



Fuze for Poly VVX 500/600 Series

Fuze Enablement Team

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Training Objectives

After attending this training, users should have a basic understanding of:

- Overview, layout, and available views of the Polycom VVX 500 Series/600 Series
- Call features including placing, receiving, and managing calls
- Setting up and accessing voicemail
- Searching and editing within the contact directory
- Additional features and capabilities

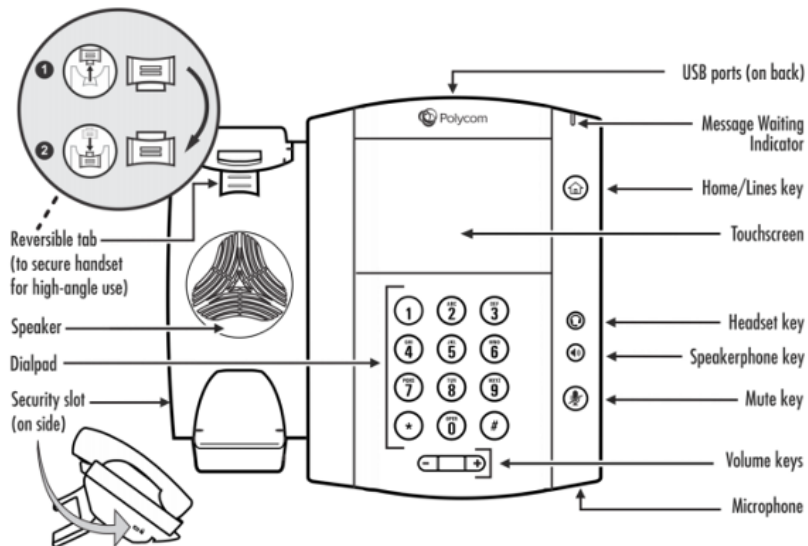
Phone Overview

Overview

The Polycom VVX 500 Series and 600 Series desk phones have a color LCD touch screen interface. These desk phones support twelve line appearances (VVX 500 series) or sixteen line appearances (VVX 600 series) and high-definition (HD) voice on all audio paths. These devices also have a number of function specific keys.



Phone Layout



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- **USB Ports:** Enable the phone user to:
 - Attach a USB flash drive so the phone user can record calls, update the background picture on the phone, set up a screen saver, or use the 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 key:** Enables the user to press the key from any screen to display Home view (from Home view, press once more to display other phone views)
- **Headset key:** Enables the user to place and receive calls through a headset (glows green when an analog headset is activated)
- **Speakerphone key:** Enables the user to place and receive calls using the speakerphone (glows green when activated)
- **Mute key:** Mutes the audio during calls and conferences (glows red when audio is muted)
- **Volume keys:** Adjusts the volume of the handset, headset, speaker, and phone's ringer
 - In standby mode the key will adjust the ringer volume
 - During an active call the key will adjust the speaker volume (handset, headset, and speakerphone)
- **Security slot:** Enables the user to connect the back of the phone to a laptop cable lock so the user can secure it to a desktop


- **Dial pad:** Enables the user to enter numbers, letters, and special characters
- **Speaker:** Provides ringer and hands-free (speakerphone) audio output
- **Reversible tab:** Secures the handset in the cradle when the phone stand is positioned at a high angle

Home View

- Display Home View by pressing the Home key 
- Phone line information is displayed at the top left corner
- Page Indicator  displays how many pages of icons are available and the selected page
- Tap and hold to control how many icons Home view displays

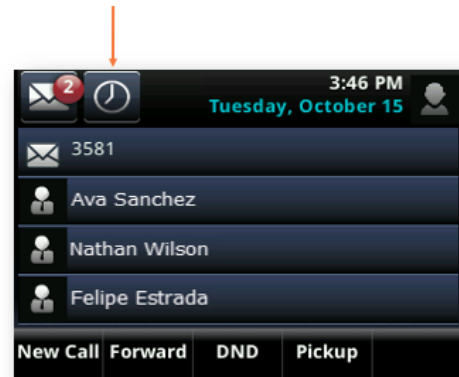


Lines view

- Default phone view
- Displays the phone lines and favorite contact listing
- Tap  to see the call history



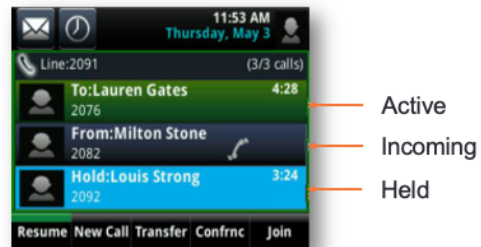
The bottom portion of the screen contains a soft key menu display.



- If call history is selected, all incoming, outgoing and missed calls will be displayed. A filter option will appear in the upper right corner of the display.

Calls View

- Default view while a call is active or on hold
- Call status is indicated by color
 - Dark green = Active call
 - Dark blue = Incoming call
 - Bright blue = Held call



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If the phone has more than one line, calls display under the associated line. When a call is selected, available soft keys display for the call.

- If the phone line has an active call, the call color bar is green
- If the phone line has one or more held calls, the call color bar is red
- The number of total calls on the phone line is shown above the calls
- To select a call, tap on the desired call



Training Objectives

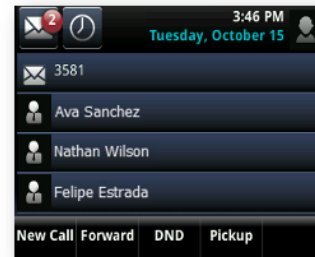
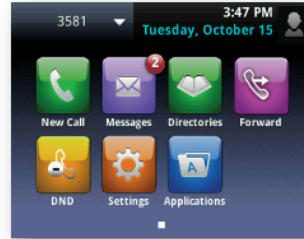
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Placing Calls

From either the Home view or Lines view dial the number to call, followed by:

- Picking up the handset
- Pressing the **Headset** key 
- Pressing the **Speakerphone** key 



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Calls can be placed in these ways:



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

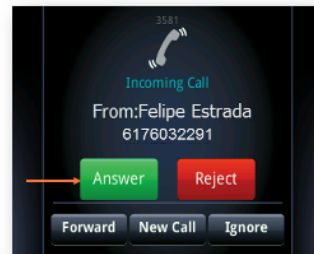
To make calls within the US, dial the 10 digit number including the area code and local number. It is not necessary to dial 1 or 9 prior to the number.

* For international calls (from the US), dial 011, the country code, the Area code, and the number.

Answering Incoming Calls

Answer incoming calls by:

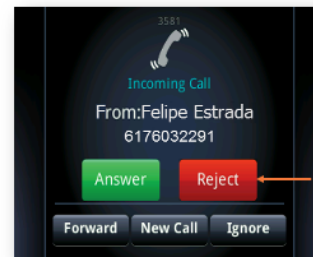
- Picking up the handset
- Tapping **Answer**
- Pressing the **Headset** key 
- Pressing the **Speakerphone** key 



If already in handset, speakerphone, or headset mode, tap **Answer** and the phone automatically uses the mode that is currently selected.

Rejecting Incoming Calls

- Tap **Reject** to stop the phone from ringing
 - Rejected calls will be directed straight to voicemail
 - Rejected calls display in the Recent Calls list



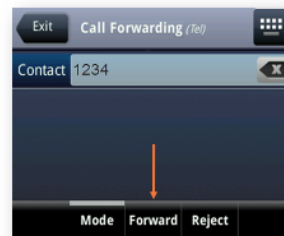
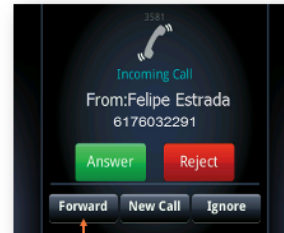
Forwarding Incoming Calls

Forward allows an incoming call to be passed along to another number or extension without answering the call

- Tap **Forward**, enter the number to forward the call to, and then tap **Forward** again



There is a limited amount of time to enter the forwarding number.



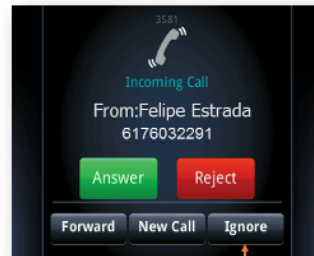
Ignoring Incoming Calls

Ignore allows an incoming call to be silenced

- Tap **Ignore** to silence the ringer
 - Phone will still display the incoming call, allowing the call to be answered



If the call is not answered, it will be sent to voicemail at the end of the ring cycle.



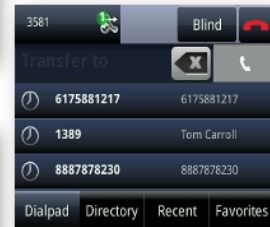
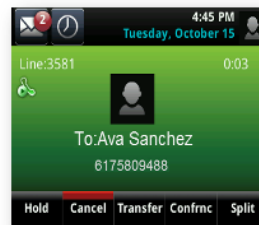
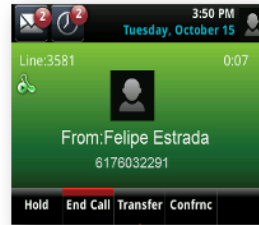
The default ring time is 20 seconds.

Transferring Calls Attended

- Tap **Transfer** to begin the process
 - While performing a transfer the caller will be placed on hold
- Enter a number
- Tap **Transfer** as soon as a ring-back tone is heard or wait until after speaking to the recipient



Tap **Cancel** to cancel the transfer.



To transfer the call to another device, press ** then all devices will ring and you can pick up. The Caller will hear silence while waiting for the other device to ring.

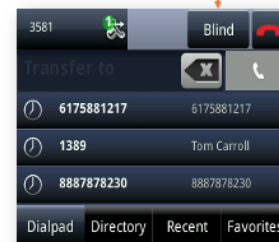
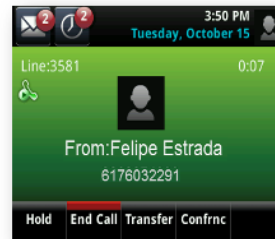
Transferring Calls Blind

Blind transfer allows the transfer of a call without talking to the recipient first

- Tap **Transfer** and then tap **Blind**
- Enter a number to complete the transfer



The recipient will see the original caller's Caller ID.

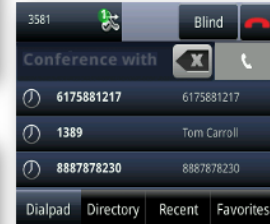
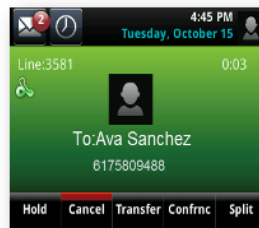
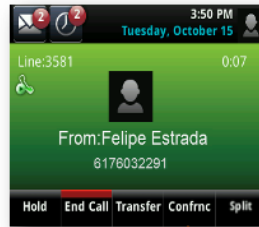


Conferencing Calls

A conference call can be created with up to two other people

- From an active call, Tap **Confmc**
 - The caller will be placed on hold
- Enter the number and once the recipient answers, tap **Confmc** to join them

Conference management features may be granted by the system administrator.



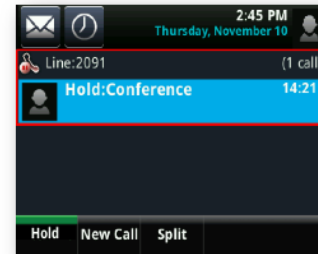
The conference management feature enables a user to manage each person in the conference call so that the user can mute, hold, and remove participants.

Holding Conference Calls

When a conference call is placed on hold, all participants are on hold

No one in a held conference call can hear other participants

- Tap **Hold** to place participants on hold
- Tap **Resume** to resume a held call



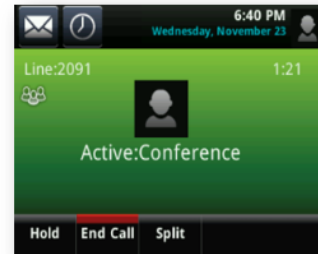
- While in Calls view, be sure to highlight the conference before tapping **Hold**

Ending Conference Calls

- Tap **End Call** to terminate participation in the conference call
 - When **End Call** is tapped, call participants remain connected to each other



Have callers hang up to fully terminate the conference call.

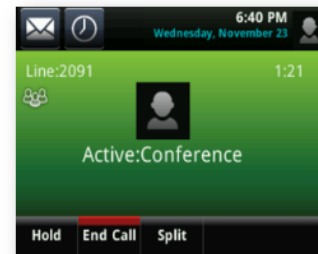


Splitting Conferencing Calls

- Tap **Split** to terminate the conference and place the callers on hold
 - Participants will not be able to speak to each other



It is possible to toggle between each call privately.



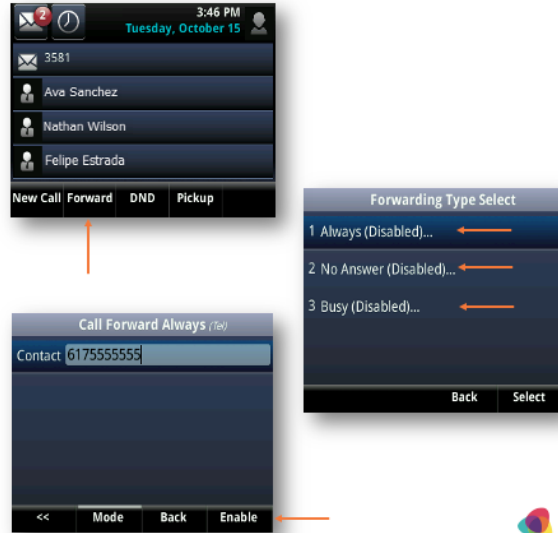
- From Lines or Calls view, press **Split**
- After splitting the conference call, you can press **End Call** on selected line to end each individual call

Forwarding All Calls

- Tap **Forward**

There are three distinct types of call forwarding:

- **Always** forwards all incoming calls
 - **No Answer** forwards all unanswered calls
 - **Busy** forwards calls that arrive when already in a call
- Enter the forwarding number and then press the **Enable** soft key to turn feature on



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There are different ways to initiate call forwarding. Choose the preferred method.

- From Home view, select **Forward**
- From Home view, select Settings and select **Features > Forward**
- If the phone is idle, tap the **Forward** soft key from Lines view
- If the phone is set up with multiple lines, select the line to apply forwarding to

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Setting Up and Accessing Voicemail

- Tap **Messages** to access the Voicemail Message Center
 - This is where voicemail is initially set up and can be configured at any time

The phone will indicate when there is a new voicemail by:

- Displaying a message in the status bar
- Flashing the Message Waiting indicator



It is also possible to access the Message Center by tapping **New Call** and dial *123.



Voicemail Setup



- Select **New Call** and dial *123 to access the message center
- Enter temporary PIN when prompted (extension)
- Create a new permanent PIN (4-15 digits)
 - New PIN cannot be the extension number, a replicated digit (1111) or a sequential digits (1234)
- Follow prompts to record name and standard greeting

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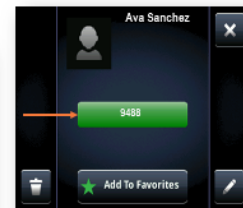
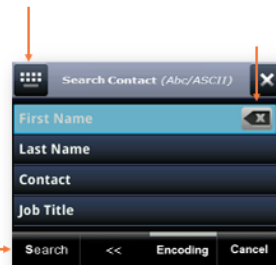
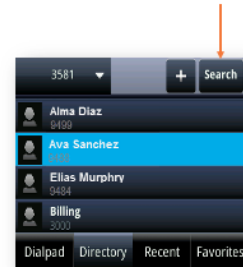
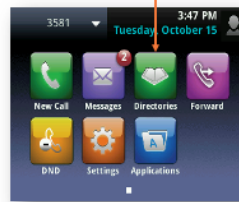
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Searching for a Contact



- Tap **Directories** from the Home view
- Tap **Contact Directory**
- Tap **Search** and enter criteria in fields by triple-tapping text or tap  to display the on-screen keyboard
 - Tap  to backspace
- Tap **Search** when done
- Tap the name, then tap the green extension button to call a contact



To make a contact a favorite, tap **Add To Favorites** and choose favorite index.

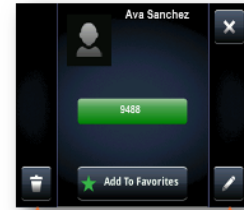
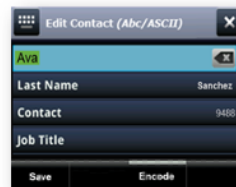
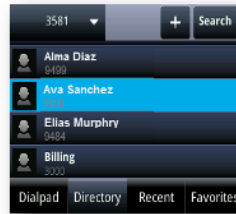


Editing a Contact

- Tap the name after locating the contact
- Tap , amend relevant fields, then tap **Save**
- Tap  to delete a contact from the directory



If deleting, confirm if the contact should be deleted by responding with a Yes or No.

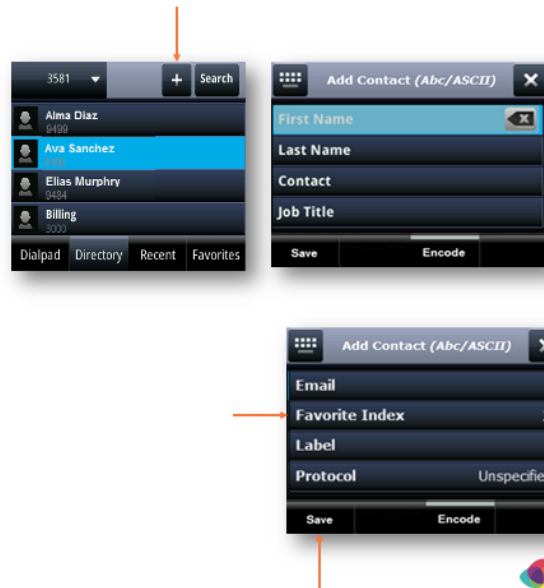


Adding a Contact

- Tap **+** From Contact directory
- Add relevant information to fields
- Tap **Save** to save contact



Remove Index number to keep contact from appearing as a Favorite/Speed Dial.



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Utilizing Do Not Disturb

Do Not Disturb (**DND**) mutes the ring tone and sends all incoming calls to voicemail

- Tap **DND** to enable Do Not Disturb
 - A **DND** icon will display in the status bar and to the left of the extension in lines view
 - Calls received while **DND** is active are logged in the Recent Calls list



While on **DND**, there will be no visual indication that a call is being received, other than showing a missed call.



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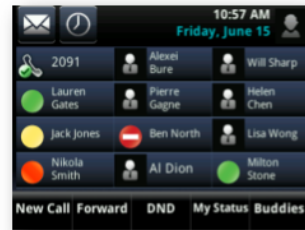
- From the Home view, toggle and select **DND**
- From the Lines view, press the **DND** soft key
- If the phone is idle, the Do Not Disturb icon, displays next to the phone line in Lines view
- If there are new messages or forwarding enabled, the messages or forwarding icon displays instead

Utilizing a Buddy List

A Buddy List is a list of speed dial users whose status can be monitored from the phone

Buddy List options will allow a user to:


- Update presence status
- Set up and manage a buddy list
- Block people from monitoring status

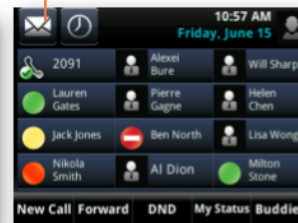
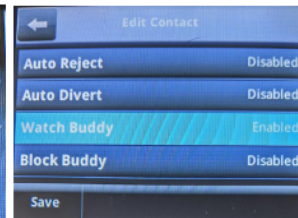
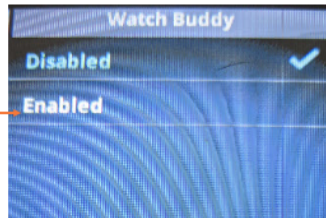


- It is possible to view a contact's presence setting, such as Be right back, Out to lunch, or Busy, in real time from the **Buddies** list
- A user can also view their buddies' statuses from Lines view and Home view
- Changing the order of speed dials does not change the order of the buddy list

Utilizing a Buddy List

Monitor other people's status by adding contacts to the Buddy list

- Select a contact and tap  from the Contact Directory
- Navigate to Watch Buddy and select **Enabled**
- Tap **Save**
 - Quick dial a buddy from the Lines view



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- When enabled, the contact is added to the Buddy list so the contact's status can be monitored
- When disabled, the contact is removed from the Buddy list, and contact's status can no longer be monitored

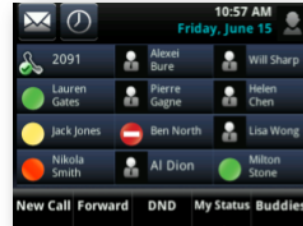
How to dial from Lines view:

Select **More > Buddies**, select a buddy, and tap **Dial**

Buddy List Status

My Status displays the current status for other users to see

The phone will automatically update status information when on a call



Buddy Status	Icon	Buddy Status	Icon
Available		Do Not Disturb	
Busy		Offline	
Away		No information	

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When the status is updated on the phone, that new status is visible to others. It is possible to update the status to one of the following:

- **Online**
- **Busy**
- **Be right back**
- **Away**
- **On the phone**
- **Out to lunch**
- **Do not disturb**

Update presence setting:

- Select **Settings** from Home view, and select **Features > Presence > My Status**
- From the My Status screen, select the status select desired status
- The new status displays in the status bar on the phone and is visible to others
- It is also possible to enable the phone to automatically change status to **Away** when the phone becomes idle

Enable status to automatically change:

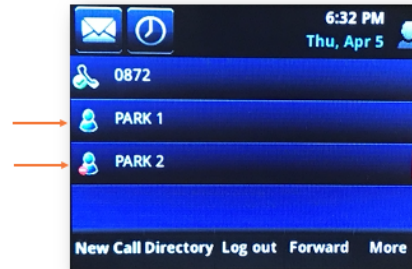
- From Home view, select **Settings > Basic > Preferences > Presence > Idle Timeout**

- From the Idle Timeout screen, enable an office hours or off hours timeout period, and enter the number of minutes the phone can be idle before the status changes to Away

Utilizing Parking

Call parking is the ability to put calls on hold on one phone and then be able to pick up that call from another phone

- Tap on one of the available park lines on the phone to park a call
 - The call will go into the selected parking lot
- Tap the corresponding park line to answer the parked call
 - The call will be connected through to the phone



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With visual parking, a user can see which lots are available. A red icon will appear next to the corresponding line appearance, if the parking lot is in use.

Non-visual parking is also available. With Non-visual parking, the user will not see parking lots displayed as line keys.

To utilize Non-visual parking:

- Tap the Transfer soft key, enter **70 to hear the parking lot number, wait for the system to announce the lot number, and then tap the **Transfer** soft key
- To retrieve a parked call, tap the Pickup soft key, enter the digit of the parking lot that the call is in, then tap the **Enter** soft key

OR

- Dial **7x, where x is the lot number, and then tap the **Dial/Send** soft key

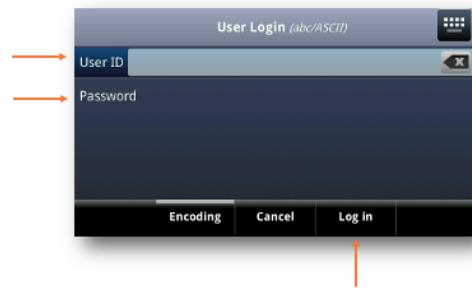
Utilizing Hoteling

Hoteling allows users to move from phone to phone while maintaining the same configurations

- Tap the **Log in** soft key
- Enter User ID and Password
- Tap the **Log in** soft key
 - User's extension and settings will appear on the screen



It is possible to sign out of a phone manually or automatically.



The user can be set up for manual logout or to be automatically logged out at a specific time.

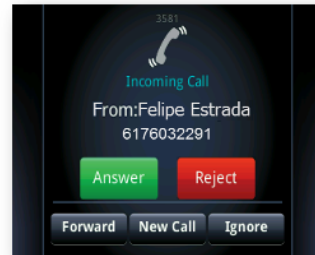
Managing Queues

Queue calls will be presented with caller ID and name of queue

Agents can use Custom Extensions (star codes) to login, pause, and logout out of the queue



Custom Extensions are unique to each tenant. Fuze reserves some numbers for general use (voicemail, call monitoring, etc).



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Knowledge Check

True or False?

1. There is only one way to answer an incoming phone call. **False**
2. Ignoring a call sends the caller immediately to voicemail. **False**
3. In order to transfer a call, a call must first be answered. **False**
4. In a conference call, End Call terminates the conference for all participants. **False**
5. The Message Center can only be accessed by dialing *123. **False**
6. In Contact Directory, "Contact" field is the phone number. **True**
7. While on DND mode, all calls will be directed to voicemail. **True**
8. All Polycom VVX 500/600 models can use the Parking and Hotel features. **True**

