

POLYCOM VVX 600 TELEPHONE USER GUIDE



Modified for Marshall University Internal Use





ABOUT THE TOUCHSCREEN

Tap to select and highlight screen items. To scroll, touch the screen, and swipe your finger up, down, right, or left. To go back to a previous screen, tap "Back" or "<".

ENTERING TEXT

To search for a contact or enter passwords, you will need to enter text. Most screens will provide a **keyboard option**, available in the upper right hand corner, you may have to touch the ABC soft key first.

Use the dial pad keys to enter information. To backspace, press the back arrow.

To type with the dial pad keys, press a key repeatedly to view the character options and stop to select.

To type other characters, when using the dial pad keys, use the 1, *, 0, and # keys.

SIGN IN

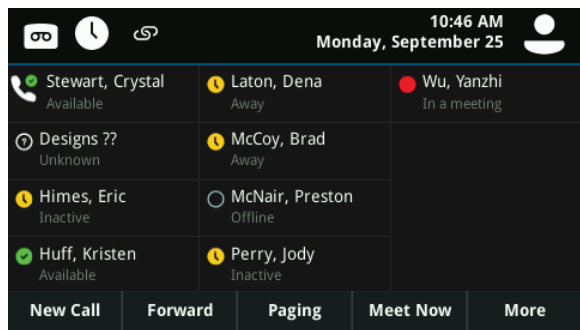
You must be signed in for your phone to work. If your name does not appear in the phone line section on the **Home view**, you are not signed in.

Select "Sign In," then "User ID." Tap "Sign in Address" and enter your full email address (e.g. user1@marshall.edu), click check, leave "Domain" blank, click "User" and enter your full email address again. Enter your MUNet password just like when you log into your PC. Select the "Sign In" option to complete signing in.

HOME VIEW

To switch between **Active Call** and the **Home** screen, swipe the touchscreen.

Home view displays icons you can select to access phone functions. (House/Home icon)

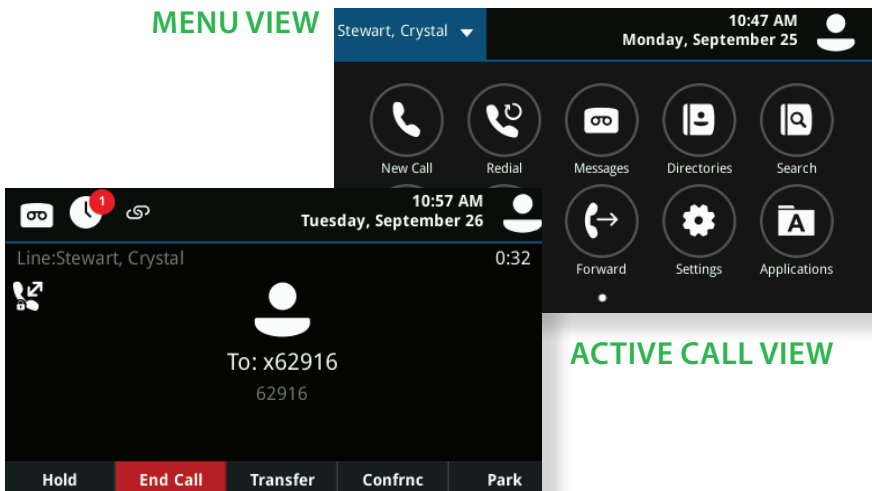


PHONE VIEW

Your phone has four main Views: **Home** (above), **Menu**, **Calls**, and **Active Call** screen. If your phone has one or more calls, you can also access **Calls** or **Active Call** view.

For **Home** view from any menu, press the  **BUTTON** on the upper right side of the phone.

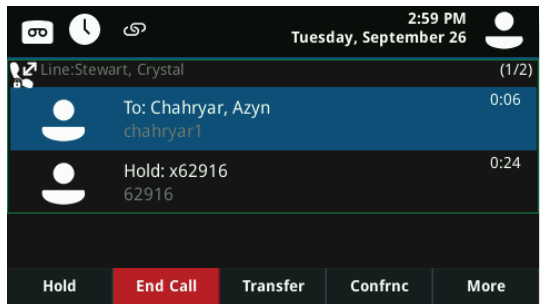
Press  **BUTTON** to alternate between **Home** and **Menu** screens, or, if you have one or more calls, between **Home** and either **Calls** or **Active Call** view.



CALLS VIEW

If your phone has more than one active call, you will see the **Calls** view.

Touch a call line to select it. The soft keys along the bottom of the screen control the highlighted call.



PLACE CALLS

To place a call do one of the following:

- Pick up the handset or press the speaker or headset button, enter the phone number, and tap the “telephone” icon on the screen.
- Select a “Favorite” from the **Home** view, “Recent Calls”, or “Contact Directory.”

ANSWER CALLS

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

END CALLS

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

To end an active call place the handset in the cradle, press the speaker or headset button if lit, or, press “End Call.”

To end a held call, navigate to **Calls view** and highlight the held call. Press “Resume,” and press “End Call.”

FORWARDING CALLS

Call forwarding indicates the user’s ability to forward incoming calls to another destination, different from transferring, once a call has been answered. This feature is for when you want to still receive calls outside of the office. To enable call forwarding, press Forward from **Home** or **Calls** view. Select the forwarding type to enable, enter a forwarding number, and press “OK.”

To disable call forwarding, press “Forward” from **Home** or **Calls** view, select the forwarding type to disable, and press “Disable Call Forwarding.”

To enable per-call forwarding: As your phone rings, without answering it, press “Forward,” enter the forwarding number, and press “Forward.”

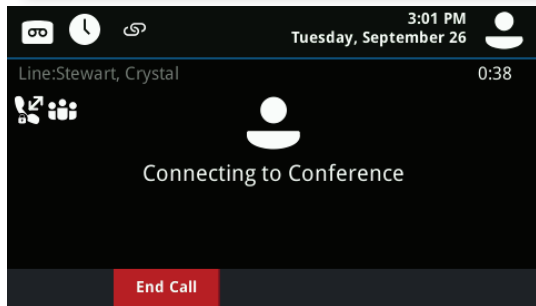
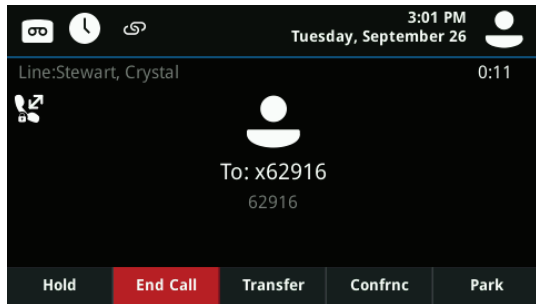
PLACING CONFERENCE CALLS

Call the first party, and after the call connects, select “Confrcn,” then dial and connect with the second party. The call automatically be added to the conference.

From **Calls** view, you can:

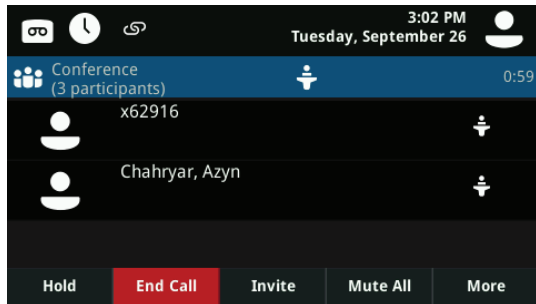
- Press “Hold” to hold all participants.
- Press “End Call” to remove yourself from the call, but keep the other participants connected.

Tip: If you have an active and held call, tap “Join” to set a conference.



LISTENING TO VOICEMAIL

A voicemail icon in the top left corner of the **Home** view, indicates that you have voicemail and the number accordingly. Select the “Voicemail” icon or “Messages” from Home view, and select “Message Center.” Press “Connect” and follow the prompts.



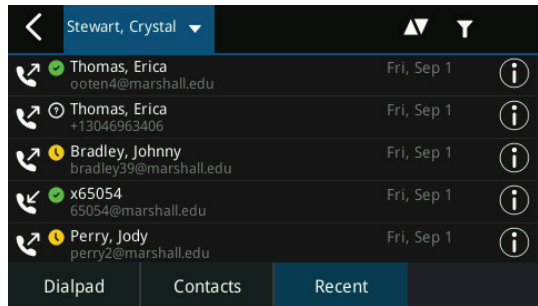
VIEWING RECENT CALLS

From the **Home** view, select the “Call Log” button in the top left of the screen, it looks like a clock.

Or Press the **HOME** BUTTON to view, from the Menu screen, select “Directories,” and select “Recent Calls” to view your Recent Calls list. You can navigate the list by using your finger on the touch screen and scrolling up or down on the list.

You can view your favorites by tapping on the “Favorites” soft key section on the lower right.

From the Recent Calls list, press the “Sort” icon to sort and order calls, press “Type” to display only certain calls, or select a call record to call the person.



MUTING THE MICROPHONE



During a call, press the **Mute button**, it looks like a microphone with a line through it on the lower right side of phone, so other parties can't hear you. It will light up red when muted. To disable Mute, press again, and the red light will turn off.

HOLDING CALLS

From **Calls view**, press “Hold” or the “Phone” icon. Remember to highlight the call first if there is more than one call.

To resume a held call, press “Resume.”

These holds are exclusive and cannot be picked up from another phone.

TRANSFERRING CALLS

From **Calls view**, press “Transfer,” call the other party, then press the green phone set icon to transfer. This is called a blind transfer. Further details and how to conduct a consultative transfer can be found at: www.marshall.edu/sfb.

SKYPE FOR BUSINESS TRAINING

Online Resources Available

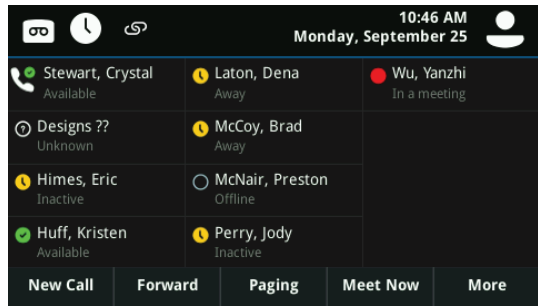
For more information about **Skype for Business** at Marshall University please visit: www.marshall.edu/sfb

- What is SFB?
- Calendars, Contacts, Conferencing
- Self-help and Training
- Quick Reference Guides

FAVORITES VIEW

Favorites are contacts you call most often. Your Favorites list displays all your Favorites. A smaller number of Favorites displays in **Lines view**.

To view your Favorites list—From **Menu view**, press and select “Directories” then choose “Favorites.”



To make a contact a Favorite—Navigate to your Skype Directory and search for a contact. Press “Info,” press “More,” and select “Add to Favorites.” Press “Yes” to confirm.

To dial a Favorite—Press the “Favorite” from the **Home view** or from your Favorites list in Directories.

Please Note: Favorites will not be saved when programmed from the phone when software versions are updated. Clients added using the SFB Client will be saved.

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CONTACT DIRECTORY

To select a contact from the Contact Directory, press the **HOME BUTTON** on the right side of the phone.

To view your Directory—Select “Directories” from **Menu view**. Press “Skype for Business Directory” on the “Directories” screen.

To add a contact—Navigate to your Contact Directory and press “Add” (the + symbol on the upper left of the screen). Enter the contact’s information, and press “Save.” Use the “Keyboard” icon in the upper right corner for easier typing. To make a contact a Favorite, enter a Favorite Index number.

To update contact information—Navigate to your Contact Directory and select the contact. Press the

“Pencil” icon to edit in the lower right corner, update the contact’s information, and press “Save.”

To delete a contact— Navigate to your Contact Directory and select the contact. Press the “Trash” icon to Delete, and press “Yes” to confirm.

To search for an MU contact—Navigate to the Skype Directory and press “Search” in the upper right corner. Enter search criteria and press “Search.” Use the “Keyboard” icon in the upper right corner for easier typing.

To dial a contact from your Directory— Navigate to your Contact Directory and select the contact. From the contact’s information screen, select the contact’s phone number.

Please Note: Updates to the phone will overwrite added contacts. Contacts may not be saved when programmed from the phone.



INFORMATION
TECHNOLOGY

Contact

itservicedesk@marshall.edu
(304) 696-3200 - Huntington
(304) 746-1969 - Charleston

Location

Drinko Library & Information Center, 1st Floor

Desk Hours

1:00 PM Sunday – 6:00 PM Friday (24 hours)
Sa: 10:00 AM – 6:00 PM

www.marshall.edu/inforesources

