Horizon

Polycom VVX201 Full User Guide

Contents

Introduction

Polycom VVX201 Guide

This user guide will help you to navigate and use your VVX201 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.
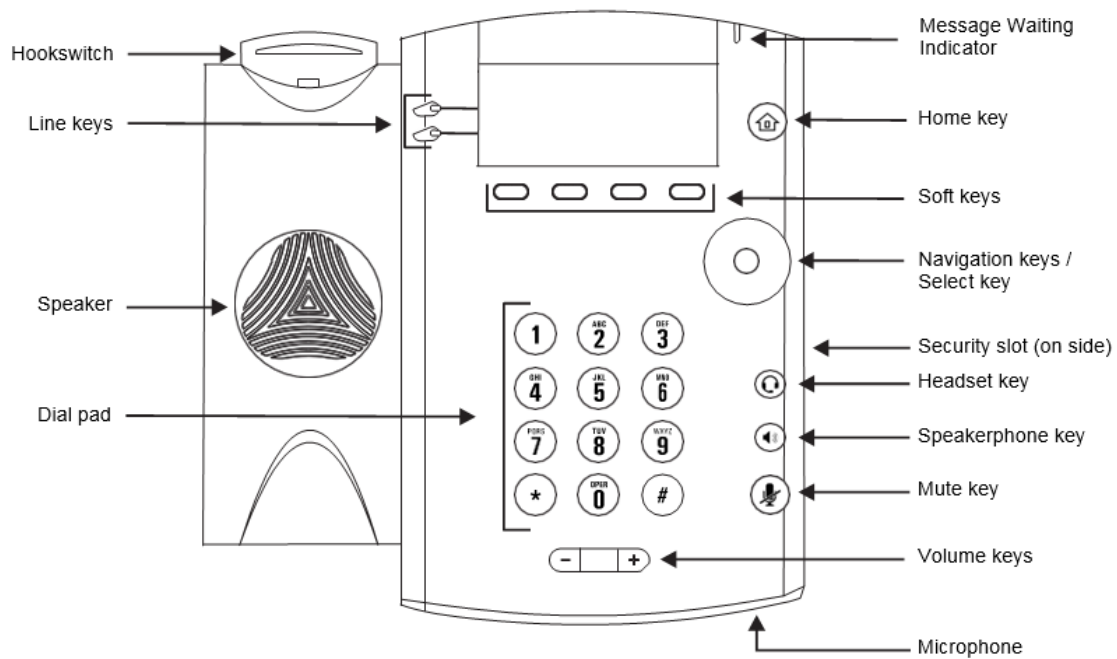

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How to set up the Polycom VVX201

The phone will arrive pre-configured and needs to be connected to the internet & powered up using Power over Ethernet (PoE) or via AC power supply.

Phone Keys and Hardware

The figure below shows the main phone keys and features.

Phone Icons & Status Indicators

Icon	Description	Icon	Description
	Registered line		Phone warning
	Unregistered line		Login credentials invalid
	Placing a call		Shared line
HD	Active call using HD Voice		Shared line with a held call
	Held call		Call forwarding is enabled
	Incoming call		New message
	Active conference		Presence status (Available)
	Placed call		Presence status (Busy or In a Call)
	Received call		Presence status (Away)
	Missed call		Presence status (Do Not Disturb)
	Favorite		Presence status (Offline)
	Do Not Disturb enabled		Presence status (No information)

Call Actions

Place Calls

You can only have one active call in progress on your phone. You can use the handset, speakerphone, or headset for calls. During a call, you can change modes by picking up the handset, or by pressing 🔊or 🎧 . To place a call:

Do one of the following:

- Pick up the handset, press 🔊 or 🎧 , enter the phone number, and press **Send**.
- Enter the phone number, press Dial and pick up the handset, or press 🎧 .
- From the Lines screen, press the Line key, enter the phone number, and select Send.
- From the Home screen, select **New Call**, enter the phone number, and press **Send**.
- Select a contact from the **Recent Calls** list and select **Dial**.
- Select a contact from the **Contact Directory** and select **Dial**.

Answer Calls

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

Do one of the following:

- To answer with the speakerphone, press 🔊 or press **Answer** soft key.
- To answer with the handset, pick up the handset.
- To answer with a headset, press 🎧 .

Hold and Resume Calls

You can have multiple calls on hold and resume a call at any time. To hold a call:

- Highlight the call and press the Hold soft key.

To resume a call

- Highlight the call and press the Resume soft.

End Calls

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

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- ♦ Replace the handset in the cradle, press ⊕ or ⊙ , or press the **End Call** soft key.

To end a held call:

- ♦ 1. Highlight the held call and press **Resume**.
- ♦ 2. Press **End Call**.

Transfer Calls

You can transfer calls to any contact and choose the way to transfer the call. To transfer a call:

- ♦ 1. Press and hold the **Transfer** soft key.
- ♦ 2. Choose **Blind** or **Consultative**.
- ♦ 3. Dial a number or choose a contact. If you chose **Blind**, the call is transferred immediately.
- ♦ 4. If you chose **Consultative**, press the **Transfer** soft key after speaking with your contact.

Mute the Microphone

You can mute or unmute your microphone during calls.To mute or unmute your microphone:

- ♦ Press ⊕ . Microphone **Mute** or Microphone **Unmute** will display on the screen.

Call Management

Forward Calls

You can forward an incoming call to a contact or forward all incoming calls to a contact. To forward an incoming call:

- 1. On the **Incoming Call** screen, select **Forward**.
- 2. Enter your contact's number and select **Forward**.

To forward all incoming calls:

- 1. On the Home screen, select **Forward**.
- 2. If you have more than one line, select a line.
- 3. Choose either **Always**, **No Answer**, or **Busy**.
- 4. Enter a contact's number, and select **Enable**. If you chose **No Answer**, you can enter the number of rings before the call is forwarded.

To disable call forwarding:

- 1. On the Home screen, select **Forward** or on the Idle Screen, press the **Fwd** softkey.
- 2. If you have more than one line, select a line.
- 3. Choose your forwarding type and select **Disable**.

Enable Do Not Disturb

You can enable Do Not Disturb when you do not want to receive calls. To enable or disable Do Not Disturb:

- On the Home screen or Idle Screen, select **DND**.

View Recent Calls

You can view recent placed, received, and missed calls. To view recent calls:

- Select **Dirs** > **Recent Calls**.

Conference Calls

Initiate a Conference Call

You can initiate a conference call with up to 3 contacts. To initiate a conference call:

- 1. Call a contact.
- 2. Select **Conference** and call your next contact.
- 3. When your contact answers, select **Conference**.

You can also join an active and held call into a conference call. To join two calls into a conference call:

- On the Calls screen, select **Join**.

Manage Conference Calls

With the Conference Management feature enabled, you can manage all or individual conference participants when you initiate a conference call. To manage all conference participants:

Do one of the following:

- Select **Hold** to hold all participants.

To manage individual participants:

- 1. Highlight a participant and select **Manage**.
- 2. **Do one of the following**:
    - ~ Select **Far Mute** to mute the participant.
    - ~ Select **Hold** to place the participant on hold.
    - ~ Select **Remove** to remove the participant from the conference and end the call with the participant.
    - ~ Select **Information** to view information for the participant.

Phone Actions

View the Contact Directory

You can view and add contacts to the Contact Directory. To view the Contact Directory:

- ◆ From the Home screen, select **Dirs** > **Contact Directory**.

Listen to Voicemail

When you have new voicemail messages, the messages icon displays on your line. To listen to voicemail:

- ◆ 1. On the Home screen, select **Msgs**.
- ◆ 2. Select **Message Center** > **Connect**.