

Polycom provides a series of telephones with a built-in USB port in the telephone. The current telephones supporting this port that Masergy offers are: VVX 1500, VVX 500, VVX 600 and the IP 650/670. In order to allow call recording using a Flash Drive, Masergy will have to enable the soft key feature by activating a custom tag. Once activated, you will need to reboot your telephone. Once you insert the Flash Drive behind the telephone, the telephone will recognize the existence of the USB device and you are now ready to record.

The steps to follow to record a call:

1. Make sure the USB device is inserted correctly into the telephone
2. The Record key will not be active until you make a call.
3. Tapping the More key to scroll to the next page and tapping Record and then tap Start to begin recording.
4. The soft keys now show the Stop and Pause keys.
5. To end recording either end call or tap the Stop soft key. (Pause key simply pauses recording)

How to retrieve your recording:

On a VVX 500/600 series telephone, the ICONS above, will show Voice Mail, History, and USB soft keys.

Tapping the USB soft key takes you to the Removable Storage Media menu.

1. Browse Recordings...
2. Picture Frame...
3. Storage Media Properties...

Pressing 1 on keypad or tapping “Browse Recordings...” will show you all the recordings available for review. Select the recording by date and time (if known). The softkeys below are now Rename, Delete and Open. You can easily rename the recordings using the keypad.

In order to playback a recording, you must not be on an active call. Select the recordings you want to listen to using your telephone speakerphone or handset. Tap Open to begin playback and now you have a Pause soft key to pause the playback. Resume soft key to continue.

The entire record and playback is quite easy to use and master.

The other way to find your recordings is as follows:

1. Tap on Settings and then Tap for 3 Features...
2. Select 2 for Removable Storage Media...
3. Select 1 for Browse Recordings...
4. Scroll through the various recordings to find the one you want to listen to and tap Open to begin playback.
5. Playback will begin when you pickup the Handset or activate the speakerphone.