sipVine

Polycom VVX Series Phones

Questions? Just call 7-HELP or dial 816.268.2590

Voicemail

Accessing Voicemail

Press the Envelope ⊠ button on your phone to access your voicemail.

Enter your password when prompted. (The default is 12345.)

To access your voicemail remotely, simply call your direct dial number and press "0" once your voicemail picks up the call.
You will hear "Comedian Mail" announced followed by "Mailbox?"
Enter your 5-digit official extension **associated** with your voicemail account (6xxxx). You will be prompted for your password as well.

Listening to Voicemail

You will hear one of the following: "You have no messages," "You have __ new messages," or "You have ___ old messages."

Following the voice prompts for further instructions:
- Press 1 for new (or old) messages and messages will begin playing after the introduction of the time stamp, caller ID, and length. To skip the computer introduction, press one and the message will begin playing.
- Press 2 to change folders - if you want to change between new messages and old saved messages.
- Press 3 for advanced options – rarely used. Follow prompts.

One you have listened to your voicemail, follow prompts for additional action, such as **press 7 to delete.**

Setting up Your Voicemail Box:

Once you are logged in to voicemail, "Press 0 for mailbox options" -
You will want to record option 1 (unavailable message) and option 3 (name) as soon as possible
- 1 to record your unavailable message
- 2 to record your busy message
- 3 to record your name
- 4 to record your temporary greeting, e.g. on vacation
- 5 to change your password
- * for help
- # to exit

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Phone Features

For outgoing calls – always dial a "9" first and then the number. Press **[New Call]** or simply begin pressing the number you are dialing.

To answer an incoming call, Simply lift the handset or press the **[Answer]** option. **[Reject]** or **[Ignore]** will send the call immediately to your voicemail.

Features available once on a call:
1. **Transfer a call** – press the **[Transfer]** softkey and then enter the number you wish to transfer to. Once the party answers, press the **[Transfer]** key again. If you have Busy Lamp Fields (BLF) on your phone, you can transfer to these parties by pressing **[Transfer]**, the BLF key next to the name of the person you are transferring to, then the **[Transfer]** softkey again.
2. **Conference in a third party** – press **[Confrnc]** softkey and then dial the third party. Once they answer, press the **[Confrnc]** key again and all three parties will be on the call. The BLFs also work for this function, **[Confrnc]** <BLF> **[Confrnc]**.
3. **Mute** – simply press the **Microphone** button that has a slash through it to mute your voice to other callers
4. **Hold** – to place a caller on hold, simply press the **Hold** button. The caller will then hear soothing music
5. **Recording a Call** – pressing *1 will immediately start an audio recording of the call. The recording will end once the phone call is ended. An mp3 audio file recording of the call will be emailed to you at midnight Central time

Features available when not on a call:
1. **Redial** – pressing **[New Call]** will also provide you recently called, answered, and missed calls.
2. **Company Directory** – **[Home]** symbol, then select the Directory option to show a listing of all employees and their extensions and any others you have added to the directory. You can call from this directory by highlighting the contact and pressing [Dial].
3. **Call Forwarding** – to forward all incoming calls to a different number, press the **[Forward]** softkey and select from the options, like "Always". Enter the internal or outside number to forward to and press the [Enable] softkey. To stop call forwarding, simply press the **[Forward]** softkey again, select the option (eg, Always) and then press the "Disable" softkey.
4. **Favorites** – In the directory, you can put a favorite setting next to your contacts. This will give you one touch dialing to those contacts.
5. **Buddies** - If you've set an employee as a favorite, you should also enable the "Watch Buddy" option in the directory entry. This will show green if they are available and red if they are on the phone.
6. **Do Not Disturb** - Pressing the **[DND]** softkey from your main screen will set your phone to do not disturb. Your number shows with a "-" sign next to the phone icon. To remove it, press the **[DND]** softkey again.