to access phone features, settings, and information. At the bottom of Home view is a Page Indicator that you can press and hold to control how many icons Home view displays.



To show all Home view icons (shown next), press and hold the Page Indicator shown above. Press and hold the Page Indicator again to view fewer icons.



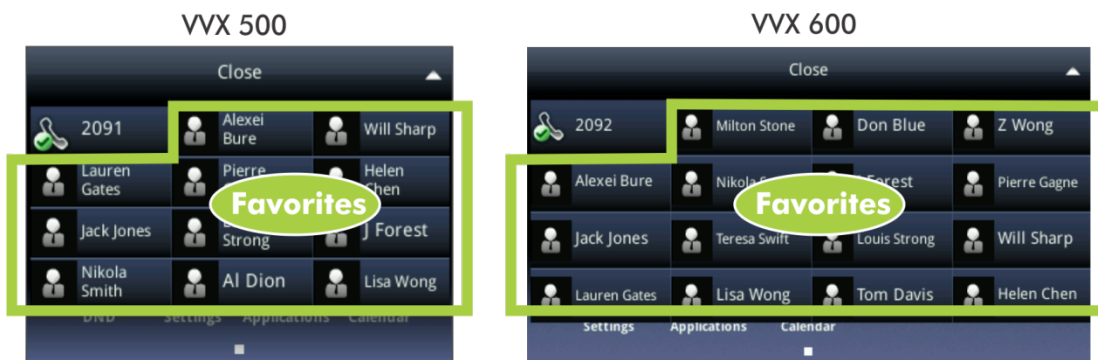
User Tip: Displaying Additional Home View Icons

Instead of pressing the Page Indicator to view additional Home view icons, swipe the screen right or left.


Home view displays the following icons:

- **New Call**—Tap **New Call** to display the Dialer so you can place a call.
- **Messages**—Tap **Messages** to access your voicemail.
- **Directories**—Tap **Directories** to access your Contact Directory and Recent Calls list. You may also be able to access a Corporate Directory and a Buddy Status List if they're set up on your phone.
- **Forward**—Tap **Forward** to set up forwarding options for incoming calls.
- **DND**—Tap **DND** to toggle DND (Do Not Disturb) on or off. When DND is enabled, your phone won't ring and incoming calls will go to voice mail.
- **Settings**—Tap **Settings** to access phone features and settings to customize your phone.
- **Applications**—Tap **Applications** to access a menu of custom applications. See your administrator for information about any specific applications listed in this menu.

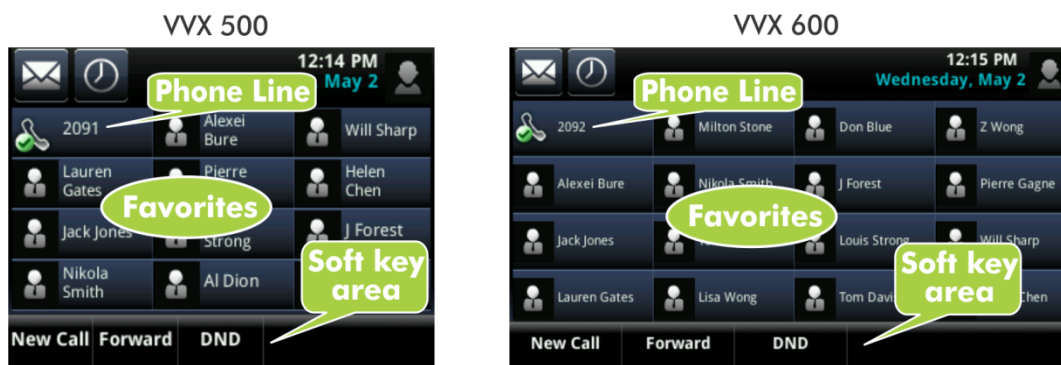
From Home view, tap the phone line to display your phone line appearances, monitored lines (if BLF Keys are available), and favorites (Speed Dial Keys) as shown next. From this screen, tap a phone line to open the Dialer, or tap a favorite to dial the favorite. To display the Home view icons again, tap **Close**.



Lines View

Lines view (shown next) is your phone’s default display. To display Lines view, press  from Home view.

Lines view displays your phone line(s), monitored lines (if enabled), your favorites, and soft keys in the soft key area.



A monitored line (BLF Key) will show a flashing green bar if it is ringing and a solid red bar if it is on a call.

If your phone is idle, you can:

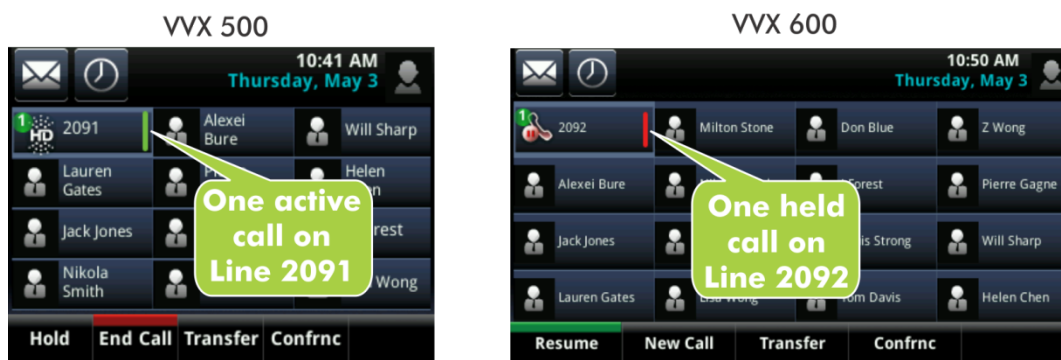
- Tap a phone line to access the Dialer.
- Tap a favorite or an idle monitored line to speed dial to that extension.
- Tap a ringing monitored line to pick up a call (if pickup is enabled).



Note: BLF Key

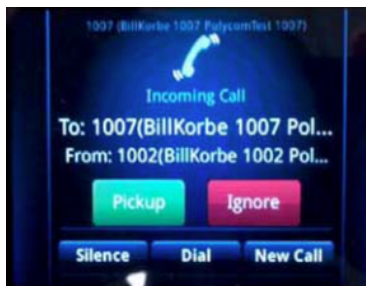
A monitored line (BLF Key) is part of the 8x8 Power Keys (formerly known as Virtual Receptionist) add-on.

If your phone has calls, the phone line indicates the number of calls you have, and if they’re active or held. If the phone line has an active call, a green bar displays, as shown in the following VVX 500/501 example. If the phone line has one or more held calls, a flashing red bar displays, as shown in the following VVX 600/601 example. To display your call(s), press and hold the phone line, or swipe the screen.





Special Call Pickup Notification

Your PBX Administrator can configure a full splash screen notification when a monitored line is ringing using their 8x8 Account Manager. This special notification mode for picking up monitored lines is most useful for a live receptionist or a live administrator's phone. This notification replaces the standard flashing green bar notification on the Lines View with a full flash screen on your phone when a monitored phone is ringing. It also has an optional audible alert (single ring) which your PBX administrator can also configure. This notification will appear as follows:

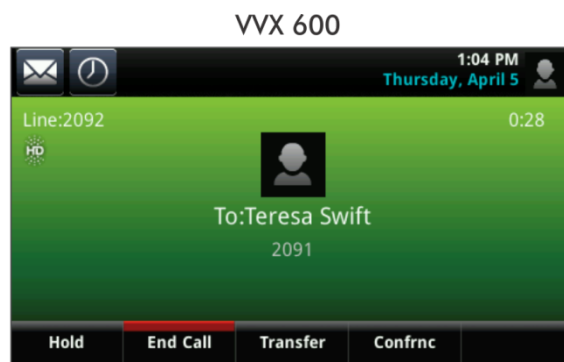


In this case, you can answer (pick up) the monitored phone's call by tapping the screen alert, or you can ignore the call.

Active Call View

If you have only one call in progress—and it's active (has audio)—you can access Active Call view (shown next). If you're in Home view, you can display Active Call view by pressing , or tapping  in the status bar. To switch between Lines and Active Call view, swipe the screen right or left.

Active Call view displays the name and number of the person you're talking with and the duration of the call. From Active Call view, you can manage the call: hold, park it, transfer it, blind transfer it, transfer to someone's voicemail, initiate call recording (if available on your service), set up a conference call with the person you're talking with and another party, or simply end the call.




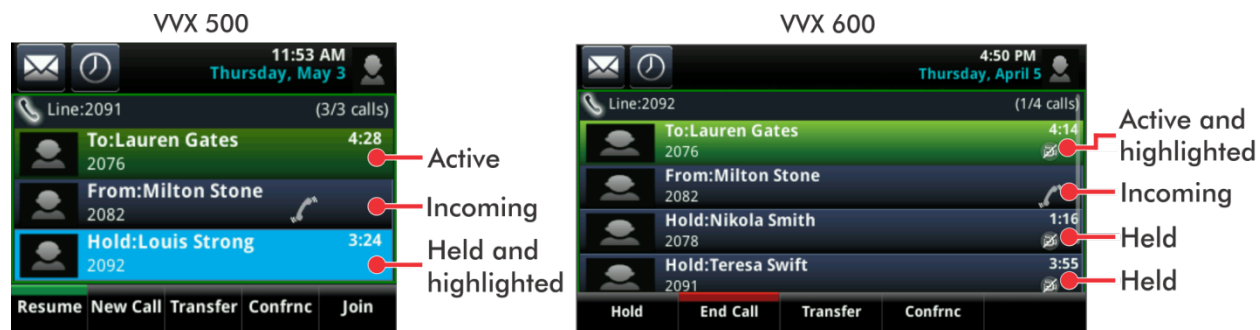
If your phone is on a live call you can:

Swipe the screen right to reveal the Lines view, then you can

- Tap an idle monitored line to transfer your live call to that extension.

Calls View

You can access Calls view (shown next) if your phone has multiple calls in progress, or you have one held call. If you're in Home view, you can display Calls view by pressing , or tapping **< Calls** in the status bar. To switch between Lines and Calls view, swipe the screen right or left.



Scroll to see all your calls. If your phone has multiple lines, calls display under the associated line.

Call color indicates status:

- **Dark green**—Active call.
- **Dark blue**—Incoming and held calls.
- **Bright green**—Active call is highlighted.
- **Bright blue**—Incoming or held call is highlighted.



































Note: What Does a Highlighted Call Indicate? How Do I Highlight a Call?

A highlighted call is either bright green or blue. Tap an active call to make it bright green, or tap a held call to make it bright blue. The soft keys apply to the highlighted call.

Understanding Phone Icons and Status Indicators


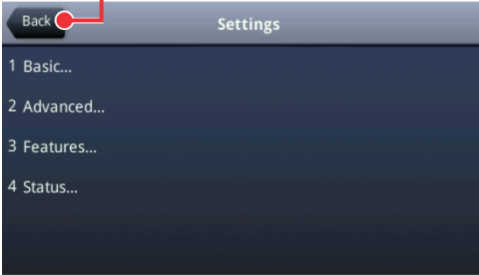



The following icons and indicators symbolize phone, call, or buddy/contact status, or indicate that a feature is enabled. You can tap certain icons to access information or features. For information on video icons, see Chapter 3, [Using Video and the Polycom VVX Camera](#).

<i>Icon</i>	<i>Description</i>	<i>Icon</i>	<i>Description</i>
	Registered line		Status indicators in Lines view. A flashing red bar indicates held calls. A green bar indicates an active call. For your monitored lines, a flashing green indicates a line is ringing while a red bar indicates a line is on a call.
	Unregistered line		Do Not Disturb enabled
	Placing a call		Phone warning
	Active call using Polycom HD Voice		Login credentials invalid
	Held call		Shared line
	Incoming call		Shared line with a held call
	Incoming call		Call forwarding is enabled
	Active conference		Tap to access recent calls
	USB flash drive attached		Tap to access messages
	Recording in progress or paused (VVX 500/501 only)		Presence status (Available)
	Recording paused (VVX 600/601 only)		Presence status (Busy)
	Recording in progress (VVX 600/601 only)		Presence status (Away)
	Placed call		Presence status (Do Not Disturb)
	Received call		Presence status (Offline)
	Missed call		Presence status (No information)

Icon	Description	Icon	Description
	Bluetooth available (VVX 600/601 only)		Bluetooth headset paired and connected (VVX 600/601 only)

Navigating Your Phone Interface

The following table shows you how to navigate your phone’s screens, as well as select and highlight options.

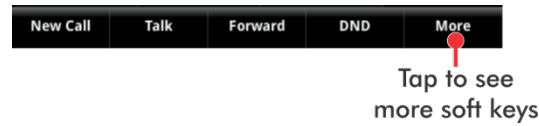
If you want to...	Do this...
Return to Home view from any screen	Press  .
Return to the previous screen	Tap Back , as shown next.
	<p>Tap to go back to the previous menu</p> 
Switch phone views	<ul style="list-style-type: none"> • Press  to display a different view. • Swipe to switch between two views. <p>If you’re in Home view and press , the Idle Browser may display. Swipe the screen to display Lines view.</p>
Highlight calls in Calls view	Tap a call to highlight it. The soft keys apply to the highlighted call.
Select a menu item or option	Tap the menu item or option.
Close an option box without selecting anything	Tap  .
Select an icon, soft key, menu item, or option	Tap the icon, soft key, menu item, or option. If an item in a list has a number next to it, you can press the corresponding number on the dialpad to select the item.

If you want to...

Select a soft key that's not in view

Do this...

If a **More** soft key displays in the far-right of the soft key area (as shown next), there are additional soft keys available, but you can't see them. Tap **More** to view the additional soft keys.



Entering Data and Updating Fields

You can enter information and edit fields using the onscreen keyboard, or using the dialpad keys on the phone console.

Before you use the onscreen keyboard or the dialpad keys to enter information in fields, you can tap the **Encoding** or **Mode** soft key to specify how you want to enter information:

- **Mode**—enables you to enter just numbers, or text in title case, lower case, or upper case characters.
- **Encoding**—enables you to enter alphanumeric and special characters—including all the options available when you tap **Mode**—as well as characters in special languages.

The following tables list the Mode and Encoding options.

Options Available When You Tap Mode

Abc
(to capitalize the first letter only, and use lower case for the remaining letters)

ABC
(to enter upper case only)

abc
(to enter lower case only)

123
(to enter numbers only)

Options Available When You Tap Encoding or

Abc

ABC


abc

123

ASCII
(for regular text)

Latin
(to enter accented characters)

Options Available When You Tap Mode

Options Available When You Tap Encoding or 






Katakana
(for Japanese characters)

Unicode (to store characters as double bytes)

Cyrillic (for Russian characters)

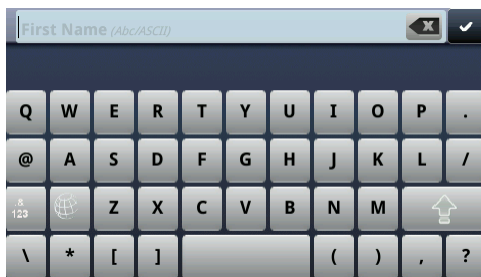



Note: I'm Using the Onscreen Keyboard, But the Encoding or Mode Soft Key Doesn't Display

When the onscreen keyboard displays, the **Encoding** and **Mode** soft keys aren't available. To select Encoding options, tap . Or, tap , , , or  to enter information in a specific way. For tips on using the onscreen keyboard, see [Using the Onscreen Keyboard](#).

Using the Onscreen Keyboard

Use the onscreen keyboard (shown next) to quickly update field information. If a data entry field only requires numbers, the onscreen keyboard will just show numbers.





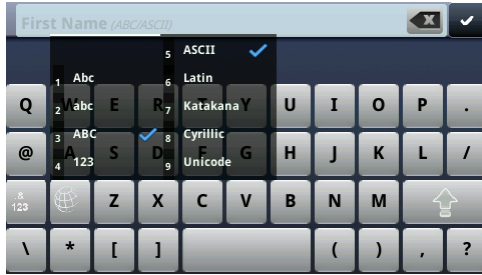
To access the onscreen keyboard, tap  in the phone's status bar, as shown next. The icon displays in the status bar whenever you can enter information in a field.

Tap to display an onscreen keyboard







To use the onscreen keyboard:

- 1 Open the onscreen keyboard by tapping  in the phone's status bar.
- 2 To enter information in a specific way—for example, in upper case only and using the ASCII format—tap  and select the options you want, as shown next.

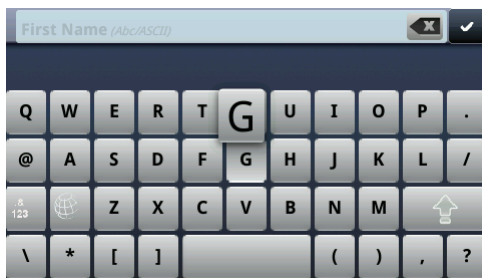



User Tip: Another Way to Select How You Want to Enter Information

Tap , , , or  to select alphabetic, numerical, upper case, or lower case mode. For more information on these keys, see the table below.





- 3 Press your finger on the character you want.





The character will display in a magnified view on the screen, as shown next. To enter the character, lift your finger. If you don't want to enter the character, drag and lift your finger.



- 4 When you finish entering information, tap .
- 5 Tap **Save**.

Use the tips in the following table to enter information using the onscreen keyboard.

<i>If you want to...</i>	<i>Do this...</i>
Select an Encoding option (title case, upper case, lower case, numbers-only, ASCII, Latin, Katakana, Unicode, Cyrillic)	Tap  and tap the Encoding options you want.
Enter text	Tap  and tap the characters you want.
Enter upper case characters	Tap  and tap the characters you want.
Enter lower case characters	Tap  and tap the characters you want.


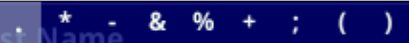



<i>If you want to...</i>	<i>Do this...</i>
Enter numbers	Tap  , and tap the numbers you want.
Enter special characters	Tap  , and tap the characters you want.
Exit the onscreen keyboard, enter the information, and update the next field	Tap  .
Delete one or more characters	Drag your finger across the characters to highlight them in yellow and tap  .
Replace characters	Highlight the characters you want to delete. Then, enter the characters you want.

Using the Dialpad Keys on the Phone Console

Instead of using the onscreen keyboard, you can use the dialpad keys on your phone console to update field information. If a field requires data input, tap **Encoding** or **Mode** to specify how you want to enter data.

Use the tips in the following table to enter information using the dialpad.



<i>If you want to...</i>	<i>Do this...</i>
Enter numbers, or characters in upper case, lower case, or title case mode	Tap Encoding or Mode , and select one of the alphabetic (<i>ABC</i> , <i>abc</i> , or <i>Abc</i>) options.
Enter only numbers	Tap Encoding or Mode , and select the numeric (<i>123</i>) option.
Enter text in a special language	Tap Encoding , and select one of the language options.
Enter a character	Press a dialpad key repeatedly to view the character options and stop to select. When the character you want to enter displays in the field, wait one second, and enter the next character.
Enter a number	Press a dialpad key repeatedly (depending what mode you're in) to enter the number that displays on that key.

If you want to...	Do this...
Enter a special character	<p>Tap Encoding, and select one of the alphabetic (<i>Abc</i>, <i>ABC</i>, or <i>abc</i>) options. Then, press the 1, *, 0, or # key one or more times to enter one of the following special characters:</p> <ul style="list-style-type: none"> • 1 key:  • * key:  • 0 key:  • # key:  <p>You can't access special characters when you're in numerical (<i>123</i>) mode.</p>
Enter a space	<p>Tap Encoding, and select one of the alphabetic (<i>Abc</i>, <i>ABC</i>, or <i>abc</i>) options. Then, press the 0 key.</p> <p>You can't enter a space when you're in numerical (<i>123</i>) mode.</p>
Delete one or more characters	<p>Drag your finger across the characters until the cursor is positioned to the right of the character(s) you want to delete. Then, tap (or press and hold) .</p>

Cleaning the Touchscreen

The touchscreen requires very little maintenance. Periodically, however, you may need to clean it. Use a clean, dry, microfiber cloth—the kind you would use to clean glass surfaces—to wipe the touchscreen. This type of cloth is available from many office supply stores.

Before you clean the screen, disable it so you don't activate phone functions while you wipe the touchscreen. To enable the touchscreen again, press any key on the phone console.

To answer a call while the touchscreen is disabled, pick up the handset. Or, press  or  and tap **Answer**.

To clean the touchscreen:

- 1 Tap **Settings** from Home view, and tap **Basic > Screen Clean**.
- 2 Wipe the glass with a clean, dry, microfiber cloth.
- 3 To enable the touchscreen again, press any key on the phone console.



Note: What Happens if I Wipe the Touchscreen, But It's Still Dirty?

Dampen a soft, lint-free cloth with an isopropyl alcohol and water solution of 50:50, and then wipe the screen with the cloth. Always use the dampened cloth to apply the solution; never apply the solution directly, which could seep inside the screen or stain the phone. In addition, do not use caustic chemicals to clean the touchscreen.

Configuring Your Phone Using the Web Configuration Utility

This user guide explains how to update phone settings from your phone, using the phone's menu commands. If you wish, you can also update these settings remotely with the Polycom Web Configuration Utility.

The phone's Web Configuration Utility enables you to view and configure phone behavior from a computer using a Web browser. The utility provides a browser-friendly view of your phone's current settings. Using the utility, you can perform many of the same updates from your computer that you can perform using your phone's menu system.

You can access the utility using any compatible Web browser installed on a computer that resides on the same network as your phone. Before you begin, you'll need to know the IP address of your phone, and the user password to log in to the utility.

To access the Web Configuration Utility for your phone:

- 1 Launch a Web browser from a computer on the same network as your phone.
- 2 In the Address Bar of your Web Browser, enter the IP address of your phone. For example, if your phone's IP address is 123.22.3.4, enter this information in the address bar.
- 3 Press the **Enter** key.
- 4 From the Web Configuration Utility login screen, select **User**, and enter the user password. The default user password is *123*.
- 5 Click **Submit**.

The Web Configuration Utility Home screen is displayed.

Chapter 2: Using Basic Features

Now that you're familiar with your phone's user interface and how to interact with it, you're ready to perform basic phone tasks that you'll use on a daily basis. At the end of this chapter, you'll become expert at handling multiple calls at one time, manipulating incoming and active calls, and accessing directories and lists so you can perform tasks quickly and efficiently.

In this chapter, you'll learn about:





- Calling, answering, holding, and ending calls
- Ignoring, rejecting, forwarding, diverting, and transferring calls
- Setting up conference calls
- Enabling Do Not Disturb
- Listening to voicemail
- Handling Directories, Recent Calls, and Favorites
- Customizing ringtones
- Controlling phone volume
- Setting up Do Not Disturb
- Using headsets



How Your Phone Handles Calls

Your phone can handle multiple calls at a time. However, only one active call—the call that has audio associated with it—can be in progress at any given time. In addition to the active call, your phone may have multiple other calls that are either held, or in an incoming or ringing state.

You can place and answer calls in these ways:

- Using the handset
- Using the speakerphone
- Using a headset

During a call, you can alternate between handset, headset, or speakerphone modes by picking up the handset, or pressing  or . For example, if you're using the handset, you can switch to headset mode by pressing , or switch to speakerphone mode by pressing .

When you're in speakerphone mode,  glows green. When you're in headset mode,  glows green if an analog headset is connected, and blue if a USB headset is connected. If both an analog and USB headset are connected, the USB headset will be used.

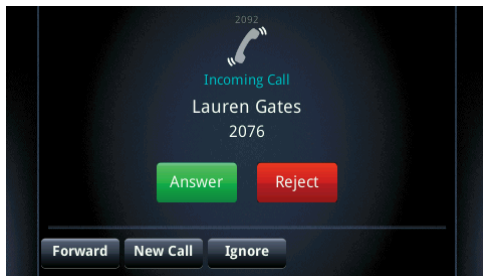


User Tip: Setting Up the Phone to Automatically Use Your Headset for All Calls



If you frequently use a headset, you can make the headset the default call path. To set this up, see [Enabling Headset Memory Mode](#).

Answering Calls

All incoming calls display in an Incoming Call window, as shown next.



To answer the call, do one of the following:

- To use the handset, pick up the handset.
- To use the speakerphone, press  or tap **Answer**.
- To use your headset, press .

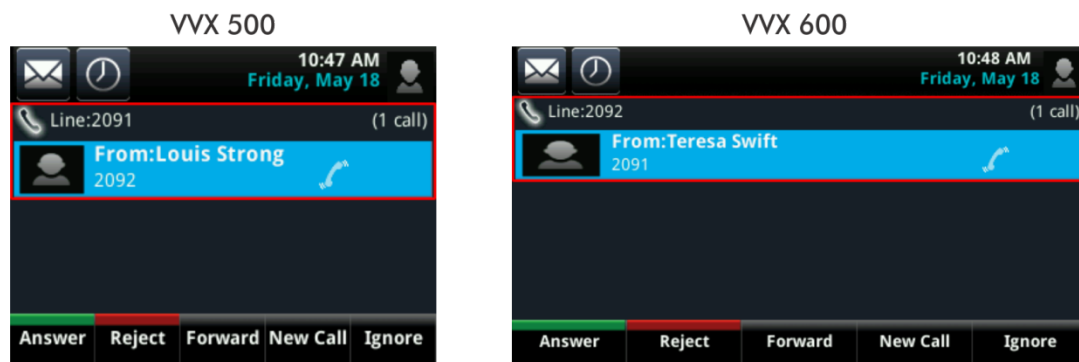
If you're already in handset, speakerphone, or headset mode, tap **Answer**, and the phone will automatically use the mode you're in.



If you don't answer the call within 10 seconds, the Incoming Call window disappears, and either Home or Calls view displays, as shown next. The view that displays depends if your phone last displayed Home or Lines view.

Incoming call from Home view:



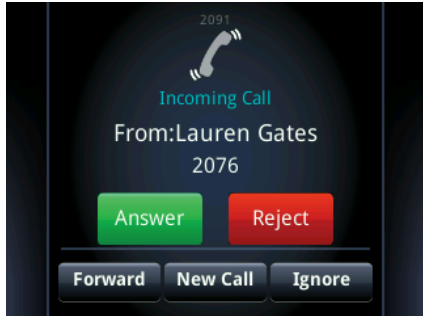
Incoming call from Calls view:



To answer the call, pick up the handset, press , or press . Or, from Calls view, tap **Answer** to use the speakerphone.

Answering Another Call

If you have a call and an incoming call arrives on the same or a different line, a call waiting tone beeps, and the Incoming Call window displays, as shown next. To answer the call, tap **Answer**. The call you were in is held.

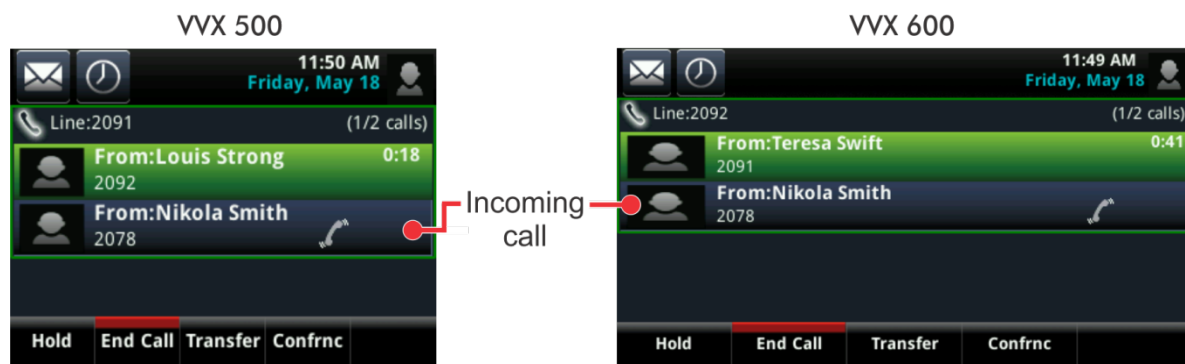


If you don't answer the call within 10 seconds, the Incoming Call window disappears, and either Home or Calls view displays, as shown next.

Incoming call from Home view:



Incoming call from Calls view:



To answer the call from Home view, tap **< Calls** to display Calls view. To answer the call from Calls view, tap the incoming call if it's not already highlighted, and tap **Answer**.


Answering Calls Automatically

You may find it convenient for your phone to auto-answer calls, so you don't have to push a button or tap a key to answer a call. If you enable this feature, your phone will automatically answer incoming calls using the speakerphone.

If Auto Answer is enabled and a call arrives while you're already in a call, the incoming call will be automatically answered if you end or hold the current call.



Note: Auto-Answered Calls and Microphone Mute

Your phone mutes the microphone for all auto-answered calls, so that the party calling you can't hear you. To unmute the microphone so the other party can hear you, press . To enable or disable microphone mute for auto-answered calls, see step 2, below.

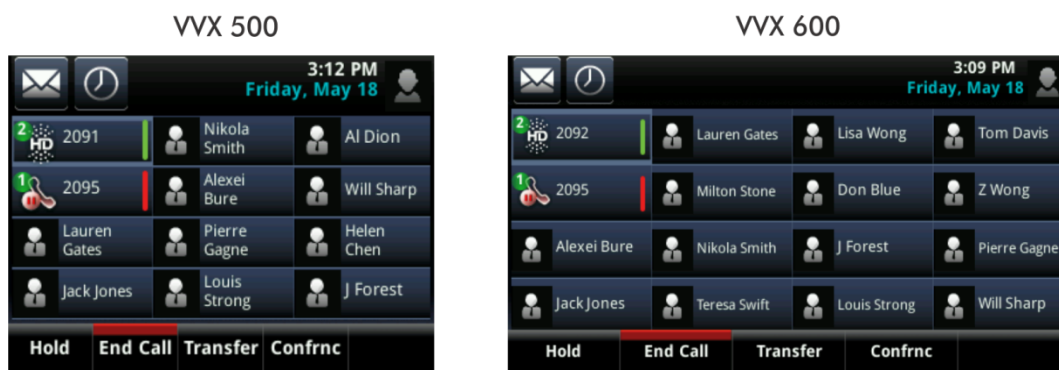
To enable your phone to automatically answer calls:

- 1 Tap **Settings** from Home view, and tap **Basic > Preferences > Auto Answer**.
- 2 From the Auto Answer screen, do the following:
 - To enable your phone to automatically answer SIP calls, tap **Auto Answer SIP Calls**, and tap **Yes**. The default setting is No.
 - To enable your phone to automatically answer all H.323 calls, tap **Auto Answer H.323 Calls**, and tap **Yes**. The default setting is No.
(This field only displays if your phone supports the H.323 protocol.)
 - To mute the microphone for all auto-answered calls so the incoming caller can't hear you, tap **Microphone Mute**, and tap **Yes**. The default setting is Yes.
 - To mute the video when video calls are auto-answered (so that the incoming caller cannot see you), tap **Video Mute**, and **Yes**. The default setting is No.
- 3 Tap **Save**.

Managing Multiple Calls

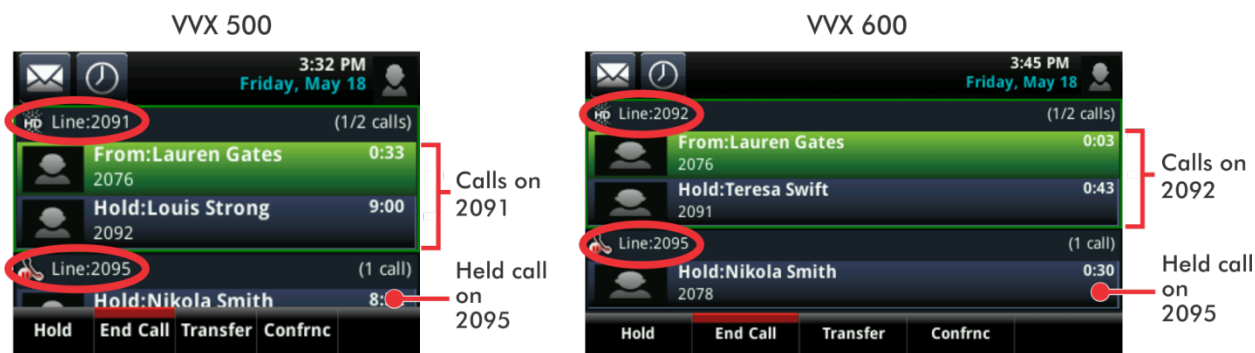
You can easily manage multiple calls from Lines and Calls view. To switch between the two views, swipe the screen.

Lines view shows you each line on your phone, and how many calls each line has, as shown next. A green bar indicates a line with an active call. A flashing red bar indicates a line with one or more held calls. In the example on the left, line 2091 has two calls (one active, one held), and line 2095 has one held call. The soft keys apply to the phone line that has the blue border (line 2091). To display the calls for a particular line, press and hold the phone line.



If you tap a phone line that doesn't have an active call, the most recent call on that line will become active. The current call will be held.

Swipe the screen to display Calls view. Calls view displays all the calls for each phone line, as shown next. All the calls for a phone line display under the associated phone line. Scroll up or down to see all your lines and calls.



To manage a call, tap a call to highlight it. Then, tap one of the soft keys to hold, resume, end, or transfer the highlighted call, or set up a conference with the highlighted call.





User Tip: Navigating Back to Calls View

If you navigate away from your call(s), tap **Calls** (shown next) to see Active Call or Calls view.

Tap to see Active Call or Calls view



Placing Calls

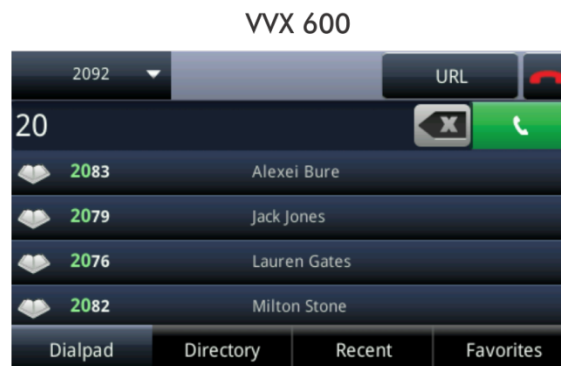
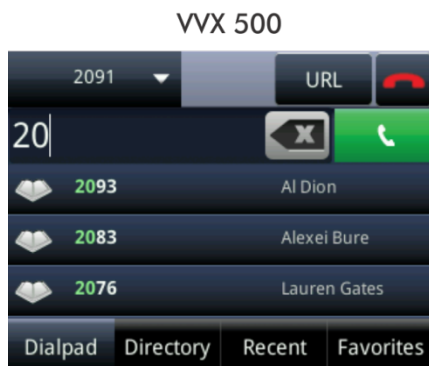
You can place a call using the handset, speakerphone, or headset. You can dial the number first, and then choose the method—by picking up the handset, pressing , or pressing —or choose the method first, and then dial the number.

You can place calls in these ways:



- Manually, from the Dialer
- Automatically, by tapping a favorite in Home or Lines view
- Automatically, from your Favorites list, Recent Calls list, or Contact Directory.

Calling from the Dialer

The Dialer displays a list of previously-placed calls. Tap one of the entries to automatically enter it. Or, start entering a number. As you enter numbers, the Dialer displays a list of similar numbers, as shown next. Tap a match to automatically enter it.







To display the Dialer, do one of the following:

- From Home view, tap **New Call**.
- From Lines or Calls view, tap the **New Call** soft key. (The **New Call** soft key won't display if you have an active call.)
- If your phone is idle, start entering a phone number.
- Pick up the handset, or press  or . This method only works if you don't have an active call.
- In Lines view, tap a phone line that doesn't have any calls.

When you access the Dialer, an active call is held.


To call from the Dialer:

- Enter the number, and then pick up the handset, press  or tap , or press .
or
- If you're already in handset, speakerphone, or headset mode, enter the number, and tap .

Placing Calls from Favorites, Lists, and Directories

In addition to the Dialer, you can place calls from the Recent Calls list, Favorites list, or your Directory. Or, you can quickly call a favorite or monitored line (if enabled) from Home or Lines view.

To call from the Recent Calls list:

- 1 Access your Recent Calls list by doing one of the following:
 - From Home view, tap **Directories**, and tap **Recent Calls**.
 - From the Dialer, tap **Recent**.
 - From Lines, Calls, or Active Call view, tap .
- 2 From the Recent Calls list, tap the person you want to call. The call is automatically placed.



Note: Accessing Recent Calls if Your Phone Has a Corporate Directory

If a Corporate Directory is available on your phone, you can also access Recent Calls by tapping **Directories** in Home view, and tapping **Recent Calls**.

To call from your Favorites list:

- 1 From Home view, tap **New Call**.
- 2 From the Dialer, tap **Favorites**.
- 3 From your Favorites list, tap the favorite you want to call. The call is automatically placed.



Timesaver: Automatically Dialing Favorites

You can quickly dial a favorite from Home or Lines view:

- **From Home view:** Tap the phone line, and tap the favorite or monitored line you want to call.
- **From Lines view:** Tap the favorite or monitored line you want to call.

To call from your Directory:

- 1 Access your directory by doing the following:
 - From Home view, tap **Directories**, and tap **Contact Directory**.
 - or
 - From Home view, tap **New Call**, and tap **Directory**.
- 2 From your Directory, tap the contact you want to call.
- 3 From the contact's information screen, tap the contact's phone number. The call is automatically placed.

Redialing Numbers

To dial the last number you called, open the Dialer. The first number in the list is the last call you placed.

To redial a number:

Tap the **Redial** Soft Key.

Recording Calls (if available)

Recording Calls is a 8x8 Virtual Office Pro feature, that can be managed via your 8x8 Virtual Office Online portal. You can record all calls or record selective calls by turning call recording on and off using your **CallRecord** softkey. You will only have a **CallRecord** softkey if the service is available to you.

To start recording a call, during a live call tap the **CallRecord** softkey. A message will announce that call recording has started.

To end recording a call, during a live call tap the **CallRecord** softkey. A message will announce that call recording has ended.

Parking a Call



You can park a live (answered) call and notify someone else on your PBX where to pick up the parked call.

To park a call:

Tap the **Park** Soft Key

A message will announce to someone on your PBX where (what extension) to pick up the parked call. You can publicly announce (page) or call to notify someone where (what extension) they can pick-up the parked call. To pick-up the parked call, they dial the parked call extension.

Ending Calls



To quickly end an active call, replace the handset, or press  or . Or, from Active Call, Lines, or Calls view, tap **End Call**. If you're in Calls view, be sure to highlight the call first.



Note: How Do I End a Held Call?


A call must be active to end it. To end a held call: From Calls view, tap the held call to highlight it, tap **Resume**, and then tap **End Call**.

Using Headsets

You can connect an analog and/or USB headset to your phone. If an analog headset is connected and in use,  glows green. If a USB headset is connected and in use,  glows blue. If both an analog and USB headset are connected, the USB headset will be used. If two USB headsets are connected, the headset you connected first will be used.

If you use a headset, you can set up your phone so that all calls use your headset (see [Enabling Headset Memory Mode](#)). 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.

If you have a VVX 600/601, your phone supports Bluetooth headsets. If your system administrator enables Bluetooth capability for your phone, you can use a Bluetooth device to handle calls. If a

Bluetooth headset is connected and in use,  glows blue. If analog, digital, and Bluetooth headsets are connected to your phone at one time, the Bluetooth headset will be used. To use a Bluetooth headset, see [Using Bluetooth Headsets with Your VVX 600/601 Phone](#).



Web Info: More Information About Headsets

- For information on how to connect a headset to your phone, see the *Quick Start Guide* for your phone, available from <http://www.8x8.com/Support/BusinessSupport/Documentation.aspx>.
- For information on your headset's features, as well as how to sync your headset with your phone, see your headset documentation.
- For a list of supported headsets, see [Using Headsets with Polycom Phones \(Feature Profile 37477\)](#). For detailed information about how to use electronic hookswitch, see [Using an Electronic Hookswitch \(Technical Bulletin 35150\)](#). Both these documents are available from the [Polycom Engineering Advisories and Technical Notifications](#) Support page.




Troubleshooting: Why Doesn't My Headset Work with My Phone?



Certain USB headsets—such as those that come with a docking station—have two modes: *deskphone* and *softphone*. To work with your phone, your headset must be in softphone mode. If you can't operate the phone from your headset, your headset may be in deskphone mode. To switch modes, press and hold the headset hookswitch until you hear a sound or message on the headset.

Enabling Headset Memory Mode


This feature is useful for permanent or full-time headset users. You can set up your phone so that all incoming and outgoing calls use your headset. At any time, you can switch to handset or speakerphone mode.

To use Headset Memory Mode, you must enable, and then activate, Headset Memory Mode. When Headset Memory Mode is activated,  flashes either green (for analog headsets) or blue (for USB or Bluetooth headsets).

To enable Headset Memory Mode:

- 1 Tap **Settings** from Home view, and tap **Basic > Preferences > Headset > Headset Memory**.
- 2 From the Headset Memory Mode screen, tap **Enabled**.
- 3 Press .
- 4 To activate Headset Memory Mode, press  twice. The Headset key will flash to indicate that the phone is in Headset Memory Mode.

Now, whenever you answer a call, the call will connect to your headset automatically.


If you switch to the speakerphone or the handset, you deactivate Headset Memory Mode. Calls will no longer automatically go to your headset, unless you choose this mode. To have calls go to your headset again, activate Headset Memory Mode by pressing  twice.

Using Bluetooth Headsets with Your VVX 600/601 Phone

If you have a VVX 600/601 phone and your system administrator enables Bluetooth capability, you can use a Bluetooth headset with your phone to handle calls. To use your Bluetooth headset with your phone, you need to turn on the Bluetooth option on your phone, and then pair and connect your Bluetooth device with your phone.

This section shows you how to turn Bluetooth on, and how to pair and connect your Bluetooth headset. It also provides general information on how to use your Bluetooth headset with your phone, and how to disconnect and remove your Bluetooth headset from your phone.

Turning On the Bluetooth Option

Before you can use a Bluetooth headset with your phone, you need to turn on the Bluetooth option. When Bluetooth is turned on, the Bluetooth icon () displays in the status bar, as shown next.

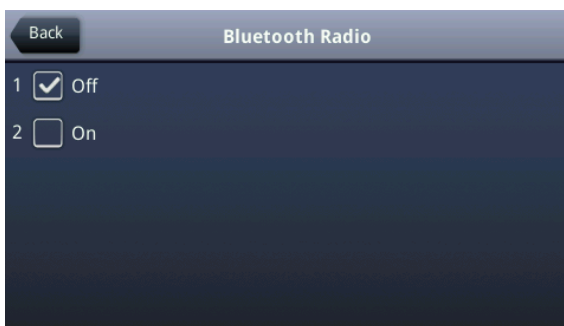


Indicates Bluetooth is on


After you turn on the Bluetooth option, you can pair and connect your Bluetooth headset.

To turn on the Bluetooth option on your phone:

- 1 From Home view, tap **Settings > Basic > Bluetooth Settings > Bluetooth Radio**. The Bluetooth Radio screen displays, as shown next.



- 2 To turn Bluetooth on, tap **On**. The message *Turning BT radio on / Please wait* displays.

The Bluetooth icon () displays in the status bar. You may have to wait several seconds for the icon to display. When the icon displays, you can pair and connect your Bluetooth headset.

Pairing and Connecting Bluetooth Headsets

Before you use your Bluetooth headset, you need to pair and connect it with your phone. You can pair up to four Bluetooth headsets with your phone; however, only one headset can be connected at a time.



Note: Pairing and Connecting Bluetooth Headsets

The following instructions are intended as a guide, and may not specifically apply to your Bluetooth device. You can usually find instructions for your headset on the device manufacturer's Web site.





Troubleshooting: Why Don't the Bluetooth Settings Display on My Phone?

If the Bluetooth settings don't display on your phone, check that your administrator has enabled the Bluetooth feature on your phone. If the feature is enabled, make sure you have turned the Bluetooth option on (see [Turning On the Bluetooth Option](#)).

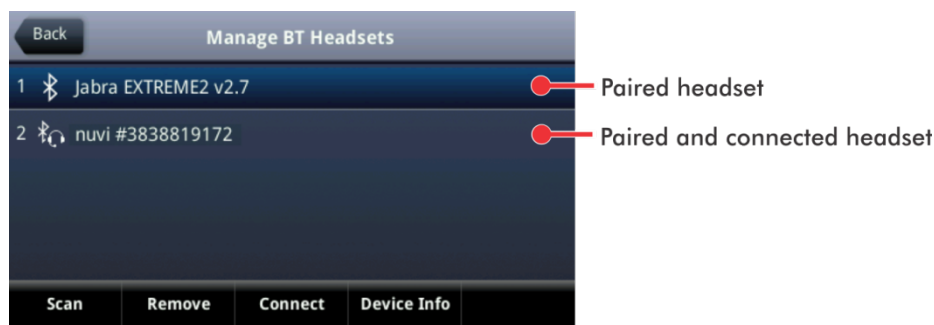
To pair and connect your Bluetooth headset with your phone:


- 1 Turn your Bluetooth headset on and place the headset in discovery mode. To place your headset in discovery mode, refer to your headset documentation.
- 2 From Home view, tap **Settings > Basic > Bluetooth Settings > Manage BT Headsets**. A list of all paired and connected headsets displays, as shown next.

The icon next to each headset indicates headset status:

- Bluetooth icon  —indicates that the headset is paired but not connected.
- Bluetooth/Headset icon  —indicates that the headset is both paired and connected.

In the following example, the first headset is paired but not connected, and the second headset is both paired and connected.

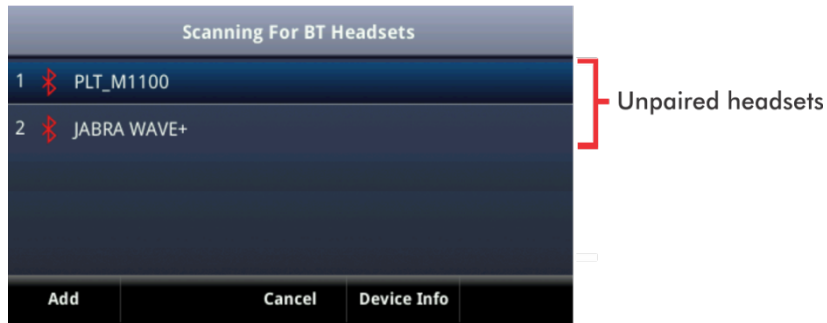


- 3 Do one of the following:
 - If your headset is listed, but it's just paired and not connected (that is, it has  next to it), go to step 5 to connect it.

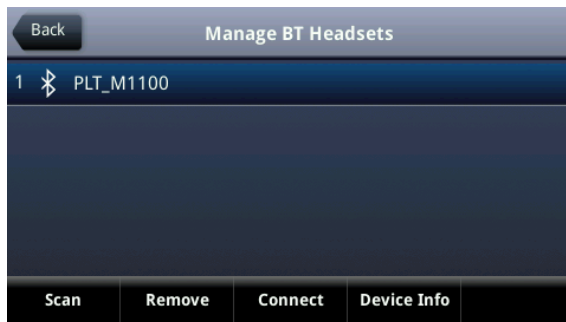
or

- If your headset isn't listed, find the headset by tapping **Scan**. Make sure your headset is in discovery mode before you tap **Scan**. The message *Place device in discoverable mode* reminds you to do this. Refer to your headset documentation for information on how to place your headset in discovery mode.

All the nearby devices in discovery mode will be added to the list, as shown next. A red icon displays next to each unpaired headset.




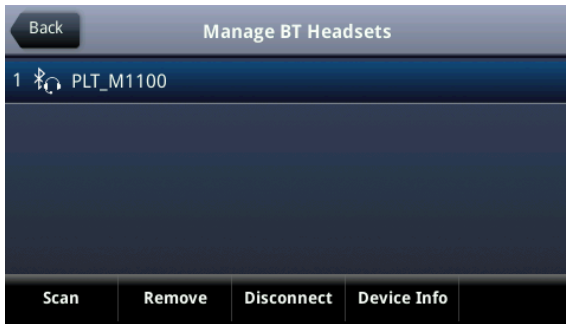
- 4 Tap the headset you want to pair and tap **Add** to begin the pairing process. An *Adding device* message displays. After your headset is added, the Manage BT Headsets screen displays. Your headset will be paired, but not connected, as shown next.




Note: Why Doesn't My Headset Pair Automatically?

If your headset is an older model, you may have to enter a password (for example, **0000**) before the headset can pair with your phone.

- 5 Tap the headset you want to connect, and tap **Connect**. A *Connecting device* message displays. After your headset connects, a *Headset attached* message displays, and your headset model will display next to the Bluetooth/Headset  icon—the icon that indicates that your headset is both paired and connected (shown next).



The Bluetooth/Headset  icon will also display in the status bar, as shown next. If you tap the icon, the Bluetooth Settings screen displays.





Indicates that a Bluetooth headset is paired and connected

You can now use your headset to handle calls.

Handling Calls with Your Bluetooth Headset

If your Bluetooth headset is turned on, and paired and connected with your phone, you can:

- Use the headset to handle calls, including muting and adjusting call volume.
- Initiate and end calls on your headset by pressing , or using a control on the headset.
- Switch to handset or speakerphone mode during a headset call by picking up the handset or pressing .

If a Bluetooth headset is paired and connected, and then you turn the headset off, the message *Headset removed* displays. The headset won't be connected anymore, but it will still be paired. When you turn the headset back on, the message *Headset attached* displays, and the headset will be connected again—indicating that you can use it to handle calls.

Disconnecting and Removing Your Bluetooth Headset

You can disconnect your headset from your phone, but still keep it paired. When you disconnect a headset, it remains paired so you can easily connect it to your phone again.

You can also remove your headset, so it's no longer paired or connected. When you remove your headset, it won't display in the Manage BT Headsets screen. To connect it back to your phone, you'll need to scan for the device, add it, and connect it again.

To disconnect your headset:

- From Home view, tap **Settings > Basic > Bluetooth Settings > Manage BT Headsets**. From the Manage BT Headsets screen, tap your headset, and tap **Disconnect**.

Your headset remains paired to your phone, but is no longer connected. To connect it to your phone again, tap **Connect**.



Timesaver: How to Quickly Connect and Disconnect Your Headset

You can quickly disconnect your headset by turning your headset off. When you turn it off, the message *Headset removed* displays. When you turn your headset back on, the headset will be connected again.

To remove your headset:

- 1 From Home view, tap **Settings > Basic > Bluetooth Settings > Manage BT Headsets**.
- 2 From the Manage BT Headsets screen, tap your headset, and tap **Remove**.

Your headset is removed from the list and is no longer paired or connected with your phone.

Responding to Incoming Calls

While your phone rings, you can do the following:

- Temporarily ignore the call before answering it.
- Reject the call so it goes directly to voicemail.
- Forward the call to another person.

Ignoring Incoming Calls

Ignore or silence a call to stop your phone from ringing. Even though the call is ignored, your phone will still display the incoming call notification so you can still answer the call.

To ignore or silence a call:

- From the Incoming Call window, tap **Ignore** (for private lines) or **Silence** (for shared lines).

The Incoming Call window disappears, your phone stops ringing, and either Home or Calls view displays.

Rejecting Incoming Calls

Reject a call to stop your phone from ringing and send the call directly to voicemail. Calls you reject display in your Recent Calls list. Rejecting calls is not available for shared lines.

To reject an incoming call:

- From the Incoming Call window, tap **Reject**. You can also reject an incoming call from Lines and Calls view.

The call goes directly to voicemail.

Forwarding Incoming Calls to Another Person

While your phone rings, you can forward the call to another person.

To forward an incoming call to another person:

- 1 While your phone rings, tap **Forward**.
- 2 From the Call Forwarding screen, enter the forwarding number, and tap **Forward**.

**User Tip: Other Ways to Forward Calls**

Refer to 8x8 Virtual Office Online User Guide for forwarding calls. This document is available at: <http://www.8x8.com/Support/BusinessSupport/Documentation.aspx>

During Calls

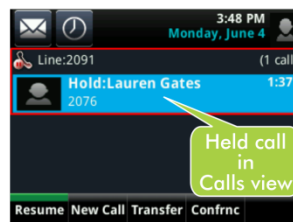
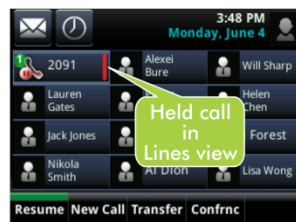
When you're in a call, you can do the following:

- Hold the call.
- Park the call.
- Transfer the call to another person.
- Blind Transfer the call to another person.
- Transfer the call to someone's voicemail.
- Set up a conference call with the person you're talking with and another person.

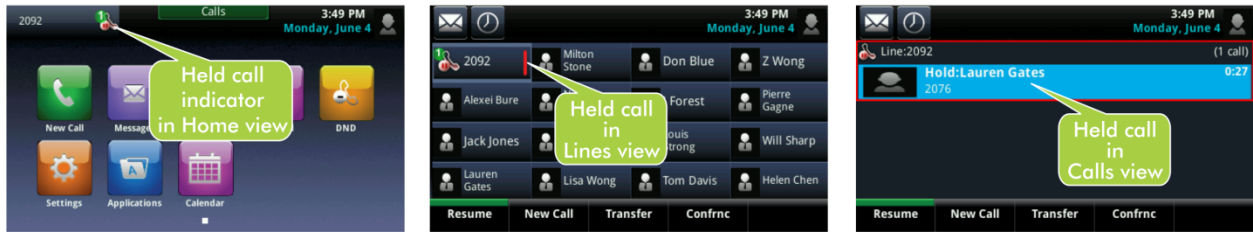
Holding Calls

You can place any active call on hold. A held call displays in Home, Lines, and Calls view as follows:

VVX 500



VVX 600



To hold a call:

- From Active Call, Lines, or Calls view, tap **Hold**. If you're in Calls view, be sure to highlight the call first.

To resume a held call:

Do one of the following:

- From Lines view, tap **Resume**. If there's more than one held call on the line, the last call that you held will be resumed. If you have multiple lines and you tap **Resume**, the last call that you held—on either line—will be resumed.
- or
- From Calls view, tap the call to highlight it, and tap **Resume**.

To record a call:

- From Active Call, Lines, or Calls view, tap **CallRecord**

To park a call:

- From Active Call, Lines, or Calls view, tap **Park**.
- Listen to the message for what extension the call is parked.
- Inform the recipient(s) to pick up the parked call by dialing that extension where the call is parked.

Transferring Calls

When you transfer a call to another person, you have the option to talk to the person before the transfer completes. If your phone supports a blind transfer, you can automatically transfer a call without talking to the other person. The call is automatically transferred after you dial the number you're transferring the call to.

If you have monitored lines configured on your Lines view, you can instantly transfer an active call to one of those lines. You can also transfer an active call to the voice mail of another extension.


To transfer a call:

- 1 From Active Call, Lines, or Calls view, tap **Transfer**. The active call is held.
- 2 From the Dialer, place a call to the person you want to transfer the call to.



User Tip: Accessing Your Directories and Favorites When You Transfer a Call

Instead of entering or selecting a number from the Dialer, you can select a directory entry or a favorite to transfer the call to:

- To transfer to a directory entry: After you tap **Transfer**, press , tap **Directories**, and then tap **Contact Directory** or **Corporate Directory**. Search for the person, and then call them.
- To transfer to a favorite: After you tap **Transfer**, tap **Favorites**, and tap the favorite you want to call.

- 3 When you hear the ring-back sound, tap **Transfer** to complete the transfer. Or, if you want to talk with the person before the transfer completes, connect and talk with the person, and then tap **Transfer**. To cancel the transfer before the call connects, tap **Cancel**.

To perform a blind transfer:

- 1 From Active Call, Lines, or Calls view, tap the **BlindXfer** Soft key
- 2 From the Dialer, tap **BlindXfer**, and dial the party you want to transfer the call to. The call automatically **transfers** to the party you specified.



Timesaver: Completing a Transfer

If you're using a handset, complete a transfer by replacing the handset.

To perform an instant transfer to a monitored line (BLF Key):

- 1 From Active Call, swipe the screen to the right to show the Lines view.
- 2 Tap the monitored line (BLF Key) to instantly transfer the call to that Line.

To transfer a call to voice mail:

1. From Active Call, tap **More > xfrVM**.
2. Enter the extension of the person you want to transfer the caller to followed by the # key.

The caller is transferred directly to the voicemail box at that extension.

Setting Up and Handling Conference Calls

You can set up a conference call with two other people. Depending on your phone system, you may be able to add more than two people to your call; ask your system administrator for the maximum number.

Just as with other calls, you can hold and resume conference calls. In addition, you'll have the option to split a conference call—end the conference and place the people you were talking with on hold.

Your system administrator may have enabled the conference management feature on your phone. This feature allows you to manage each person in the conference call so that you can mute, hold, and remove each person.



User Tip: Tips for When You're in Conference Calls

When you're in a conference call:

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

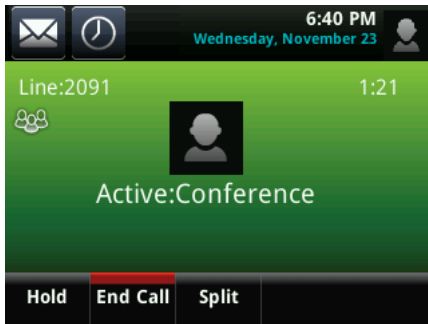
Setting Up Conference Calls

There are two ways to set up a conference: the conventional way—by calling two people and using the **Confrc** soft key—or joining two existing calls using the **Join** soft key.

To set up a conference call:

- 1 Call the first person.
- 2 From Active Call, Lines, or Calls view, tap **Confrc**. The active call is held.
- 3 Using the Dialer, call the second person.

- 4 When the second person answers, tap **Confnc** to join everyone in a conference. The Active: Conference screen displays, as shown next.



User Tip: How to Quickly Set Up a Conference

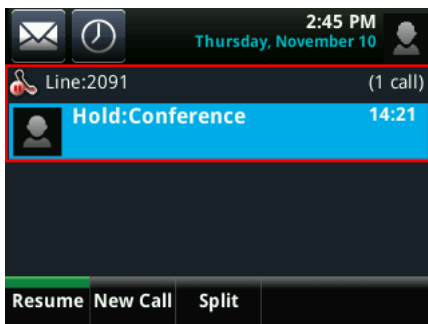
If your phone has an active call and one held call—on the same or a different line—tap **Join** from either Lines or Calls view to automatically create a conference call. The conference call takes place on the line from which you handled the last active call.

Holding and Resuming Conference Calls

When you place a conference call on hold, you place the other two people in the call on hold. No one in a held conference call can hear each other.

To place a conference call on hold:

- From Active Call, Lines, or Calls view, tap **Hold**. If you're in Calls view, be sure to highlight the conference first. The other two people in the conference are held. The following example shows a held conference in Calls view.



To resume a held conference call:

- From Lines or Calls view, tap **Resume**.

Ending Conference Calls

To end a conference, and your connection to the other people, tap **End Call**. By default, when you tap **End Call**, the other two people remain connected. However, your system administrator may have set up your phone so that all connections end.

To end a conference call:

- From Active Call, Lines, or Calls view, tap **End Call**.

The conference call ends. By default, the other two people remain connected.

Splitting Conference Calls into Two Held Calls

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

To split a conference call:

- From Active Call, Lines, or Calls view, tap **Split**.

The conference call ends. By default, the other two people are held.

Using Conference Bridges

A key business tool, the conference bridge allows users with an extension and voicemail passwords to schedule and manage conference calls. Basic functionality includes the ability to create and log into conference bridges. There are also administrator modes that allow calling out and dropping parties from the bridge.

Conference bridge supports up to 20 connected callers. An unlimited number of conference bridges can be in session at the same time.

To call into a conference bridge:

Internal:

1. Press the **ConfServ** softkey.
2. Follow the Conference Bridge voice prompts.

External:

1. Call direct DID to Conference Bridge (only if a DID is assigned to Conference Bridge).
2. Call in Auto Attendant and select Menu Option that is assigned to Conference Bridge.* (e.g. Option 4 > Conference Bridge)

Conference Menu Options

Enter a Conference - (Option 1):

1. Enter your extension then press #.
2. Enter conference ID then press #.
3. Please record first and last name then press #.

Create a Conference - (Option 2):

1. Enter your extension then press #.
2. Enter your password then press #. (Voicemail Password)
 - Create a conference that expires in 2 weeks press 1
 - Create a non expiring conference press 2
 - Create a conference with a custom expiration date press 3

Delete Existing Conference - (Option 3):

1. Enter your extension then press #.
2. Enter your password then press #. (Voicemail Password)
3. Enter the conference ID you want to delete then press #.

Changing the Way Calls are Answered

Change the way calls are answered by doing the following:

- Forwarding all calls to another person.
- Rejecting calls from a contact.
- Diverting calls from a contact to another person.
- Temporarily refusing all calls by enabling Do Not Disturb.

Forwarding All Calls to Another Person

You can set up your phone to forward all calls to another number, even if the Do Not Disturb feature is enabled.

**User Tip: Forwarding Calls on a Call-by-Call Basis**

You can choose to forward a call as your phone rings. For more information on forwarding calls on a call-by-call basis, see [Forwarding Incoming Calls to Another Person](#).

The Polycom 500/501 with 8x8 Virtual Office phone offers two methods of call forwarding:

- Online Call Forwarding
- Phone-based Call Forwarding



User Tip: Use Virtual Office for Call Forwarding

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):

- Log on to your Virtual Office Online dashboard at [http:// virtualoffice.8x8.com](http://virtualoffice.8x8.com).
- Select **Settings** then **Call Forwarding**, then select the **My Rules** tab.
- 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):

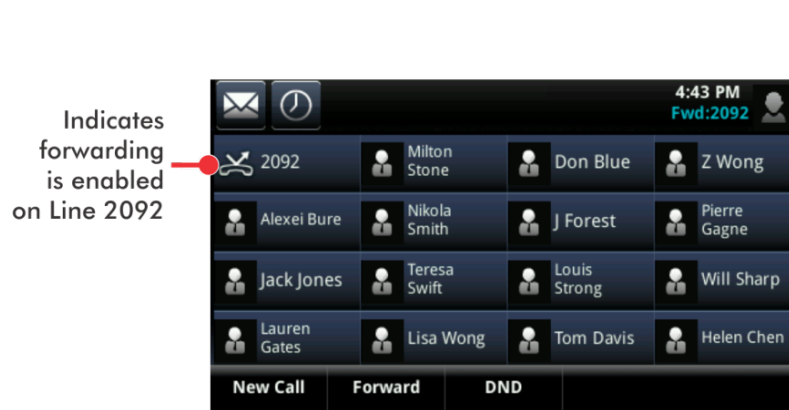
- 1 From Home view, tap **Forward**. (You can also tap **Settings** from Home view, and tap **Features > Forward**, or if your phone is idle, tap **Forward** from Lines view.)
- 2 If your phone is set up with multiple lines, tap the line to apply forwarding to.
- 3 From the Forwarding Type Select screen, tap the forwarding type you want:
 - **Always**—To forward all incoming calls.
 - **No Answer**—To forward all unanswered incoming calls.
 - **Busy**—To forward calls that arrive when you're already in a call.
- 4 Enter the forwarding number, and tap **Enable**. If you selected the **No Answer** option, you can enter the number of rings before your phone forwards the call. A value of 2 is recommended.

The forwarding number you chose scrolls in the status bar, as shown next.



The number calls will be forwarded to

If a phone line is idle, Lines view displays the forwarding icon,  next to the phone line, as shown next.



To disable call forwarding:

- 1 From Home view, tap **Forward**.
- 2 If your phone is set up with multiple lines, tap the line to disable forwarding for.
- 3 From the Forwarding Type Select screen, tap the forwarding type to disable, and tap **Disable**.

To reject live incoming calls


- On a live incoming call, select **REJECT** rather than **ANSWER**, the call will be diverted to your voicemail.

Rejecting Calls from a Contact

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




To send incoming calls from a contact to your voicemail system:

- 1 Tap **Directories** from Home view, and tap **Contact Directory**.
- 2 From your directory, tap the contact whose calls you want to reject.
- 3 From the contact's information screen, tap .
- 4 From the Edit Contact screen, tap **Auto Reject**, tap **Enabled**, and then tap **Save**.

Diverting Calls from a Contact to Another Person

The Divert option enables you to transfer all incoming calls from a particular contact to another person.


To divert incoming calls from a contact to another person:

- 1 Tap **Directories** from Home view, and tap **Contact Directory**.
- 2 From your directory, tap the contact whose calls you want to send to another person.
- 3 From the contact's information screen, tap .
- 4 From the Edit Contact screen, do the following:
 - Tap **Divert Contact**, and enter the number of the person you want the call to go to.
 - Tap **Auto Divert**, and tap **Enabled**.
 - Tap **Save**.


Using Do Not Disturb

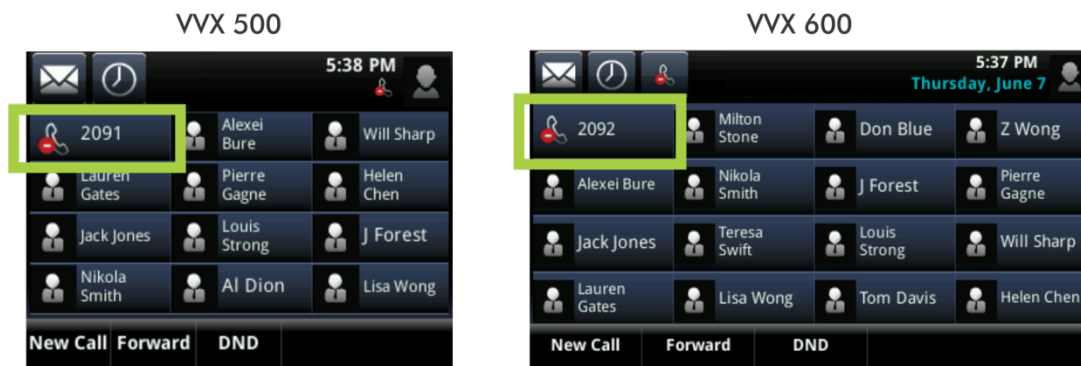
Enabling Do Not Disturb (DND) stops your phone from ringing and sends all incoming calls directly to voicemail. All calls you receive while DND is enabled are logged to your Recent Calls list.

When you enable Do Not Disturb, the following happens:

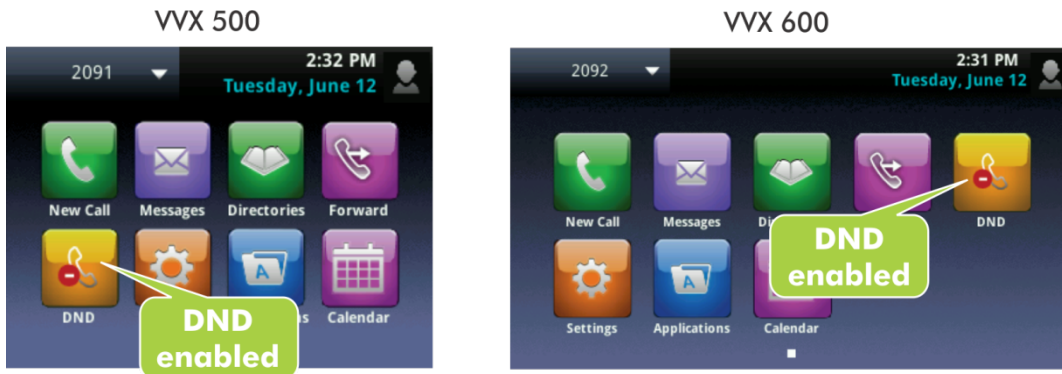
- The Do Not Disturb icon, , displays in the status bar, as shown next. For VVX 500/501 phones, the icon scrolls under the time display. For VVX 600/601 phones, the icon displays at the far left of the status bar, next to other icons that you can tap.



- If your phone is idle, the Do Not Disturb icon, , displays next to your phone line in Lines view, as shown next. If you have new messages or forwarding enabled, the messages or forwarding icon will display instead.



- The DND icon in Home view, , changes to , as shown next.



Note: Do Not Disturb and Call Forwarding

If you enable both forwarding and DND, calls will still be sent to the forwarding number.

To toggle Do Not Disturb on and off:

- From Home view, tap **DND**. Or, if your phone is idle, tap **DND** from Lines view.



Timesaver: A Quick Way to Disable DND on the V VX 600/601

To turn DND off, tap , located in the status bar.

Using Do Not Disturb with Multiple Lines

By default, the Do Not Disturb feature applies to all lines on your phone. However, your phone may be set up so that you can enable the feature on a per-line basis.

To enable or disable Do Not Disturb for a particular line:

- 1 From Home view, tap **DND**.
- 2 From the Line Select screen, tap the line to enable or disable Do Not Disturb on.
- 3 From the Do Not Disturb screen, tap **Enable** or **Disable**.



User Tip: Automatically Enabling or Disabling Do Not Disturb for All Lines


To automatically enable Do Not Disturb for all lines, tap **Set All**. To automatically disable the feature for all lines, tap **Clear All**.

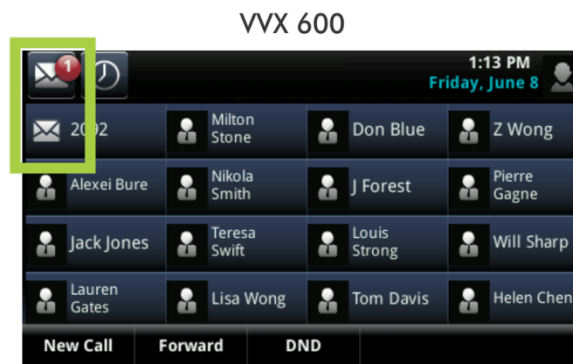
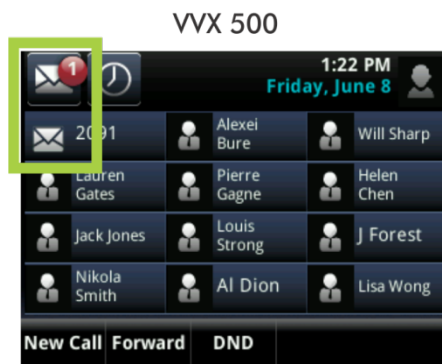
Listening to Voicemail

Your phone may indicate new voicemail messages by the following:

- A message counter in Home view, as shown next. The counter indicates the number of new messages you have.




- A message counter in the status bar (shown next). The counter displays on the Message icon, . If you have new messages, the Message icon also displays next to the phone line in Lines view, as shown next.




- A flashing Message Waiting Indicator, located at the top-right of your phone.
- An audible alert (if your phone is on-hook).



Note: Temporarily Removing Message Indicators

To temporarily remove message indicators, tap , and tap **Message Center** (or tap **Messages** from Home view, and tap **Message Center**) and tap **Clear**. After a period of time—usually about an hour or two—the message indicators will appear again.

To listen to voicemail messages:

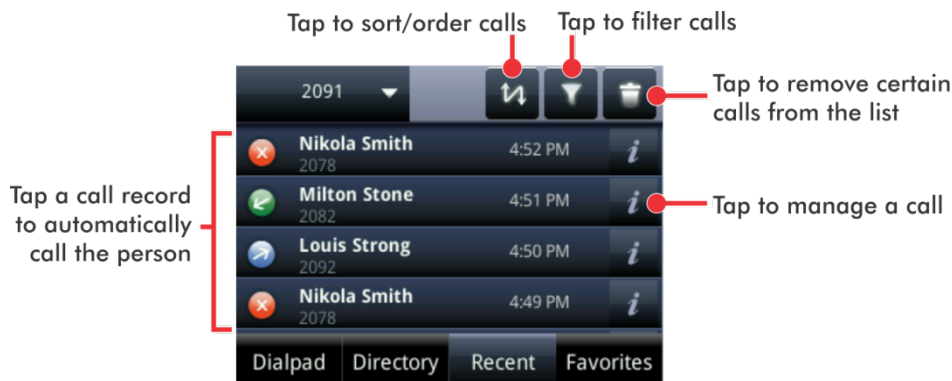
- 1 On the status bar, tap , and tap **Message Center**. Or, from Home view, tap **Messages**, and tap **Message Center**.
- 2 If multiple lines are configured on your phone, the Line Select screen displays. Tap the line that has the message.
- 3 From the Messages screen, tap **Connect** and follow the prompts.

Viewing Recent Calls




Your phone maintains a Recent Calls list—a list of missed, received, and placed calls. Each list can hold up to 100 entries.

From the Recent Calls list (shown next), you can:

- Sort, order, and filter calls. By default, the list displays all call types (missed, placed, and received), with the most recent call displaying first, as shown next.
- Remove certain calls from the list.
- Tap a call record to view call details and manage the call.
- Tap a call record to automatically call the person.



Icons display next to a call to indicate the call type:

- Placed calls display .
- Received calls display .
- Missed calls display .

To view your Recent Calls list:

- From Home view, tap **New Call**, and tap **Recent**. You can also access recent calls by tapping **Directories** from Home view, and tapping **Recent Calls**.






Timesaver: Quickly Accessing the Recent Calls List

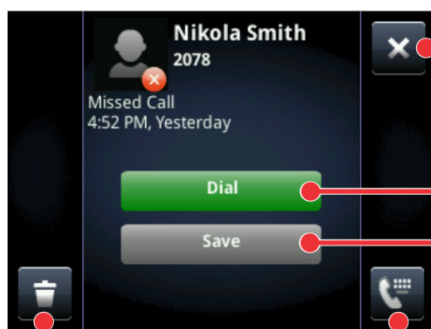
To quickly access recent calls, tap  in Lines, Calls, or Active Call view, as shown next.



Tap to see recent calls

To manage a call record:

- 1 From your Recent Calls list, tap  next to a call record.
- 2 From the call details screen, shown next, you can:
 - Tap **Dial** to call the person.
 - Tap **Save** to add the person to your Contact Directory. If the person is already in your Contact Directory, but isn't a favorite, *Add to Favorites* displays instead. Tap **Add to Favorites** to automatically make the person a favorite.
 - Tap  to delete the call from the list.
 - Tap  to edit the phone number before you dial the person.



Tap to go back to your recent calls list



Tap to call the person

Tap to save the person to your Contact Directory

Tap to remove the call from the list

Tap to edit the phone number before calling

To customize the list:

- From your Recent Calls list (shown next), tap  to sort and order calls, and tap  to filter calls for specific lines.

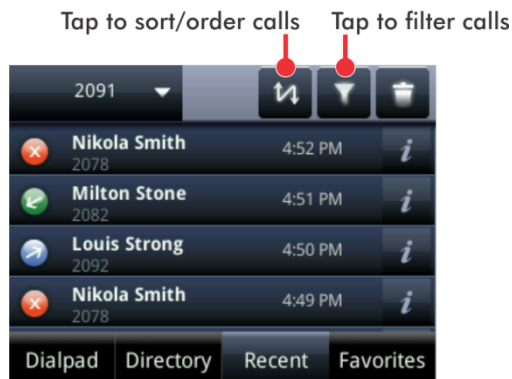
When you sort calls by the time of the call, you can order calls in ascending (oldest call first) or descending (most recent call first) order.


When you sort calls by call name, you can order calls in ascending (alphabetical) or descending (reverse-alphabetical) order.

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).

**Note: About Filtered Call Lists**

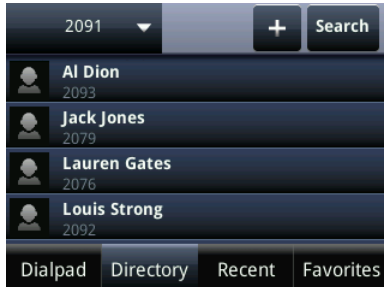
You can't save your filtered call list results. If you filter your Recent Calls list so that only a certain call type—for example, only missed calls—display, the next time you display the list, all call types (the default filter) will display.

**To remove certain calls from the list:**

- From your Recent Calls list, tap . You can remove a specific call type, all calls, or just the calls that display on the screen.

Working with Your Contact Directory

You can store a large number of contacts in your phone's local Contact Directory (shown next). Contact your administrator for the exact number.



From your local Contact Directory, you can:

- View contact information.
- Search for contacts.
- Dial contacts.

If you can update your Contact Directory, you can also do the following:

- Add contacts.
- Update contact information.
- Delete contacts.



Note: Accessing a Corporate Directory

A Corporate Directory may be available on your phone. If you have access to a Corporate Directory, you can dial people in the Corporate Directory, as well as save them to your Contact Directory. For more information, see [Working with a Corporate Directory](#).

To view your Contact Directory:

- Tap **Directories** from Home view, and tap **Contact Directory**.
- or
- Tap **New Call** from Home view, and tap **Directory**.

From your Contact Directory, scroll to view contacts or enter search criteria to find one.

To view contact information:

- From your Contact Directory, tap the contact. The contact's information screen, including the contact's name and phone number, displays (as shown next). Additional information—such as a job title, label, or email address—may also display.

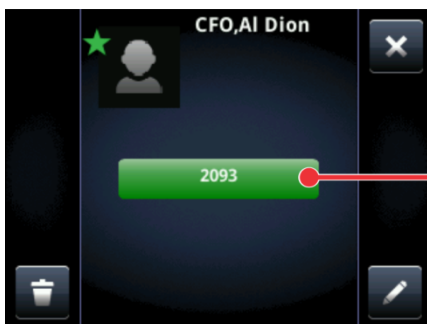
**To search for a contact:**

- 1 From your Contact Directory, tap **Search**.
- 2 From the Search screen, enter search criteria and tap **Search**. If you're using the onscreen keyboard, tap before you tap **Search**.

A list of search results is displayed. Tap **Return** to display your Contact Directory again.

To dial a contact:

- 1 From your Contact Directory, tap the contact you want to call.
- 2 From the contact's information screen (shown next), tap the contact's phone number.



Tap to call the person

To add a contact:

- 1 From your Contact Directory, tap **+**.
- 2 From the Add Contact screen, enter contact information:

**Note: Directory Fields are Set by Your Administrator**


Your phone may not display all contact fields. For more information, see your administrator. The only required field is the Contact field—the contact’s phone number.

- For **First Name**, enter the contact’s first name.
- Tap **Last Name**, and enter the contact’s last name.
- Tap **Contact**, and enter the contact’s phone number.
The phone number must be unique, and can’t already exist in the directory. If you save an entry with a non-unique phone number, the entry won’t be saved.
- Tap **Job Title**, and enter the contact’s job title, such as Manager.
- Tap **Email**, and enter the contact’s email address.
- Tap **Favorite Index**, and enter a favorite index number.
The number can be any unused value, up to a maximum value of 9999. A contact that has a favorite index number will automatically display in your Favorites list. For more information about favorites, see [Managing Favorites](#).
- Tap **Label**, and enter a label for the contact such as, Marketing.
If you specify a label, the label will be the first item that displays for the contact on the Directory screen, and in your Favorites list if the contact is a favorite.
- Tap **Ring Type**, and select the ringtone you want to use for the contact.
- Tap **Divert Contact**, and enter the phone number of the third party you want this contact’s calls sent to.
- Tap **Auto Reject**, and enable or disable the setting. The default setting is Disabled.
If enabled, each time the contact calls, the call will be directed to your mail system.
- Tap **Auto Divert**, and enable or disable the setting. The default setting is Disabled.
If enabled, each time the contact calls, the call will be directed to the third party you specified in the Divert Contact field.

- 3 Tap **Save**.




Timesaver: Saving Recent Callers and Corporate Directory Contacts to Your Directory


You can automatically save a recent caller to your directory. From your Recent Calls list, tap  next to the call record. From the call information screen, tap **Save**. The Add Contact screen displays, with the name (if specified) and contact fields populated. Enter additional information, if desired, and tap **Save**.

If a Corporate Directory is available on your phone, you can add contacts from the Corporate Directory to your Contact Directory. For information on how to update your Contact Directory in this way, see [Working with a Corporate Directory](#).

To update a contact's information:

- 1 From the Contact Directory, tap the contact you want to update.
- 2 From the contact's information screen, tap .
- 3 From the Edit Contact screen, update the contact's information.
- 4 Tap **Save**.

To delete a contact:

- 1 From your Contact Directory, tap the contact you want to delete.
- 2 From the contact's information screen, tap . A confirmation message displays, confirming that you want to delete the contact. Tap **Yes** or **No**.

Working with a Corporate Directory

You may have access to portions of a Corporate Directory. You can't update your Corporate Directory; your administrator determines which contacts you can see.

From the Corporate Directory, you can do the following:

- Search for contacts.
- Dial contacts.
- Add contacts to your local Contact Directory.

To view the Corporate Directory:

- Tap **Directories** from Home view, and tap **Corporate Directory**. By default, a blank search screen displays. To view entries, search for a person.
- Alternatively, from Home view, tap **Applications > Directory Listing**. This view of the corporate directory is optimized for the scrolling of entries.



User Tip: Saving Corporate Directory Search Results

You can save your last search results, so that the next time you view the Corporate Directory, the results of your last search will display. To save Corporate Directory search results, tap **Settings** from Home view, and tap **Basic > Preferences > Corporate Directory > View Persistency**. From the View Persistency screen, tap **Enabled**. The next time you view Corporate Directory, your last search results will display.

To search the Corporate Directory:

- From the Corporate Directory, perform a quick search or an advanced search:
 - To perform a quick search, enter the first few characters of the contact's first or last name (depending on how the directory is organized), and tap **Submit**.
 - or
 - To perform an advanced search, tap **AdvFind**. From the Advanced Find screen, enter your search criteria, and tap **Submit**.

The screen displays a list of contacts, starting with the most successful matches. To view information for the contact, tap **View**. To erase all your search criteria and enter new criteria before you submit your search, tap **Clear**.

To dial a Corporate Directory contact:

- 1 From the Corporate Directory, search for the contact you want to dial.
- 2 From the search results, tap the contact, and tap **Dial**.

To add a contact to your local Contact Directory:

- 1 From the Corporate Directory, search for the contact you want to add to your Contact Directory.
- 2 From the search results, tap the contact's record, and tap **View**.
- 3 From the contact's information screen, tap **Save**.

Only the first name, last name, and phone number are saved. You may want to go to the Contact Directory to see if the contact was saved correctly and to add additional contact information.

Controlling What is Heard

You can change what you hear by doing the following:

- Updating the incoming call ringtone.
- Updating a contact's ringtone.
- Changing the speaker volume.
- Changing the ringer volume.

- Muting the microphone.
- Changing where you hear sound effects.

Updating the Incoming Call Ringtone

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



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

- 1 Tap **Settings** from Home view, and tap **Basic > Ring Type**.
- 2 If multiple lines are configured on your phone, tap the line you want to apply a new ringtone to.
- 3 From the Ring Type screen, tap the ringtone you want. To hear the ringtone before you change it, tap **Play**. The default ringtone is Low Trill.

Updating a Contact's Ringtone


You might find it helpful to select unique ring tones for the various contacts in your Contact Directory. In this way, you can quickly identify callers as your phone rings.

To select a ringtone for a contact:

- 1 From your Contact Directory, tap the contact whose ringtone you want to change.
- 2 From the contact's information screen, tap .
- 3 From the Edit Contact screen, tap **Ring Type**, tap the ringtone you want, and then tap .




User Tip: Listening to a Ring Tone Before You Save It


To listen to a ring tone before you save it, tap the ring type and tap .

- 4 From the Edit Contact screen, tap **Save**.

Changing the Speaker Volume

To change the volume of what you hear during a call, press one of the Volume keys, , while you're in a call.


Changing the Ringer Volume


To change the volume of the incoming call ringtone, press one of the Volume keys, , while your phone is idle or ringing.

Muting the Microphone

Mute the microphone so other parties can't hear you. Microphone Mute applies to all modes (handset, headset, and speakerphone). You can still hear all other parties when you mute the microphone.

To mute the microphone:

- During a call (including a conference call), press .

The Mute key glows red. The other parties can't hear you. To disable Mute, press  again.

Choosing Where You Hear Sound Effects

You can choose whether you hear sound effects—all phone sounds except call audio—from the handset, headset, or speaker. 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 choose where you hear sound effects:

- 1 Tap **Settings** from Home view, and tap **Basic > Preferences > Audible Ringer**.
- 2 From the Audible Ringer screen, select where you want to hear sound effects:
 - To hear sound effects only from the phone's loudspeaker, tap **Speaker**.
 - To hear sound effects only from the handset, tap **Handset**.
 - To hear sound effects only from the headset, tap **Headset**.
 - To hear sound effects only from the device you're currently using to hear call audio, tap **Active**.

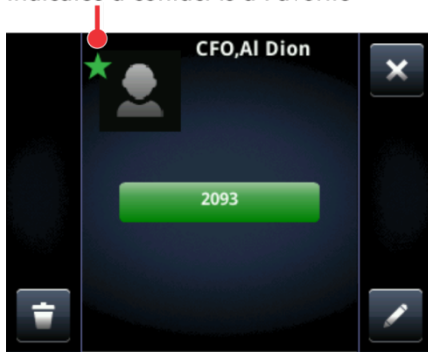
The default destination is Speaker.

Managing Favorites

Favorites are the contacts in your Contact Directory that you call most often. To make a contact a favorite, you need to assign a contact a favorite index number. You do this from the Contact Directory.

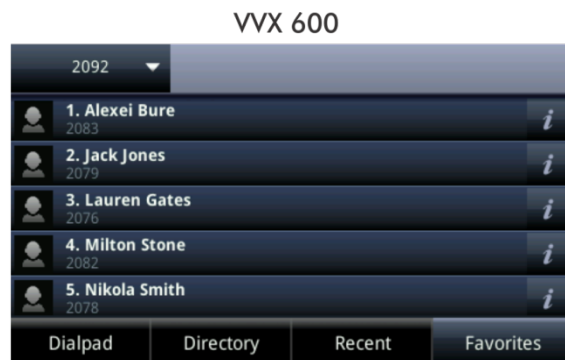
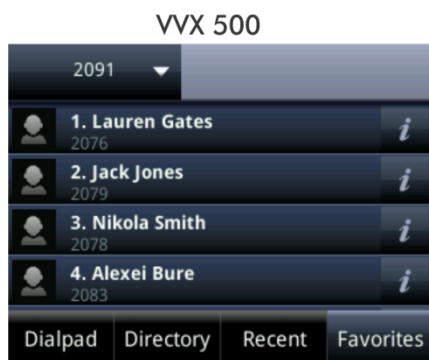
Contacts that have a favorite index number display , as shown next.

Indicates a contact is a Favorite

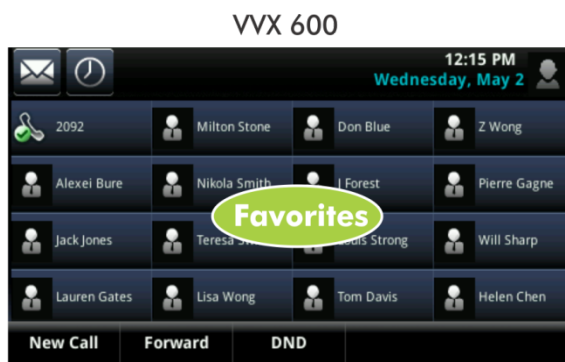
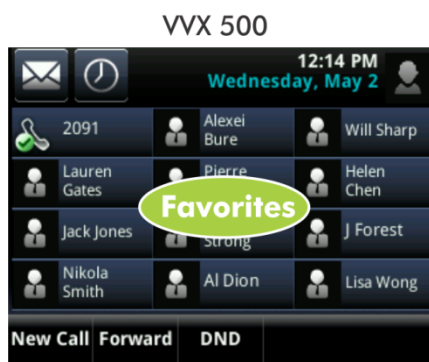


All your favorites display in your Favorites list. A smaller number of Favorites (up to 11 for the VVX 500/501 and 15 for the VVX 600/601) display in Lines view and from Home view.

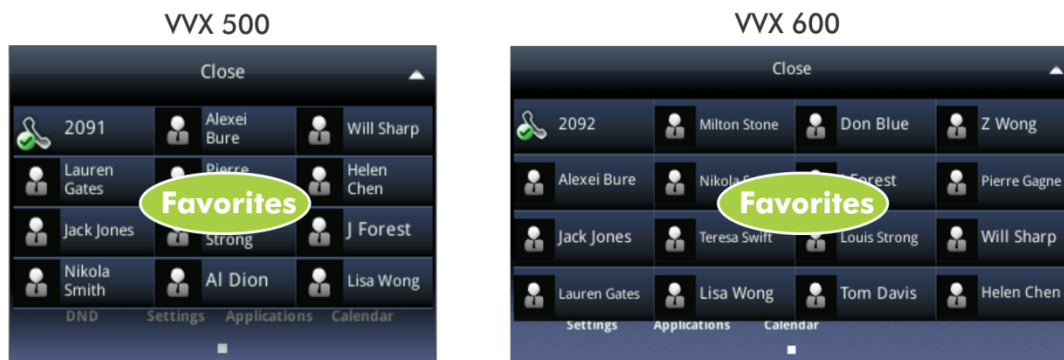
The following figure shows a sample Favorites list.



The following figure shows your favorites in Lines view. Favorites display under the phone line(s).



Favorites also display from Home view, as shown next.



Favorites display consecutively, according to their index number. The contact with the lowest number displays first. To reorder your favorites, assign the contact a different index number.

To see your Favorites list:

- Tap **New Call** from Home view, and tap **Favorites**.

To see your favorites from Home view:


- From Home view, tap the phone line.

To see your favorites from Lines view:

- From Home view, press . If the idle browser displays, swipe the screen to see Lines view.

To make a contact a Favorite:

Do one of the following:

- From your Contact Directory, tap the contact. From the contact's information screen, tap **Add to Favorites**.
- or
- From your Recent Calls list, tap  next to a call record. From the call details screen, tap **Add to Favorites**.

The contact will now have a green star next to their name when you view the contact from the Contact Directory or the Recent Calls list.




User Tip: Manually Assigning a Favorite Index Number When You Make a Favorite

After you tap **Add to Favorites**, a dialog displays asking if you want to automatically accept the next available index number, or manually enter your own. Tap **Yes** to automatically accept an index number, or tap **Edit Index** to enter a unique index number. You can enter a number up to 9999.


To quickly call a favorite:

- From your Favorites list, or from Home or Lines view, tap the favorite you want to call. The call is automatically placed.


To reorder your favorites:

- 1 From your Contact Directory, tap the contact.
- 2 From the contact's information screen, tap .
- 3 From the Edit Contact screen, tap **Favorite Index**, and enter a new favorite index number.
- 4 Tap **Save**.

To delete a favorite:

- 1 From your Contact Directory, tap the contact.
- 2 From the contact's information screen, tap .
- 3 From the Edit Contact screen, tap **Favorite Index**, and delete the favorite index number.
- 4 Tap **Save**.

**User Tip: Quickly Deleting a Favorite**

From Lines view, press and hold the favorite until the contact's information screen displays. Then, tap . The contact will remain in your directory, but will no longer be a favorite.

Using the Intercom

You can use the Intercom key to automatically connect with a remote extension.

- To intercom an extension, tap **Intercom** from Lines View, dial the number you wish to Intercom to and then tap **Enter**.

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

Returning the Last Call

Last Call Return (LCR) enables you to automatically call back the last incoming call without having to dial the number.

To call back the last incoming call:

1. Tap **LCR**.

2. You can pick up the handset first, then tap **LCR** to place the call on your handset.

Using the Auto Attendant

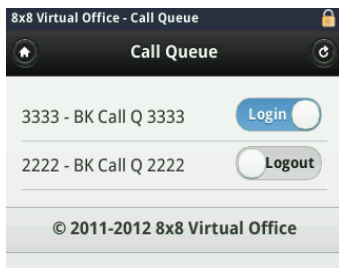
To access the Auto Attendant:

1. Tap **AA**.
2. Follow Auto Attendant voice prompts.

Using Call Queues (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.

- **To access your Call Queues** Tap **Applications** from Home View, then tap **Call Queues**.



- **To log into a Call Queue:** Tap the **Login** button.
- **To log out of a Call Queue:** Tap the **Logout** button.

Chapter 3: Using Video and the Polycom VVX Camera

If you attach a Polycom® VVX® Camera to your phone, you can send and receive video during calls. The VVX Camera is an optional accessory that attaches to the USB port on the top of your phone. For information about purchasing a VVX Camera, contact your Polycom reseller.



Web Info: Learning More About the VVX Camera

You can find information about the VVX Camera, such as how to attach it to your phone, from the [VVX Camera](#) Support page.

The following sections describe how to use your phone with a VVX Camera. You'll also learn how to place audio-only calls, and learn special tips for when you're in a video call. The topics include:

- [Using a VVX Camera](#)

Handling Video Calls

This section describes video calls.

In this section, you'll learn:

- About video calls
- How to handle video during calls
- How to handle a mixture of video and audio-only calls
- How to handle conference calls that include video
- How to view all video on the full screen
- How to view video in normal, cropped, and full modes
- How to set the call rate for video calls



Note: How Can I Stop Far-Side Video?

You can't start and stop far-side video. If your phone is video-enabled, it will always display far-side video.

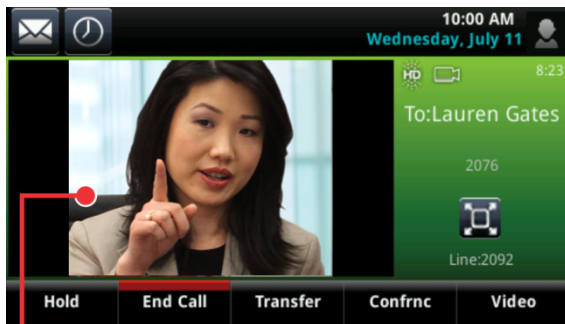


Note: Video from Different Endpoints Will Display Differently on Your Phone

Depending on the phone or system that’s sending video, black bars may appear on the top, bottom, or sides of the video image. This occurs because the aspect ratio of the sent video doesn’t match the display area on your phone, and the portions of the video that aren’t being received display as black bars. If the received video matches your phone’s display area, the received video will fill the screen. If black bars display, you can remove them by selecting ‘cropped’ video screen mode (see [Displaying Video in Normal, Full, and Cropped Modes.](#))

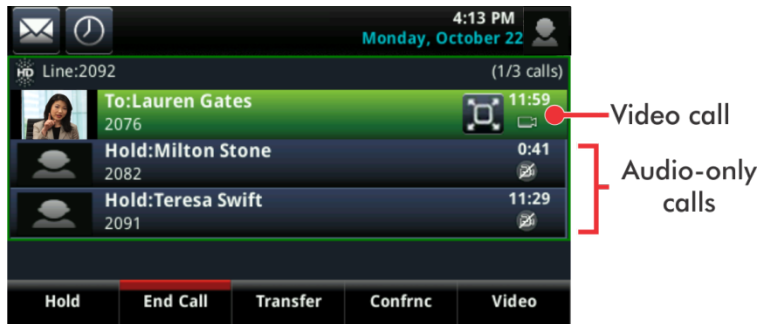
About Video Calls

When you’re in a call with a person that has a video-enabled phone, the person you’re talking with—the ‘far side’—displays in the call window, as shown next.

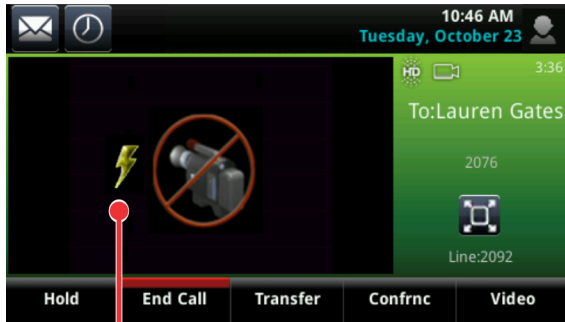


The person you’re talking with (the far side)

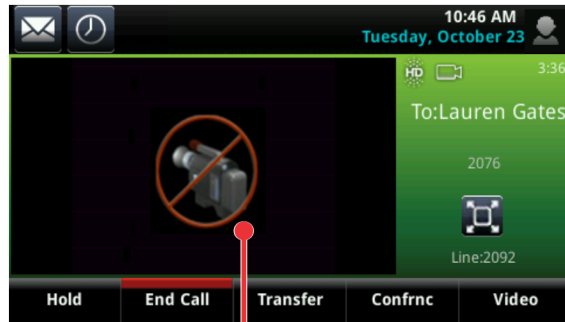
Far-side video also displays in Calls view, as shown next.



If the far side stops sending video, a ‘no video’ icon displays on your phone, as shown next. If the far side is unable to send video—for example, if the far side is video-enabled, but doesn’t have a camera attached to their phone—a thunderbolt icon displays next to the ‘no video’ icon.



Indicates that the far side can't send video



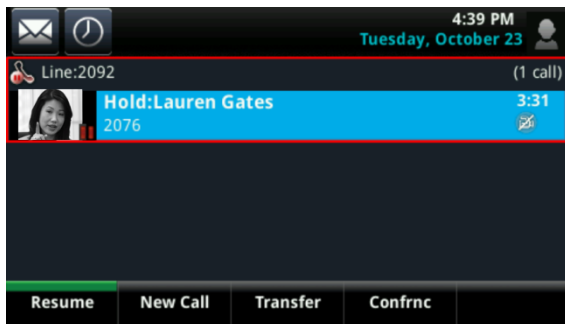
Indicates that the far side has stopped sending video



Note: Why Do I See a Different ‘No-Video’ Icon?

Depending on the phone or system that has stopped sending video, you may see a different icon than the one shown above.

If you hold a video call, the person’s video stream stops, and is replaced by a paused grayscale image taken just before you held the call, as shown next. The person’s video stream returns when you resume the call.




Handling Video During Calls

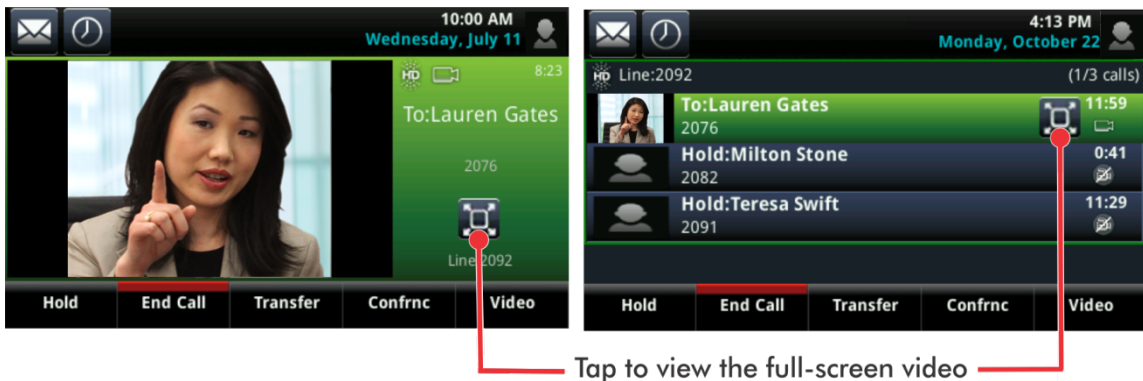
During a video call, you have the option of viewing video on the full screen (shown next), instead of in the smaller call window.



To view full-screen video:

Do one of the following:

- From Active Call or Calls view, tap  (shown next). You can also tap the video area to view video on the full screen.



or

- From Active Call or Calls view, tap **Video**, and tap **Full Screen**.

Full-screen video displays. Call details display at the bottom of the screen, along with an icon that you can tap to exit full screen mode, as shown next. The call details display for five seconds, and then disappear. To see the details again, tap the screen.



Tap to exit full screen mode

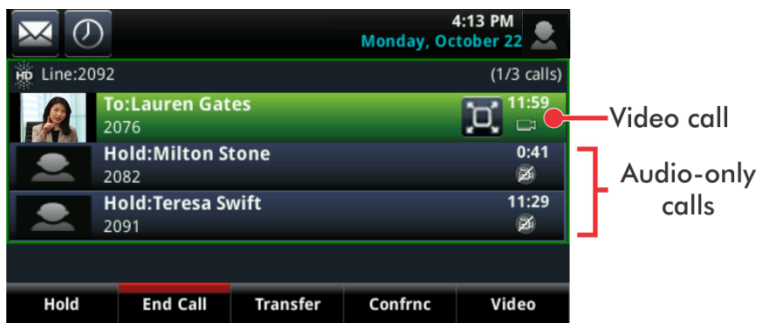


User Tip: Can I Automatically View All Video Calls in Full-Screen Mode?

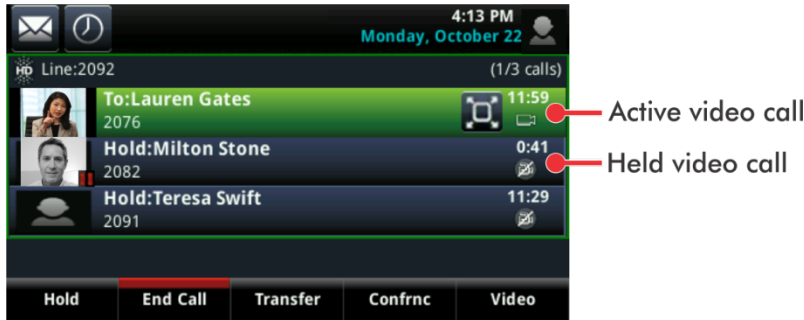
You can set up your phone to automatically display all video calls—not just the one you’re in—in full-screen mode. For more information, see [Viewing All Video Calls on the Full Screen](#).

Handling a Mixture of Video and Audio-Only Calls

If you have multiple calls, you can easily manage a video call from Calls view. From Calls view, you can quickly identify the video call by the video stream that displays next to the call details, as shown next.



If two or more calls are video calls, only the active call shows a video stream of the far side. All other video calls show a paused grayscale image of the far side, as shown next. If you resume a held video call, the held call will become active and display an active video stream again.



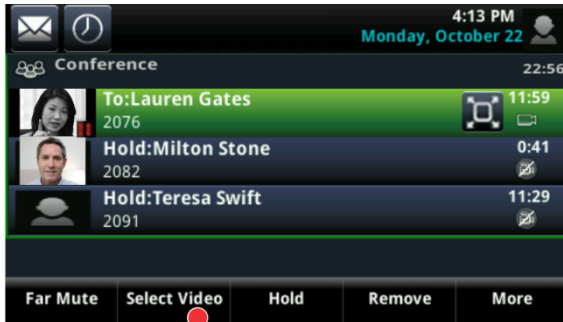
Handling Conference Calls with Video

If you create a conference on your phone with two other parties, your phone can display video for only one conference participant—even if more than one participant can send video. The person whose video you’ll see is the last person who joined the conference. If you used the **Join** soft key to create the conference, you’ll see the video of the person who was previously held.

During a conference, you may have access to the conference management feature. This feature, which is enabled by your system administrator, allows you to manage each conference call participant. You can mute, hold, and remove individual participants, as well as select whose video to see.

To choose the conference participant to exchange video with (if enabled for your phone):

- 1 Set up a conference call and tap **Manage**.
- 2 From the Conference window, tap the person whose video you want to see (the person will have a paused grayscale image), and tap **Select Video** (shown next). The person who previously displayed video will display a paused grayscale image, and the person you selected will now display video.



Tap to display video for the selected conference participant (Lauren Gates)

Viewing All Video Calls on the Full Screen

You can choose to display all video calls on the full screen or in the call window. By default, all video calls display in the smaller call window.

To change where video calls display:

- 1 Tap **Settings** from Home view and tap **Basic > Video > Video Call Settings**.
- 2 From the Video Call Settings screen, enable or disable **Auto Video Full Screen**.
If enabled, your phone displays all video calls on the full screen. If disabled, all video calls display in the call window. The default setting is *Disabled*.
- 3 Tap **Save**.

Displaying Video in Normal, Full, and Cropped Modes



Troubleshooting: I Updated a Video Setting, But I Don't See the Changes

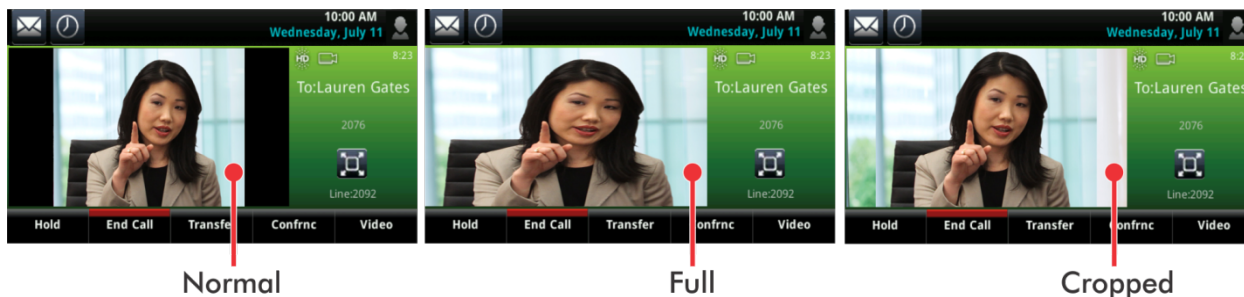
You can update video settings during a video call. However, the updated setting will apply to the next call, not the current call.

You can choose to display all video calls as either normal, full, or cropped images:

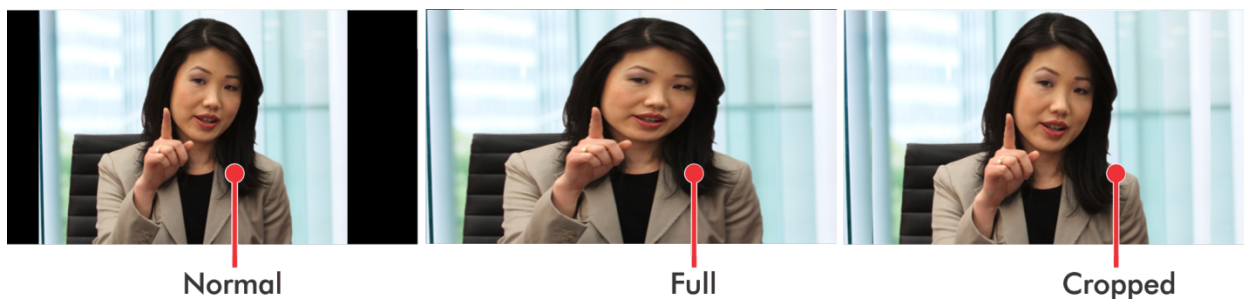
- **Normal**—The video image is displayed using correct proportions. If necessary, black bars appear on the top, bottom, or sides of the area to maintain the correct aspect ratio.
- **Full**—If the received video image isn't the same aspect ratio as the phone's display area, the video image is stretched to fill the area. (If the aspect ratios match, no stretching occurs.)
- **Crop**—Black bars don't appear, and the video image is re-sized to maintain the correct aspect ratio. Any parts of the image that don't fit within the area are cropped.

You can select different settings for video that displays on the full screen and in the call window.

The following graphics show how normal, full, and cropped modes display in the call window.



The following graphics show how normal, full, and cropped modes display for full-screen video.



To change how video calls display:

- 1 Tap **Settings** from Home view, and tap **Basic > Video > Video Screen Mode**.
- 2 From the Video Screen Mode screen, tap, and then adjust the following settings:
 - **Video Screen Mode (Window)**—Adjusts the video image that displays in the call window. Select from *Normal*, *Full*, or *Crop*. The default setting is *Normal*.
 - **Video Screen Mode (Full Screen)**—Adjusts the video image that displays on the full screen. Select from *Normal*, *Full*, or *Crop*. The default setting is *Normal*.
- 3 Tap **Save**.

Setting the Call Rate for Video Calls

You can set the maximum call rate for all video calls. The maximum call rate specifies the maximum bandwidth a video call can use.

**Troubleshooting: Why Can't I Select the Call Rate I Want?**

Your system administrator can set a maximum call rate for video calls. If your system administrator sets a limit, you won't be able to select a call rate above this limit.

To set the maximum call rate to use for video calls:

- 1 Tap **Settings** from Home view, and tap **Basic > Call Rate**.
- 2 From the Call Rate screen, tap the maximum call rate you want to use for video calls. The default setting is 512 kbps.

Using a VVX Camera

If a Polycom VVX Camera is attached to your phone (as shown below), you can send, as well as receive, video.



In this section, you'll learn all about using your VVX Camera, such as:

- How to get started with your VVX Camera
- About video calls
- Handling video calls
- Handling a mixture of video and non-video calls
- Handling conference calls with video
- Virtual Room Multiparty Video Conferences
- Changing video settings

Getting Started

Before you attach your VVX Camera, it's a good idea to perform a couple preliminary steps to confirm your camera can work with your phone. It will also be useful for you to familiarize yourself with the camera's various LED indicators and messages and learn what they mean.

First Steps

Before you start using your camera, make sure your phone has the correct software version to work with the camera. You can check your phone's software version by tapping **Settings** from Home view, and then tapping **Status > Platform > Application > Main**. Make sure the software version listed next to 'Version' is [v4.1.6+.xxxx](#) or later. You'll also want to check with your system administrator that your phone is enabled to handle video calls.

If your phone has the correct software version and is video-enabled, attach the VVX Camera to the USB port on the top of your phone.



Web Info: How to Attach the Camera and Adjust the Camera Lens and Shutter

For information on attaching the VVX Camera, see the *VVX Camera Quick Start Guide*, available from the [VVX Camera](#) Support page. The guide also shows you how to adjust the camera lens and shutter.

After you attach your camera, you may receive a message indicating that your camera firmware is updating and syncing with your phone. During this process, don't remove the camera. After your phone and camera sync, a 'camera ready' message will display, and your camera is ready to use.

Understanding the Camera's LEDs and Messages

Your camera has an indicator light on the front right that lets you know when it's ready to use, and if a video call is incoming, outgoing, active, held, or muted. Depending on the camera and call state, the indicator will be amber, green, steady, or flashing.

Various messages will also display on your phone to indicate the camera state. For example, a message will display to let you know that your camera is ready to use, or that your camera is updating and unavailable to use.

The following tables describe your camera's LEDs and messages.

Camera LEDs

LED State	Phone State
No LED	One of the following: <ul style="list-style-type: none"> • Phone has no power • Camera shutter is closed
Flashes red and green, and then turns off	<ul style="list-style-type: none"> • Camera is booting up
Flashes amber and green	<ul style="list-style-type: none"> • Camera firmware is updating
Flashes green	<ul style="list-style-type: none"> • Incoming video call
Green	<ul style="list-style-type: none"> • Video call is connected
Amber	One of the following: <ul style="list-style-type: none"> • Incoming call (no video or audio-only) • Outgoing call • Audio call is connected • Video is muted • Held call • Camera shutter is open, but video is not enabled and camera is not selected

VVX Camera Messages

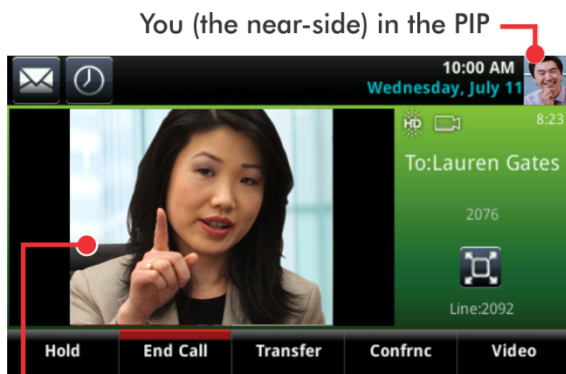
Message	What to Do
VVX Camera attached. Firmware sync in progress, do not remove camera.	Your camera is upgrading. Do not remove your camera during this process. You'll know the upgrade is complete when you receive either a 'firmware sync complete' or 'upgrade failed' message. For more information on the 'firmware sync complete' or 'upgrade failed' message, locate the message in this table.
VVX Camera firmware sync complete. Camera ready.	Indicates that your camera is ready to use.
VVX Camera firmware sync complete. Contact administrator to enable video.	Indicates that your camera is ready to use. However, your phone isn't enabled to send and receive video. See your system administrator.
VVX Camera firmware sync complete. Camera rebooting.	Indicates that the camera firmware sync is finished, and your camera is in the process of rebooting.
VVX Camera firmware sync complete. Video available when next idle.	Indicates that your camera is ready to use for your next video call.
VVX Camera attached, camera ready.	Indicates that your camera is ready to use.
VVX Camera attached. Contact administrator to enable video.	Indicates that your camera is ready to use. However, your phone isn't enabled to send and receive video. See your system administrator.
VVX Camera attached. Video available when next idle.	Indicates that your camera is ready to use for your next video call.
VVX Camera removed.	Indicates that you have detached your camera from your phone.
VVX Camera is not connected	Indicates that a VVX Camera is not attached to your phone, but you are accessing a feature or function that requires that the camera be attached.

About Video Calls

When you have a VVX Camera attached to your phone, your video image—the ‘near-side’—displays at the top-right of the screen. This video is called picture-in-picture (PIP) video, as shown next.



When you’re in a call with a person that has a video-enabled phone, your video (the near side) displays in the PIP, and the person you’re talking with (the far side) displays in the call window, as shown next.



The person you’re talking with (the far-side)

If you like, you can customize how and where you see your video and the far-side video. For example, you can swap the windows video displays in, or even start and stop the transmission of your video, so the person you’re talking with can’t see you. The following sections show you how to customize video, as well as update video settings.



Note: How Can I Stop Far-Side Video?

You can’t start and stop far-side video. If your phone is set up to receive far-side video, it will always display it.



Note: The Way Far-Side Video Displays On Your Phone May Vary

Depending on the phone or system that’s sending video, black bars may appear on the top, bottom, or sides of the video image. This occurs because the aspect ratio of the sent video doesn’t match the display area on your phone, and the portions of the video that aren’t being received display as black bars. If the received video matches your phone’s display area, the received video will fill the screen. If black bars display, you can remove them by selecting ‘cropped’ video screen mode (see [Changing How Non-PIP Video Displays](#)).

Handling Video Calls



Note: What You’ll Learn in this Section

This section shows you how to customize video *during* a video call. During a video call, you can stop sending your video, swap video, or view full-screen video. All these actions affect only the call you’re in—not future video calls. To learn how to customize video so that it affects all video calls—not just the call you’re in—see [Virtual Room Multiparty Video Conferences](#) With Virtual Office, you can attend virtual meetings through the VVX 500/501 and VVX 600/601 Phones.

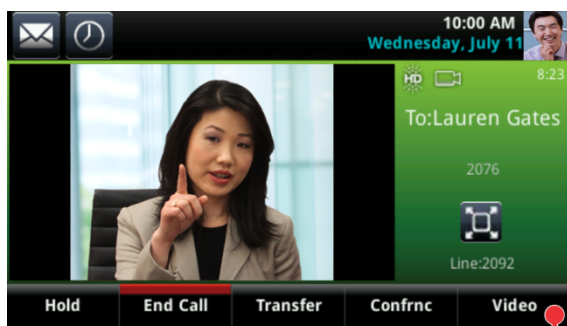
You can invite participants, and setup options for, and manage your virtual meetings through your Virtual Office Online dashboard at <http://virtualoffice.8x8.com>

For detailed instructions, please refer to 8x8 Virtual Room documentation at:

<http://www.8x8.com/Support/BusinessSupport/Documentation.aspx>.

Changing Video Settings.

During a video call, including a conference call, a **Video** soft key displays (shown next). You can tap this soft key to access video functions.

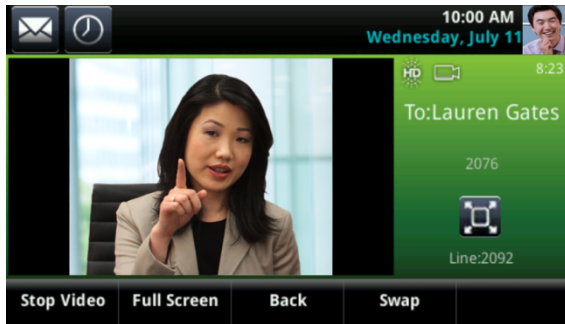


Tap to access Video soft keys


Tapping the **Video** soft key displays other soft keys that allow you to:

- Prevent the far side from seeing you
- View video on the full screen
- Swap the windows video displays in

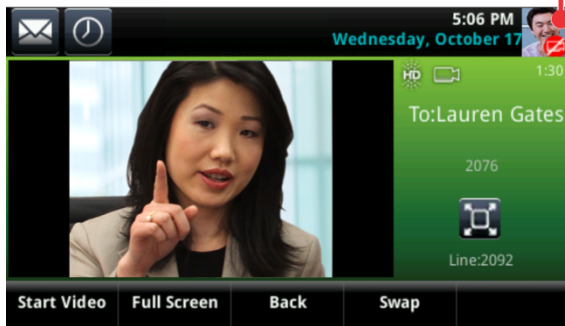
The following figure shows the Video soft keys. Tap **Back** to see the call soft keys again (Hold, End Call, Transfer, and Confnc).



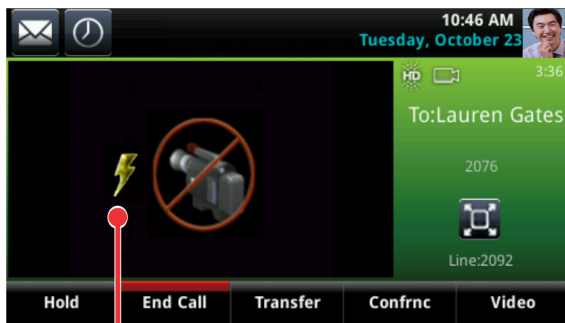
Stopping the Transmission of Your Video

During a video call, you can stop the far side from seeing you by stopping the transmission of your video. If you stop video, the stop video icon, , displays next to your PIP video, as shown next.

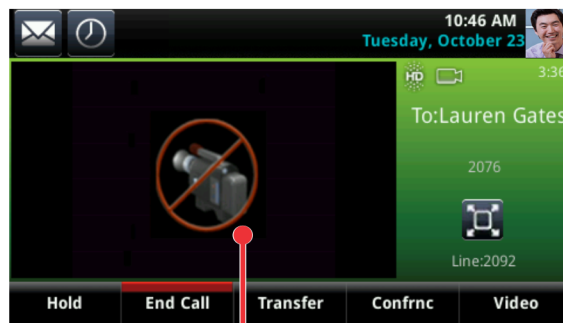
Indicates you've stopped sending video and the far side can't see you



If the far side can't send video, or stops sending video, a 'no video' icon displays on your phone, as shown next. If the far side is unable to send video—for example, if the far side is video-enabled, but doesn't have a camera attached to their phone—a thunderbolt icon displays next to the 'no video' icon.



Indicates that the far side can't send video



Indicates that the far side has stopped sending video



Note: Why Do I See a Different 'No-Video' Icon?

Depending on the phone or system that has stopped sending video, you may see a different icon than the one shown above.

To start or stop your video during a call:

Do one of the following:

- From Active Call or Calls view, tap **Video**, and then tap **Stop Video** to prevent the far side from seeing you, or tap **Start Video** so the far side can see you.
- or
- Open or close the camera shutter. For information on closing the shutter, see the *VVX Camera Quick Start Guide*, available from the [VVX Camera Support](#) page.

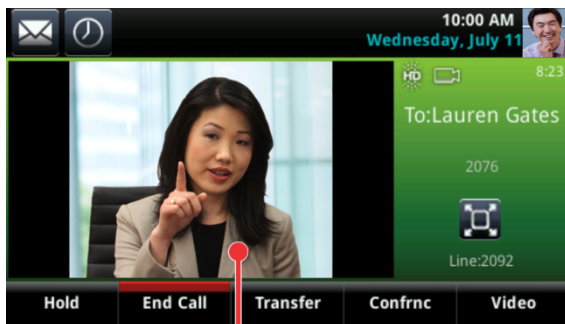


Note: Other Ways to Stop the Far Side From Seeing You

You can stop the transmission of your video for all calls—not just the call you’re in. For more information, see [Stopping the Transmission of Your Video](#) for All Calls.

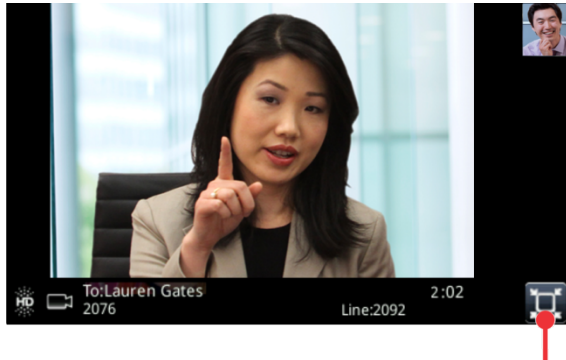
Viewing Full Screen Video

During a video call, the far side displays in the call window, as shown next. This is the default view for all video calls.



Far side in the call window

If you want the video call to display in a larger area, you can display the far side on the full screen, as shown next. The PIP still displays in the corner, but the soft keys are hidden.




Tap to exit full screen mode

Call details display at the bottom of the screen, along with an icon (shown above) that you can tap to exit full screen mode and display the call window and soft keys again. The call details display for about five seconds, and then disappear. To see the details again, tap the screen.



To view video on the full screen:

Do one of the following:

- From Active Call or Calls view, tap **Video**, and tap **Full Screen**.
- or
- From Active Call or Calls view, tap .
- or
- From Active Call view, tap the screen outside of the PIP.

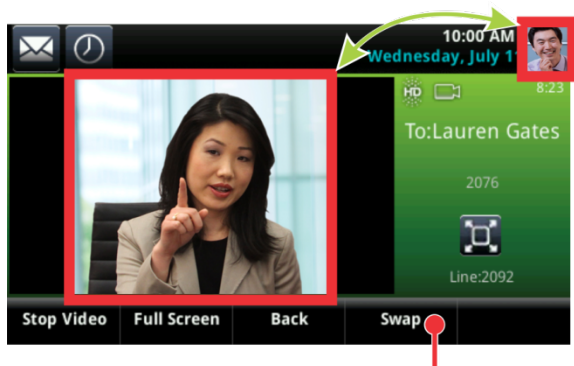
To view video in the call window again:

Do one of the following:

- Tap . (If you don't see , press your finger at the bottom of the screen until it displays.)
- or
- Tap the screen outside of the PIP.

Swapping Video

You can switch the locations of your video and the far side video, as shown next. If you do this, your video (in the PIP) will display in the call window, and the far-end video (in the call window) will display in the PIP.



Tap to display the PIP video in the call window, and to display the video that's in the call window in the PIP

If you swap video so that your video displays in the call window, rather than in the PIP, 'Local camera' displays next to it, as shown next.



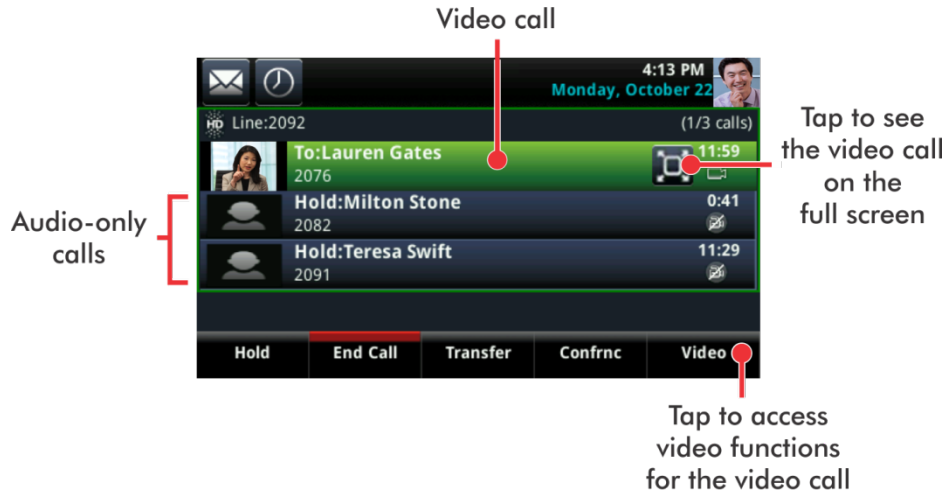
To swap where video displays:

From Active Call or Calls view, do one of the following:

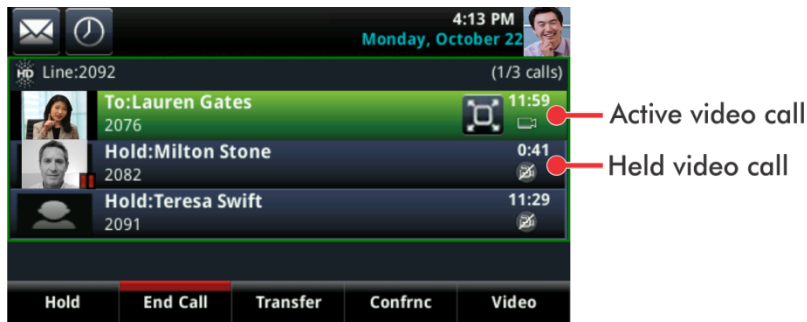
- Tap **Video**, and tap **Swap**.
- or
- Tap the PIP.

Handling a Mixture of Video and Non-Video Calls



If you have multiple calls, you can easily manage a video call from Calls view. From Calls view, you can identify the video call by the video stream that displays next to the call details, as shown next.



If two or more calls are video calls, only the active call shows video. All other video calls show a paused grayscale image of the far side taken just before the call was held (as shown next). If you resume a held video call, the held call will become active and display video.



If a video call is active, you can:

- Tap  to view the call on the full screen. To return to Calls view again, tap , or tap the touchscreen outside of the PIP.
- Tap **Video** to access additional soft keys that let you stop video, view the video call on the full screen, or swap the locations the video images display in. When your video displays in the Calls view list, 'Local camera' displays next to it.

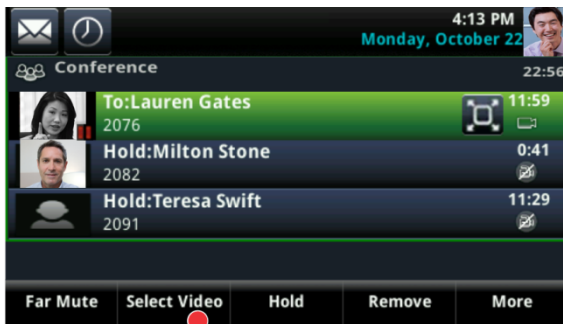
Handling Conference Calls with Video

If you create a conference with two other parties, your phone can exchange video with only one conference participant, even if more than one participant can send video. The person you exchange video with is the last person who joined the conference. If you used the **Join** soft key to create the conference, the person who was held just prior to joining the conference is the person you'll exchange video with.

During a conference, you may have access to the conference management feature. This feature, which is enabled by your system administrator, allows you to manage each participant in the conference call. You can mute, hold, and remove individual participants, as well as choose the person you want to exchange video with.

To choose the conference participant to exchange video with (if enabled for your phone):

- 1 Set up a conference call and tap **Manage**.
- 2 From the Conference window, tap the person you want to exchange video with, and tap **Select Video** (shown next). The person you were previously exchanging video with will display a paused grayscale image, and the person you selected will now display video.



Tap to display video for the selected conference participant (Lauren Gates)

Virtual Room Multiparty Video Conferences

With Virtual Office, you can attend virtual meetings through the VVX 500/501 and VVX 600/601 Phones.

You can invite participants, and setup options for, and manage your virtual meetings through your Virtual Office Online dashboard at <http://virtualoffice.8x8.com>

For detailed instructions, please refer to 8x8 Virtual Room documentation at: <http://www.8x8.com/Support/BusinessSupport/Documentation.aspx>.

Changing Video Settings

When you update video settings, you change the way all video calls display—not just the call you’re in. You can update when and how video displays by doing the following:

- Stopping the transmission of your video for all calls
- Changing the clarity of your video
- Changing how you view all video calls
- Setting the call rate for all video calls



Note: Updated Video Settings Don’t Apply to the Current Call


If you update settings during a call, the new settings will apply to the next call, not the current call.

Stopping the Transmission of Your Video for All Calls

You can stop your phone from automatically transmitting your video at the start of all calls.

To enable or disable the transmission of your video for all calls:

- 1 Tap **Settings** from Home view, and tap **Basic > Video > Video Call Settings**.
- 2 From the Video Call Settings screen, tap **Auto Start Video Tx**, and either enable or disable the setting.

When enabled, your phone automatically transmits video at the start of all calls. When disabled, your phone won’t automatically transmit video at the start of all calls, and  will display next to your video during video calls. The default setting is *Enabled*.

Changing the Clarity of Your Video

You can change the clarity of your video, including the brightness, contrast, and sharpness of your video stream. If your camera faces a bright light source, such as a bright window, you may need to increase the camera’s brightness, contrast, and sharpness levels so the far side can see you better. To see how you look to the far side, view the PIP.

To change the clarity of your video:

- 1 Tap **Settings** from Home view, and tap **Basic > Video > Camera Settings**.
- 2 From the Camera Settings screen, tap, and then adjust, the following camera settings:
 - **Target Frame Rate**—sets how smoothly your video displays. You can set a rate between *5* (least smooth) and *30* (most smooth). The default rate is *25*.
 - **Brightness Level**—sets how bright your video will be. You can set a level between *0* (dimmiest) and *6* (brightest). The default level is *3*.
 - **Saturation Level**—sets how much color your video displays. You can set a level between *0* (lowest) and *6* (highest). The default level is *3*.
 - **Contrast Level**—sets the difference in brightness between the light and dark areas of your video. You can set a level between *0* (no contrast increase) and *Auto* (noise reduction contrast). The default level is *0*.
 - **Sharpness Level**—sets the clarity of detail in your video. You can set a level between *0* (lowest) and *6* (highest). The default level is *3*.
 - **Flicker Avoidance**—adjusts the flickering (caused by AC power) of your video captured by the camera sensor. Tap **50 Hz** (flicker avoidance for Europe and Asia) or **60 Hz** (flicker avoidance for North America). The default is *50 Hz*.

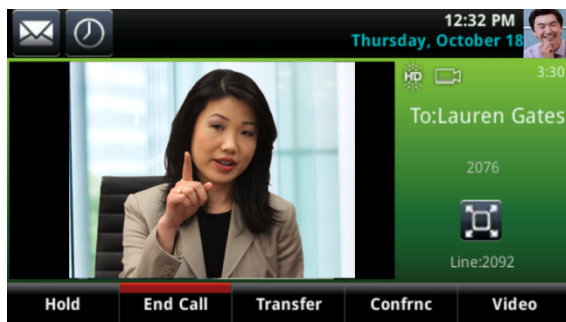
Changing How You View All Video Calls

You can set up your phone so that it handles all video calls in a certain way. You can choose to do the following:

- Display all incoming video calls on the full screen
- Change the way Non-PIP video displays
- View full-screen video with or without the PIP, and whether to display the PIP next to, or over, full-screen video

Displaying All Incoming Video Calls on the Full Screen

By default, far-side video always displays in the call window, as shown next.



If you want, you can enable your phone to display all incoming video on the full screen, as shown next.



To display all incoming video on the full screen:

- 1 Tap **Settings** from Home view and tap **Basic > Video > Video Call Settings**.
- 2 From the Video Call Settings screen, tap **Auto Video Full Screen**, and enable the setting.
When enabled, this setting automatically enables your phone to display far-side video on the full screen. When disabled, far-side video will display in the smaller call window. The default setting is *Disabled*.
- 3 Tap **Save**.

Changing How Non-PIP Video Displays

You can adjust the appearance of non-PIP video so that it displays normal, full, or cropped video:

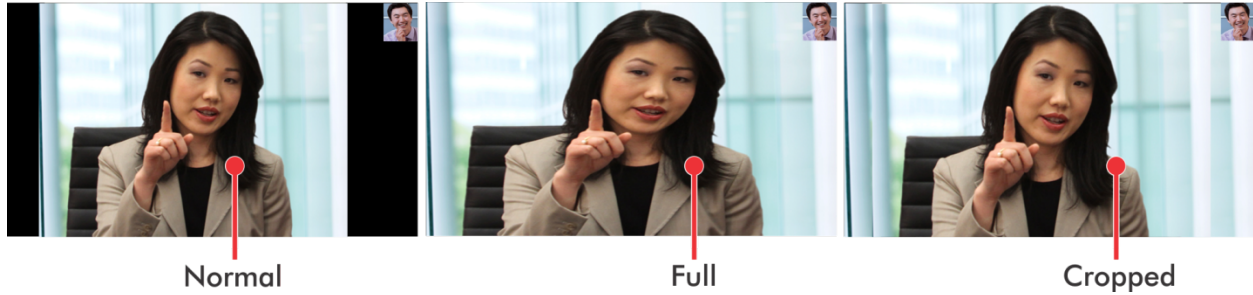
- **Normal**—The video is displayed using correct proportions. If necessary, black bars appear on the top, bottom, or sides of the area to maintain the correct aspect ratio.
- **Full**—If the received video image is not the same aspect ratio as the phone's display area, the video image is stretched to fill the area. (If the aspect ratios match, no stretching occurs.)
- **Cropped**—Black bars don't appear, and the video is re-sized to maintain the correct aspect ratio. Any parts of the video that don't fit within the area are cropped.

You can select different settings for video that displays on the full screen and in the call window.

The following pictures show how normal, full, and cropped modes display in the call window.



The following pictures show how normal, full, and cropped modes display in full-screen mode.



To change the way non-PIP video displays:

- 1 Tap **Settings** from Home view, and tap **Basic > Video > Video Screen Mode**.
- 2 From the Video Screen Mode screen, tap, and then adjust the following settings:
 - **Video Screen Mode (Window)**—Adjusts the video image that displays in the call window. Select from *Normal*, *Full*, or *Crop*. The default setting is *Normal*.
 - **Video Screen Mode (Full Screen)**—Adjusts the video image that displays on the full screen. Select from *Normal*, *Full*, or *Crop*. The default setting is *Normal*.
- 3 Tap **Save**.

Changing How PIP Video Displays

You can update the way the PIP displays. For example, when you're in full screen mode (that is, viewing far-side or your video on the full screen), you can do the following:

- Disable the PIP so the PIP doesn't display, as shown next.



- Enable the PIP to display next to full-screen video ('side-by-side mode'), as shown next.



- Enable the PIP to display over full-screen video ('PIP mode'), as shown next.



To change the way the PIP displays:

- 1 Tap **Settings** from Home view, and tap **Basic > Video > Local Camera View**.
- 2 From the Local Camera View screen, tap, and then adjust the following settings:
 - **Local Camera View (Full Screen)**—Enables or disables the PIP from displaying when you view video on the full screen. The default setting is *Enabled*.
 - **Local Camera View Mode (Full Screen)**—Sets whether you want the PIP to display over, or next to, full-screen video. Select one of these settings:
 - » **Side-by-Side**—Displays the PIP next to, rather than over, full-screen video.
 - » **PIP**—Displays the PIP over full-screen video.

The default setting is *Side-by-Side*.



Note: How Do I Display Full-Screen Video Without the Black Bars?

If you select *PIP*, as well as update the way full-screen video displays (by choosing *Full* or *Crop* mode), the full-screen video will display on the entire screen without the black sidebars. To choose Full or Crop mode, see [Changing How Non-PIP Video Displays](#).

- 3 Tap **Save**.

Setting the Call Rate for Video Calls

You can set the maximum bandwidth to use for a video call. The call rate you select applies to your next video call.



Note: Why Can't I Choose Certain Call Rates?

Your system administrator can set a maximum call rate for video calls. If your system administrator sets a call rate limit, you won't be able to select a call rate above this limit.

To set the maximum bandwidth to use for video calls:

- 1 Tap **Settings** from Home view, and tap **Basic > Call Rate**.
- 2 From the Call Rate screen, tap the maximum call rate you want to use for video calls. You can choose a call rate between 128 kbps and 768 kbps. The default setting is 512 kbps.

Tips for Video Calls

Use these tips when you're in a video call:

- Check your video image to make sure it's clear, bright, and sharp. For information on adjusting camera settings, see [Changing the Clarity of Your Video](#).
- Avoid bright lights or windows behind you. If the camera faces a window or bright lights, you may have to adjust the camera settings. To adjust camera settings, see [Changing the Clarity of Your Video](#).
- Avoid wearing bright colors, all-light or all-dark clothing, or busy patterns, such as small checks or narrow stripes. Pastels and muted colors look the best on the screen.
- Use natural gestures when you speak.

If you're in a conference call, review [The Etiquette of Video Conferencing and Telepresence](#)

Chapter 4: Using Advanced Features

Now that you've mastered the basic features of your phone, you'll want to learn about all the other interesting and powerful features that your phone has to offer. In this chapter, you'll learn all about those features that make your phone exciting to use, such as joining Microsoft® Outlook® meetings with one tap of your finger, using your computer's keyboard and mouse to handle calls, viewing Web content, or monitoring other phone users to see when they're available or away from their desk.

This chapter shows you how to:

- Broadcast messages using group paging
 - Lock your phone
 - Access features with your login credentials
-

Broadcasting Messages Using Group Paging

The Group Paging feature enables you to make pages—one-way audio announcements—to users subscribed to a page group. Your system administrator can set up this feature on your phone.

Your system administrator can define up to 25 paging groups for Group Paging. Your system administrator may assign a label to each group that easily identifies the phones in the group or channel, such as All, HR Dept, Shipping Staff, or Executives. Each group will have one of the following priorities:

Normal By default, broadcasts sent to Groups 1 to 23 are considered Normal broadcasts. If two users begin a broadcast on the same group at the same time, the phone with the lower serial number will continue to transmit while the other phone will enter the receiving state. By default, all phones are configured to receive broadcasts sent to Group 1.

Priority By default, broadcasts sent to Group 24 are considered Priority broadcasts. A Priority broadcast will interrupt Normal broadcasts or active calls. All phones receive Priority broadcasts unless Do Not Disturb is enabled. Phones play Priority broadcasts at the phone's current audio level.

Emergency By default, broadcasts sent to Group 25 are considered Emergency broadcasts. An Emergency broadcast will interrupt Normal broadcasts, Priority broadcasts, and active calls and plays out at near maximum volume even if Do Not Disturb is turned on.

Group Paging Mode

Your phone may be enabled to operate in a broadcast mode called Group Paging mode. In this mode, you can broadcast one-way announcements to a specified group of phones, called a Paging Group. In Group Paging mode, users must subscribe to Paging Groups to send and receive pages.

Sending and Receiving Pages

To send and receive pages, you need to subscribe to certain paging groups. By default, you're subscribed to Paging Groups 1, 24, and 25. This means that you can send and receive pages to Paging Groups 1, 24, and 25.

Sending Pages

By default, when you send a group page, it's automatically sent to Paging Group 1. This is your default paging group.

You can change your default paging group to any group you want (see [Updating the Default Paging Group](#)). If you change your default paging group, you're automatically subscribed to it.

You can't send a Page-mode page while you're in an active call.

To send a page:

- 1 From Lines view, tap **Paging**.



Timesaver: Automatically Sending a Page

To automatically send a page to the default paging group, press and hold **Paging**, and go to step 4.

- 2 From the Paging Groups List screen, tap the paging group to send the page to.
- 3 To begin a page, tap **Page**.
Just before the page starts, you'll hear an alert tone, and then the page begins.
- 4 Begin speaking.
- 5 To end the page, tap **End Page**.

Receiving Pages

To receive a page sent to a particular paging group, you need to be subscribed to that group. To subscribe to a paging group, see [Updating Paging Group Subscriptions](#).

How you receive a page depends on the priority of the page, whether you're in an active call, or if your phone is set to receive a page during an active call.

You'll receive pages on the paging groups you're subscribed to as well as Group 24 (Priority pages) and Group 25 (Emergency pages). If you enabled *Do Not Disturb*, you'll only receive Emergency pages. Non-emergency pages won't display or play on your phone.

Receiving Pages When You're Not in an Active Call

If you receive a page and you're not in an active call, the page immediately plays, regardless of the paging priority.

While a page plays, you can:

- Hold the page.
- End the page. This ends the page at your phone only.
- Place a new call.

Receiving Pages During Active Calls


How you handle a page when you're in an active call depends on the page priority and if you're allowed to receive a page when you're in an active call.

If the page is a Normal page:

- If your phone is allowed to receive pages during active calls, the page immediately plays. You'll hear both the original call and the page. To hear only the page, hold or end the call.
- If your phone isn't allowed to receive pages during active calls, the page displays as a *Pending* page. To listen to the page, tap the page, and tap **Accept**. Or, hold or end the call.




If the page is a Priority or Emergency page, the page immediately plays. You'll hear both the original call and the page. To hear just the page, hold or end the call.

Adjusting the Volume of Pages

You can adjust the volume of pages while they play. During a page, press one of the Volume keys, , to raise or lower the page volume.

If you adjust the volume of a non-emergency page, your phone will use the adjusted volume for subsequent non-emergency pages. However, only your system administrator can change the volume of an Emergency page.

Changing Where Pages are Played

While you send a page, you can pick up the handset, or press  or  and continue speaking. You can also press  to mute your audio so that the people receiving your page won't hear anything. This behavior is similar to a phone call.

When you receive a page, the page is always played through the phone's speakerphone—you can't play it through your handset or headset.

Updating the Default Paging Group

Note: Your administrator manages the Paging Group(s) that you are subscribed to via 8x8 Account Manager.

Updating Paging Group Subscriptions

Note: Your administrator manages the Paging Group(s) that you are subscribed to via 8x8 Account Manager.

By default, you're subscribed to Paging Groups 1, 24, and 25. This means that you can send pages to and receive pages sent to these groups. Your administrator can change which groups you're subscribed to. However, you can't disable your subscriptions to Paging Groups 24 and 25.

Allowing Pages to Play During Active Calls

The *Accept While Busy* option determines what happens when you're in a call and receive a page. If you enable the option, a page will interrupt telephone calls and you'll hear the audio of both the telephone call and the page. If you disable the option, the incoming page will be held in a *Pending* state—it won't disrupt the telephone call, and you won't hear the page. To hear the page, tap the page and tap **Accept** (the telephone call will automatically be held). Or, hold or end the telephone call.

To allow or disallow pages to play during an active call:

- 1 Tap **Settings** from Home view, and tap **Basic > Preferences > Paging/PTT Configuration > Group Paging**.
- 2 From the Group Paging Configuration screen, scroll to **Accept While Busy**, and enable or disable the setting.

The default setting is Disabled. When enabled, your phone will accept and play pages while you're in an active call. When disabled, your phone won't play pages while you're in a call, but will hold them as *Pending* instead.

Changing Your Password

You can change your password from any phone that you're currently logged in to.



Note: User Password Security Best Practices

By default, user passwords are factory preset to the numerals 123. Your administrator can change this default password if needed. Polycom recommends that you change your password when you first log in to a phone. Your user credentials are managed only by your administrator, meaning you can't change them yourself.

To change your user password:

- 1 Log in to any phone on your network.
- 2 Tap **Settings** from Home view, and tap **Features > User Login > Change User Login Password**.

- 3 From the Change User Login Password screen, enter your old password, enter a new password and confirm it, and then tap **Enter**.

Your password is changed. The next time you log in to a phone, you'll need to enter this password.

Locking the Phone

Lock your phone to do the following:

- Prevent unauthorized outgoing calls.
- Allow only authorized people to answer calls.
- Prevent people from viewing or modifying phone information, such as your directory, call lists, or favorites.

When your phone is locked:

- You can only make an outgoing call to a number from a list of authorized numbers.
- You must enter a password to answer incoming calls.
- All keys and screen items are disabled, except those that allow you to unlock the phone, make an authorized call, or view the browser if enabled.
- The messages *The phone is locked* and *Authorized calls only* scroll on the status bar in Lines view. Messages that displayed before the phone was locked don't display.

You can unlock the phone by entering your user password. If your phone restarts for any reason while it's locked, it will be locked when the phone restarts unless your phone is configured to start up unlocked.

About Your User Password

You are assigned a user password so you can answer calls from your locked phone and unlock the phone. By default, your user password is *123*. You can change your user password at any time.

To change your user password:

- 1 Tap **Settings** from Home view, and tap **Advanced**.
- 2 From the Password screen, enter your user password, and tap **Enter**.
- 3 From the Advanced screen, tap **Change User Password**.
- 4 From the Change User Password screen, enter your password information, and tap **Enter**.

Locking and Unlocking Your Phone

You can choose how you want your phone to handle incoming calls when it is locked. If you set up your phone to allow incoming calls when it is locked (the default setting), incoming calls will ring on your phone, and you can answer calls by entering your user password. If you set up your phone to ignore incoming calls, Do Not Disturb will be applied to all lines on your phone, and your phone won't ring.

To lock your phone:

- 1 Tap **Settings** from Home view, and tap **Basic > Lock Phone**.
- 2 From the Lock Phone screen, select how you want incoming calls handled when your phone is locked. The default setting is *Allow ringing when locked*.
 - **Allow ringing when locked**—Select this option if you want your phone to ring when you have an incoming call. If you choose this option, you can answer a call by entering your password.
 - **DND when locked**—Select this option if you don't want your phone to ring. You won't have the option to answer incoming calls. All incoming calls will go to your voicemail system (if enabled) and display as a missed call in your Recent Calls list. Note that enabling this option on shared lines disables ringing only. You will still see a visual notification of the call and have the option to answer it.
- 3 Tap **Lock**.

Your phone is locked.



Timesaver: A Quick Way to Lock Your Phone

Your phone may be set up so that you can quickly lock it by tapping **Lock** from Lines view. If you do this, however, you can't choose how to handle incoming calls. Your phone will use the default setting—*Allow ringing when locked*—or the last setting you selected.

To unlock your phone:

- 1 Tap **Unlock**.
- 2 Enter your user password, and tap **Enter**.

The phone unlocks.

Calling and Answering from a Locked Phone

From a locked phone, anyone can dial the standard emergency number, such as 911, and up to five other authorized numbers that an administrator can set up. You can't call any other numbers from a locked phone. If you set up your phone so you can answer incoming calls when your phone is locked, you can answer calls by entering your user password.

To call an authorized number from a locked phone:

- Do one of the following:
 - Tap **New Call**. From the Place an Authorized Call screen, tap the number you want to call, and tap **Dial**.
 - or
 - Place a call to an authorized number by using the handset, headset, or speakerphone.

The call is placed.

To answer a call on a locked phone:

- 1** From the Incoming Call window, tap **Answer**.
- 2** Enter your user password, and tap **Enter**.

The call connects.

Chapter 5: Customizing the Phone's Display

In the previous chapters, you learned how to customize calls—such as how to change call volume, forward incoming calls in a special way, or divert calls from a contact. But what if you want to customize the touchscreen display? This chapter shows you how you can customize the display so that it's unique to you. Basic customizations include changing the time and date format and updating the screen brightness. If you want to get fancy, you can set up a screen saver or use your phone as a digital picture frame.

In this chapter, you'll learn how to do the following:

- Change the language on your phone
- Change the time and date display
- Change the backlight settings
- Change the background picture
- Display a screen saver
- Use the phone as a digital picture frame
- Set up power saving mode

Changing the Language on Your Phone

Your phone supports several languages.

To change the language:

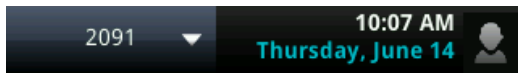
- 1 Tap **Settings** from Home view, and tap **Basic > Preferences > Language**.
- 2 From the Language screen, tap the language you want. The language on your phone updates automatically.

Changing the Time and Date Display

The time and date display in the status bar. If the phone can't obtain a time and date, the time and date display will flash. Contact your system administrator if the display flashes, or either the time or date is incorrect.

You can choose from a variety of time and date display formats, including options to display the day, month, or year. You can also turn the time and date display off, so it doesn't display at all. Select and set options that are right for you.

The following figure shows the default display for the time and date.



To update the time and date display:

- 1 Tap **Settings** from Home view, and tap **Basic > Preferences > Time & Date**.
- 2 From the Time & Date screen, do one of the following:
 - To change the date format, tap **Clock Date**.
 - To change the time format, tap **Clock Time**.
 - To change the order of the time and date display, tap **Clock Order**.
- 3 From the Clock Date, Clock Time, or Clock Order screen, tap the format you want.

To enable or disable the time and date display:

- 1 Tap **Settings** from Home view, and tap **Basic > Preferences > Time & Date**.
- 2 From the Time & Date screen, tap **Enable** or **Disable** to turn on or off the time and date display.

Changing the Backlight

Your phone's backlight has two components:

- **Backlight Intensity** The brightness of the screen during phone activity and inactivity. Backlight intensity has three settings:
 - **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.
- **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.

You can change the Backlight On intensity and the Backlight Idle intensity separately. 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.

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, after the phone is idle for 40 seconds, the backlight dims.

To change the backlight intensity:

- 1 Tap **Settings** from Home view, and tap **Basic > Backlight Intensity**.
- 2 From the Backlight Intensity screen, tap **Backlight On Intensity**.
- 3 From the Backlight On Intensity screen, tap the intensity you want, and tap **Back**. The default is High.
- 4 From the Backlight Intensity screen, tap **Backlight Idle Intensity**.
- 5 From the Backlight Idle Intensity screen, tap the intensity you want, and tap **Back**. The default is Low.
- 6 From the Backlight Intensity screen, tap **Maximum Intensity**.
- 7 From the Maximum Intensity screen, tap **Up** or **Down** (or drag your finger along the slider) to increase or decrease the maximum intensity the screen can display.

To change the Backlight Timeout:

- 1 Tap **Settings** from Home view, and tap **Basic > Backlight Timeout**.
- 2 From the Backlight Timeout screen, tap the number of seconds the phone will be idle before the backlight dims. The default is 40 seconds.

Changing the Background Picture

You can change the background picture that displays on your phone. By default, your screen displays a blue background that is named *Default*.

Your system administrator sets up the background images for your phone. If no background images are set up, only the blue background, named *Default*, is available. If you want, you can use a picture of your own as the background image. For more information, see [Using One of Your Own Pictures as the Background Picture](#).



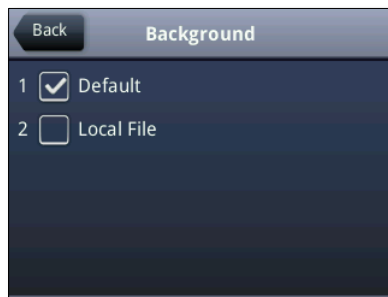
To change the background picture:

- 1 Tap **Settings** from Home view, and tap **Basic > Preferences > Background**.

The Background screen displays.

Depending how your system is set up, you may have to tap **Settings** from Home view, and tap **Basic > Preferences > Background > Select Background**. The Select Background screen will display instead.

The following figure shows a sample background screen. Your screen will have the default option, as well as other options that your administrator may have added to your phone. If you set an image on your USB flash drive as your background image, the image will display in the list as *Local File*.



- 2 Tap the background image you want.

Using One of Your Own Pictures as the Background Picture

You can use a picture that is stored on your USB flash drive as the background picture on your phone. When you set one of your pictures as the background picture, the picture will display as *Local File* in the Backgrounds list.

Before you can set a picture on your USB flash drive as the background picture, confirm the following:

- The picture is on a USB flash drive, and the USB flash drive is attached to your phone.
- You have specified the folder the picture is in on your USB flash drive.

For more information on placing a picture on your USB flash drive, connecting the USB flash drive to your phone, and specifying a folder, see [Displaying Screen Savers](#).



Note: Restrictions for Background Images





When you use one of your own pictures as the background image, keep in mind the following:

- Progressive or multiscan JPEG images are not supported.
- The phone screen size is 320 x 240 pixels (for the VVX 500/501) and 480 x 272 (for the VVX 600/601). Smaller images will be centered and surrounded with black space. Larger images will be scaled proportionally to fit the screen. Horizontal or vertical black bars may be added to preserve the original aspect ratio.

To use a picture on your USB flash drive as the background picture on your phone:

- 1 Tap **Settings** from Home view, and tap **Features > Removable Storage Media > Picture Frame**.

Your pictures will display, one-by-one.

- 2 To set a picture as the background picture for your phone, wait for the picture to display, and tap . Or, tap one of the arrow icons,  , to display the picture, and tap .

Home view updates to display the background picture you selected. To reset your background image to the default, select *Default* from the Background screen.

Displaying Screen Savers

Another way to personalize your phone is to use the pictures stored on a USB flash drive as a screen saver. The screen saver will automatically start each time your phone is idle a certain amount of time. You can stop the screen saver at any time by tapping the touchscreen. If your phone is idle again for a specified period of time, the screen saver will start again.



User Tip: Using Your Phone as a Digital Picture Frame

If you wish, you can use the Picture Frame feature to set a single picture to display, or have all pictures display in slide-show style. This avoids the need for you to set up a screen saver that automatically starts each time your phone is idle a certain amount of time. For more information, see [Using the Phone as a Digital Picture Frame](#).

Setting Up Screen Savers

To set up a screen saver of your pictures, you need to set up certain screen saver settings, place your pictures on a USB flash drive, and attach the USB flash drive to the phone. The phone can only display the screen saver when the USB flash drive is attached to the phone.



Web Info: Supported USB Flash Drives

For a list of supported USB flash drives, see [Supported USB Devices for Polycom Phones \(Technical Bulletin 38084\)](#).


To set up a screen saver of your pictures:

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

The pictures must have the following file type and size:

- File type: BMP, JPEG, or PNG
- Maximum size: 9999 x 9999 pixels

2 Attach the USB flash drive to your phone.

The USB icon, , displays on the status bar.



Web Info: How Do I Attach a USB Flash Drive?

For information on how to attach a USB flash drive, see the *Quick Start Guide* for your phone, available by navigating to your phone from the [Business Media Phones](#) Web page.

3 Tap **Settings from Home view, and tap **Basic > Preferences > Picture Frame**.**

4 From the Picture Frame screen, specify the folder in which you stored your images on the USB flash drive, and the length of time you want each image to display:

- Tap **Folder**, and enter the name of the folder in which you placed your images on the USB flash drive.

If you didn't place the pictures in a folder, but placed them in the root directory instead, don't enter a folder name.

- Tap **Time Per Image**, and enter the number of seconds you want each picture to display. You can enter a minimum of 3 seconds and a maximum of 300 seconds. The default is 5 seconds.

- Tap **Save**.

If the message *No pictures found* displays after you tap **Save**, there are no pictures in the folder you specified, or in the root directory. Go back and make sure the information you entered is correct.

5 Tap **Settings from Home view, and tap **Basic > Preferences > Screen Saver**.**

6 From the Screen Saver screen, do the following:

- Tap **Screen Saver**, and tap **Enabled**.
- Tap **Wait Time**, and enter the number of minutes the phone should wait after no activity before displaying the screen saver.

You can enter a minimum of 1 minute and a maximum of 9999 minutes. The default is 15 minutes.

- Tap **Save**.

After the number of minutes you specified in the *Wait Time* field, your phone will display the screen saver. You can stop the screen saver at any time by touching the screen, but the screen saver will re-start if your phone is idle again.

Interrupting and Disabling Screen Savers

You can stop a screen saver at any time by touching the screen. After your phone is idle for the specified period of time, the screen saver will start again.

You can disable a screen saver—prevent it from starting, even if your phone has been idle for the specified period of time—by doing the following:

- Removing the USB flash drive. The screen saver will not display until you attach the USB flash drive again, and your phone has been idle for the period of time you specified.
- Disabling the *Screen Saver* setting. When you disable the setting, the screen saver won't display, even though the USB flash drive is still attached.

To disable the Screen Saver setting:

- 1 Tap **Settings** from Home view, and tap **Basic > Preferences > Screen Saver**.
- 2 From the Screen Saver screen, tap **Screen Saver**, and tap **Disabled**.
- 3 Tap **Save**.

Using the Phone as a Digital Picture Frame

You can view the pictures that are stored on your USB flash drive at any time, without setting up a screen saver that automatically starts each time your phone is idle. This is called the Picture Frame feature. You can display your pictures as thumbnails, one-by-one like a slide show, or display just one picture.

Before you can display your pictures, confirm the following:

- Your pictures are on the USB flash drive, and the USB flash drive is attached to your phone.
- You have specified the folder the pictures are in on your USB flash drive.

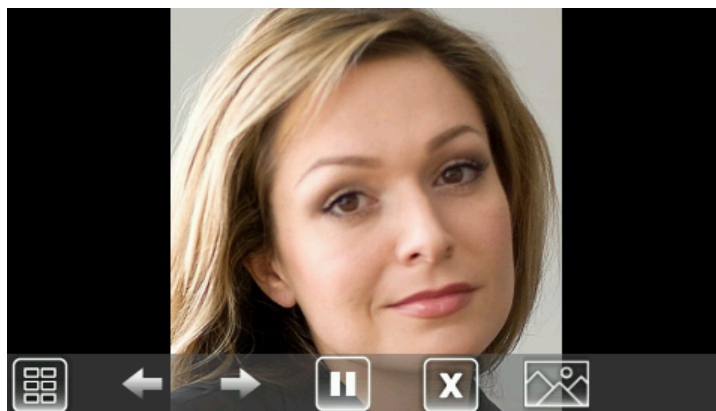
For information on how to place pictures on a USB flash drive, connect the USB flash drive to your phone, and specify a folder, see [Displaying Screen Savers](#).

To display the pictures on your USB flash drive:








- Tap **Settings** from Home view, and tap **Features > Removable Storage Media > Picture Frame**.

Your pictures will display one-by-one, like a slide show. Six icons display beneath your pictures.

The following figure shows a picture that is stored on a USB flash drive, and the six icons that display so you can set a picture as the background image on your phone, or display the pictures as thumbnails, one-by-one, or as one picture only.



Tap an icon to do the following:

<i>Tap this...</i>	<i>To do this...</i>
	View thumbnails of your pictures.
	View the previous picture.
	View the next picture.
	Pause and display the current picture only.
	After you've paused, display the pictures one-by-one again.
	Stop displaying the pictures. The pictures will not display again until you access the Picture Frame feature again (unless you have a screen saver set up, or you enable one).
	Set the picture that currently displays as the background picture for your phone.

Using Power-Saving Mode

By default, your phone is set up with a power-saving mode that turns off the touchscreen 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 touchscreen 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 will exit 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 will still occur.

The power-saving settings you can update are:

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

Changing Your Office Hours

Update your office hours so the phone will know when you’re in the office. When you update your office hours, you specify when you start, and how long you work each day.

To change your office hours:

- 1 Tap **Settings** from Home view, and tap **Basic > Power Saving > Office Hours > Start Hour**.
- 2 From the Start Hour screen, tap the day of the week you want to update, enter your start time, and tap **Save**.
Enter a start time using the 24-hour clock. You can enter a start time from 0 to 23.
- 3 From the Office Hours screen, tap **Duration**.
- 4 From the Duration screen, tap the day of the week you want to update, enter the number of hours you work, and tap **Save**.
Enter a duration of 0 to 12 hours per day.

Changing Timeouts

You can update the period of time the phone will be idle before the touchscreen 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 or tap 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 won’t initiate as often.



User Tip: Determining Which Idle Timeout Applies

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


To change timeouts:

- 1** Tap **Settings** from Home view, and tap **Basic > Power Saving > Timeouts**.
- 2** Tap **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** Tap **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** Tap **User Input Idle Timeout**, and enter the number of minutes the phone should wait after a key press or screen tap before starting power-saving mode. Enter a number between 1 minute and 10 minutes. The default is 10 minutes.
- 5** Tap **Save**.

Chapter 6: Administrative Tasks

If your phone is unable to operate properly, you may have to investigate or troubleshoot issues. To solve issues, your administrator may ask you to restart your phone, update the phone's configuration, or test phone hardware. This chapter shows you how to perform all these tasks.

Investigating Phone Warnings

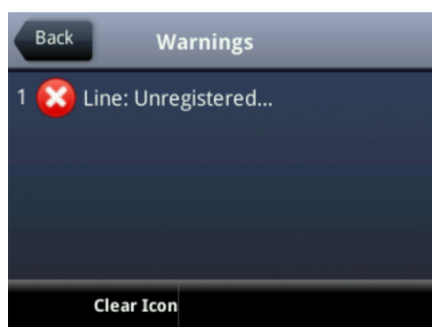
If your phone is unable to perform certain tasks, a warning icon, , will display in the status bar, as shown next. The warning icon lets you know that your phone has one or more important issues. You can view details about the issues from the Warnings screen. If you have a VVX 600/601, the icon will have a counter indicating the number of warning messages you have, and you can tap the icon to automatically view the messages.



To view a detailed list of phone issues:

- Tap **Settings** from Home view, and tap **Status > Diagnostics > Warnings**.

The Warnings screen displays (as shown next), listing any phone issues.



After you view the phone warnings, you can tap **Clear Icon** to remove the warning icon from the status bar. However, the warning will still display in the Warnings list until the phone issue is fixed.

Each time your phone has a warning that you haven't viewed, the Warning icon displays.

Restarting the Phone

Your system administrator 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. To update the phone's configuration, see [Updating Phone Configuration](#).

To restart the phone:

- 1 Tap **Settings** from Home view, and tap **Basic > Restart Phone**.

The message *Are you sure?* displays.

- 2 If you still want to restart the phone, tap **Yes**.

The restart process begins. The process ends when the default Home screen displays.

Updating Phone Configuration

Your system administrator may ask you to update your phone configuration. You may be able to do this without restarting your phone.

To update your phone's configuration:

- 1 Tap **Settings** from Home view, and tap **Basic > Update Configuration**.

The message *Are you sure?* displays.

- 2 To update the configuration, tap **Yes**.

The configuration is updated. Your phone may restart, depending on the phone settings that have changed.

Testing Phone Hardware

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

To test your phone hardware:

- 1 Tap **Settings** from Home view, and tap **Status > Diagnostics > Test Hardware**.
- 2 From the Test Hardware screen, tap one of the following:
 - **Audio Diagnostics**
 - **Keypad Diagnostics**
 - **Display Diagnostics**
 - **Touch Screen Diagnostics**
 - **Brightness Diagnostics**
 - **LED Diagnostics**

Copyright, Safety, and Regulatory Notices

Service Agreements

Please contact your Polycom Authorized Reseller for information about service agreements applicable to your product.

Governing Law

This Limited Warranty and Limitation of Liability shall be governed by the laws of the State of California, U.S.A., and by the laws of the United States, excluding their conflicts of laws principles. The United Nations Convention on Contracts for the International Sale of Goods is hereby excluded in its entirety from application to this Limited Warranty and Limitation of Liability.

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Polycom Limited Warranty and Limitation Liability

LIMITED WARRANTY. Polycom warrants to the end user ("Customer") that this product is expected to be free from defects in workmanship and materials, under normal use and service, for one year from the date of purchase from Polycom or its authorized reseller.

Polycom's sole obligation under this express warranty is at Polycom's option and expense, to repair the defective product or part, deliver to Customer an equivalent product or part to replace the defective item, or if neither of the two foregoing options are reasonably available, Polycom may, on its sole discretion, refund to Customer the purchase price paid for the defective product. All products that are replaced will become the property of Polycom. Replacement products or parts may be new or reconditioned.

Polycom is expected to warrant any replaced or repaired product or part for ninety (90) days from shipment, or the remainder of the initial warranty period, whichever is longer. Products returned to Polycom must be sent prepaid and packaged appropriately for safe shipment, and it is recommended that they be insured or sent by a method that provides for tracking of the package. Responsibility for loss or damage does not transfer to Polycom until the returned item is received by Polycom. The repaired or replaced item will be shipped to Customer, at Polycom's expense, not later than thirty (30) days after Polycom receives the defective product, and Polycom will retain risk of loss or damage until the item is delivered to Customer.

The product software comes with 90-day software warranty, providing for software updates (minor releases/bug fixes). To continue to receive support, purchasing a maintenance contract is the most economical solution.

Exclusions

Polycom will not be liable under this limited warranty if its testing and examination disclose that the alleged defect or malfunction in the product does not exist or results from:

- Failure to follow Polycom's installation, operation, or maintenance instructions.
- Unauthorized product modification or alteration.
- Unauthorized use of common carrier communication services accessed through the product.
- Abuse, misuse, negligent acts or omissions of Customer and persons under Customer's control; or
- Acts of third parties, acts of God, accident, fire, lightening, power surges or outages, or other hazards.

Warranty Exclusive

IF A POLYCOM PRODUCT DOES NOT OPERATE AS WARRANTED ABOVE, CUSTOMER'S SOLE REMEDY FOR BREACH OF THAT WARRANTY SHALL BE REPAIR, REPLACEMENT, OR REFUND OF THE PURCHASE PRICE PAID, AT POLYCOM'S OPTION. TO THE FULL EXTENT ALLOWED BY LAW, THE FOREGOING WARRANTIES AND REMEDIES ARE EXCLUSIVE AND ARE IN LIEU OF ALL OTHER WARRANTIES, TERMS, OR CONDITIONS, EXPRESS OR IMPLIED, EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES, TERMS, OR CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, SATISFACTORY QUALITY, CORRESPONDENCE WITH DESCRIPTION, AND NON-INFRINGEMENT, ALL OF WHICH ARE EXPRESSLY DISCLAIMED. POLYCOM NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY OTHER LIABILITY IN CONNECTION WITH THE SALE, INSTALLATION, MAINTENANCE OR USE OF ITS PRODUCTS.

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.

L'Installation doit être exécutée conformément à tous les règlements nationaux applicable au filage électrique.

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.

La prise électrique à laquelle l'appareil est branché doit être installée près de l'équipement et doit toujours être facilement accessible.

Industry Canada (IC)

This Class [B] digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe [B] est conforme à la norme NMB-003 du Canada.

CE and VCCI Mark

The VVX 500/501 and VVX 600/601 are marked with the CE mark. This mark indicates compliance with EC Directive 1999/5/EC.

The VVX Camera is marked with the CE mark. This mark indicates compliance with LVD & EMC Directives 2006/95/EC & 2004/108/EC.

A full copy of the Declaration of Conformity can be obtained from Polycom Ltd., 270 Bath Road, Slough, Berkshire, SL1 4DX, UK.

CE Mark R & TTE Directive (EU only)

Česky [Czech]: Polycom (UK) Ltd tímto prohlašuje, že tento VVX 500/501/VVX 600/601 je ve shodě se základními požadavky a dalšími příslušnými ustanoveními směrnice 1999/5/ES.

Dansk [Danish]: Undertegnede Polycom (UK) Ltd erklærer herved, at følgende udstyr VVX 500/501/VVX 600/601 overholder de væsentlige krav og øvrige relevante krav i direktiv 1999/5/EF.

Deutsch [German]: Hiermit erklärt Polycom (UK) Ltd, dass sich das Gerät VVX 500/501/VVX 600/601 in Übereinstimmung mit den grundlegenden Anforderungen und den übrigen einschlägigen Bestimmungen der Richtlinie 1999/5/EG befindet.

Eesti [Estonian]: Käesolevaga kinnitab Polycom (UK) Ltd seadme VVX 500/501/VVX 600/601 vastavust direktiivi 1999/5/EÜ põhinõuetele ja nimetatud direktiivist tulenevatele teistele asjakohastele sätetele.

English: Hereby, Polycom (UK) Ltd. declares that this VVX 500/501/VVX 600/601 is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

Español [Spanish]: Por medio de la presente Polycom (UK) Ltd declara que el VVX 500/501/VVX 600/601 cumple con los requisitos esenciales y cualesquiera otras disposiciones aplicables o exigibles de la Directiva 1999/5/CE.

Ελληνική [Greek]: ΜΕ ΤΗΝ ΠΑΡΟΥΣΑ Polycom (UK) Ltd ΔΗΛΩΝΕΙ ΟΤΙ VVX 500/501/VVX 600/601 ΣΥΜΜΟΡΦΩΝΕΤΑΙ ΠΡΟΣ ΤΙΣ ΟΥΣΙΩΔΕΙΣ ΑΠΑΙΤΗΣΕΙΣ ΚΑΙ ΤΙΣ ΛΟΙΠΕΣ ΣΧΕΤΙΚΕΣ ΔΙΑΤΑΞΕΙΣ ΤΗΣ ΟΔΗΓΙΑΣ 1999/5/ΕΚ.

Français [French]: Par la présente Polycom (UK) Ltd déclare que l'appareil VVX 500/501/VVX 600/601 est conforme aux exigences essentielles et aux autres dispositions pertinentes de la directive 1999/5/CE.

Italiano [Italian]: Con la presente Polycom (UK) Ltd dichiara che questo VVX 500/501/VVX 600/601 è conforme ai requisiti essenziali ed alle altre disposizioni pertinenti stabilite dalla direttiva 1999/5/CE.

Íslenska [Icelandic]: Hér með lýsir Polycom (UK) Ltd yfir því að VVX 500/501/VVX 600/601 er í samræmi við grunnkröfur og aðrar kröfur, sem gerðar eru í tilskipun 1999/5/EC

Latviski [Latvian]: Ar šo Polycom (UK) Ltd deklarē, VVX 500/501/VVX 600/601 atbilst Direktīvas 1999/5/EK būtiskajām prasībām un citiem ar to saistītajiem noteikumiem.

Lietuvių [Lithuanian]: Šiuo Polycom (UK) Ltd deklaruoja, kad šis VVX 500/501/VVX 600/601 atitinka esminius reikalavimus ir kitas 1999/5/EB Direktyvos nuostatas.

Nederlands [Dutch]: Hierbij verklaart Polycom (UK) Ltd dat het toestel VVX 500/501/VVX 600/601 in overeenstemming is met de essentiële eisen en de andere relevante bepalingen van richtlijn 1999/5/EG.

Malti [Maltese]: Hawnhekk, Polycom (UK) Ltd, jiddikjara li dan VVX 500/501/VVX 600/601 jikkonforma mal-ħtiġijiet essenzjali u ma provvedimenti oħrajn relevanti li hemm fid-Dirrettiva 1999/5/EC.

Magyar [Hungarian]: Alulírott, Polycom (UK) Ltd nyilatkozom, hogy a VVX 500/501/VVX 600/601 megfelel a vonatkozó alapvető követelményeknek és az 1999/5/EC irányelv egyéb előírásainak.

Norsk [Norwegian]: Polycom (UK) Ltd erklærer herved at utstyret VVX 500/501/VVX 600/601 er i samsvar med de grunnleggende krav og øvrige relevante krav i direktiv 1999/5/EF.

Polski [Polish]: Niniejszym Polycom (UK) Ltd oświadcza, że VVX 500/501/VVX 600/601 jest zgodne z zasadniczymi wymaganiami oraz innymi stosownymi postanowieniami Dyrektywy 1999/5/WE

Português [Portuguese]: Polycom (UK) Ltd declara que este VVX 500/501/VVX 600/601 está conforme com os requisitos essenciais e outras disposições da Directiva 1999/5/CE.

Slovensko [Slovenian]: Polycom (UK) Ltd izjavlja, da je ta VVX 500/501/VVX 600/601 v skladu z bistvenimi zahtevami in ostalimi relevantnimi določili direktive 1999/5/ES.

Slovensky [Slovak]: Polycom (UK) Ltd týmto vyhlasuje, že VVX 500/501/VVX 600/601 spĺňa základné požiadavky a všetky príslušné ustanovenia Smernice 1999/5/ES.

Suomi [Finnish]: Polycom (UK) Ltd vakuuttaa täten että VVX 500/501/VVX 600/601 tyyppinen laite on direktiivin 1999/5/EY oleellisten vaatimusten ja sitä koskevien direktiivin muiden ehtojen mukainen.

Svenska [Swedish]: Härmed intygar Polycom (UK) Ltd att denna VVX 500/501/VVX 600/601 står i överensstämmelse med de väsentliga egenskapskrav och övriga relevanta bestämmelser som framgår av direktiv 1999/5/EG.

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取扱説明書に従って正しい取り扱いをして下さい。 VCCI-B

WARNING Electrical Safety

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.

The VVX 500/501 and VVX 600/601 are rated 48Vdc, 0.375A. When used with the optional external power supply (PSC18U-480, or similar rated PSU), the power supply shall be a Listed power supply with a LPS output, rated 48V, min. 0.38A. The VVX Camera is USB powered (5VDC 0.5A) only.

Russian Compliance

VVX 500/501: Ministry of Information Technologies & Communication of the Russian Federation – Declaration of Conformity. Д-СПД-5520 valid until 15/11/2014.

VVX 600/601: Ministry of Information Technologies & Communication of the Russian Federation – Declaration of Conformity. Д-СПД-6013 valid until 27/11/2015.

New Zealand Telepermit

VVX 500/501: PTC 220/11/098

VVX 600/601: PTC 220/12/058

Special Conditions for this User Guide

- **PTC General Warning**

The grant of a Telepermit for any item of terminal equipment indicates only that Telecom has accepted that the item complies with minimum conditions for connection to its network. It indicates no endorsement of the product by Telecom, nor does it provide any sort of warranty. Above all, it provides no assurance that any item will work correctly in all respects with another item of Telepermitted equipment of a different make or model, nor does it imply that any product is compatible with all of Telecom's network services.

- **Echo Cancellation**

Echo cancellers are not normally required in the Telecom PSTN because geographic delays are acceptable where CPE return loss is maintained within Telepermit limits. However, those private networks making use of Voice over IP technology are required to provide echo cancellation for all voice calls. The combined effect of audio / VoIP conversion delay and IP routing delay can cause the echo cancellation time of 64 mS or more to be required.

- **Software Versions in the Polycom VVX 500/501 and Polycom VVX 600/601 VoIP Desktop Telephones When Used on the Telecom Network**
 - » The Polycom VVX 500/501 must be equipped with the software installed during the PTC testing (version 6.4.1.0008) for compliance to be guaranteed.
 - » The Polycom VVX 600/601 must be equipped with the software installed during the PTC testing (version 4.1.0.xxxx) for compliance to be guaranteed.

Australia

Warning
This equipment will not operate when mains power fails

WARNING FOR ALL POLCOM PHONES THAT USE HANDSETS

With respect to section 5.4.3.11 of the Australian Communications Authority as Telecommunications Technical Standard AS/ACIF S004 2006:

You should be aware that, under certain operating conditions, the handset earpiece may retain small metallic objects. If this occurs, these objects should be removed before using the handset.

Operating Ambient Temperatures

- Operating temperature: +32 to 104°F (0 to 40°C)
- Relative humidity: 5% to 95%, noncondensing
- Storage temperature: -40 to +160°F (-40 to +70°C)

Hearing Aid Compatibility (HAC)

This product is hearing aid compatible.

Waste Electrical and Electronic Equipment (WEEE)



All Polycom products that fall within the scope of the EU WEEE Directive carry the crossed wheeled bin symbol which advises customers not to recycle electronic products in the domestic waste stream but to recycle them safely as e-waste.

Restriction of Hazardous Substances Directive (RoHS)

All Polycom products comply with the requirements of the EU RoHS Directive. Statements of compliance can be obtained by contacting TypeApproval@polycom.com.

Polycom Take Back

In addition to any mandated take back requirement, Polycom offers free recycling of its branded products to business users. Detailed information is available at <http://www.polycom.com/company/about-us/recycle-program.html>.

Applies to VVX 600/601 Phones Only

Radiation Exposure Statement: The antenna used for this transmitter must be installed to provide a separation distance of at least 20 centimeters from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter.

FCC Radiation Exposure Statement: This portable device with its antenna complies with FCC's RF radiation exposure limits set forth for an uncontrolled environment. To maintain compliance this transmitter must not be co-located or operating in conjunction with any other antenna or transmitter. FCC registration number: M72-VVX600.

This device complies with RSS-210 of Industry Canada. Operation is subject to the following two conditions: 1) This device may not cause interference, and 2) this device must accept any interference, including interference that may cause undesired operation of the device. Privacy of communications may not be ensured when using this telephone. Certification Number IC: 1849C-VVX600.

Taiwan (VVX 600/601 Only):

NCC 警語

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低功率射頻電機須忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾。

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Without prejudice to any other rights, Polycom may terminate this Agreement if you fail to comply with any of the terms and conditions of this Agreement. In such event, you must destroy all copies of the Software Product and all of its component parts. You may terminate this Agreement at any time by destroying the Software Product and all of its component parts.

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