

blueface[®]

A COMCAST BUSINESS COMPANY



Blueface, a Comcast Business Company
Tutorial Content For Poly Hardware

Poly VVX Range



VVX 150



VVX 250



VVX 350



VVX 450



Avoid Reformatting

Do not select Option 5 Reformat File System in any circumstances.

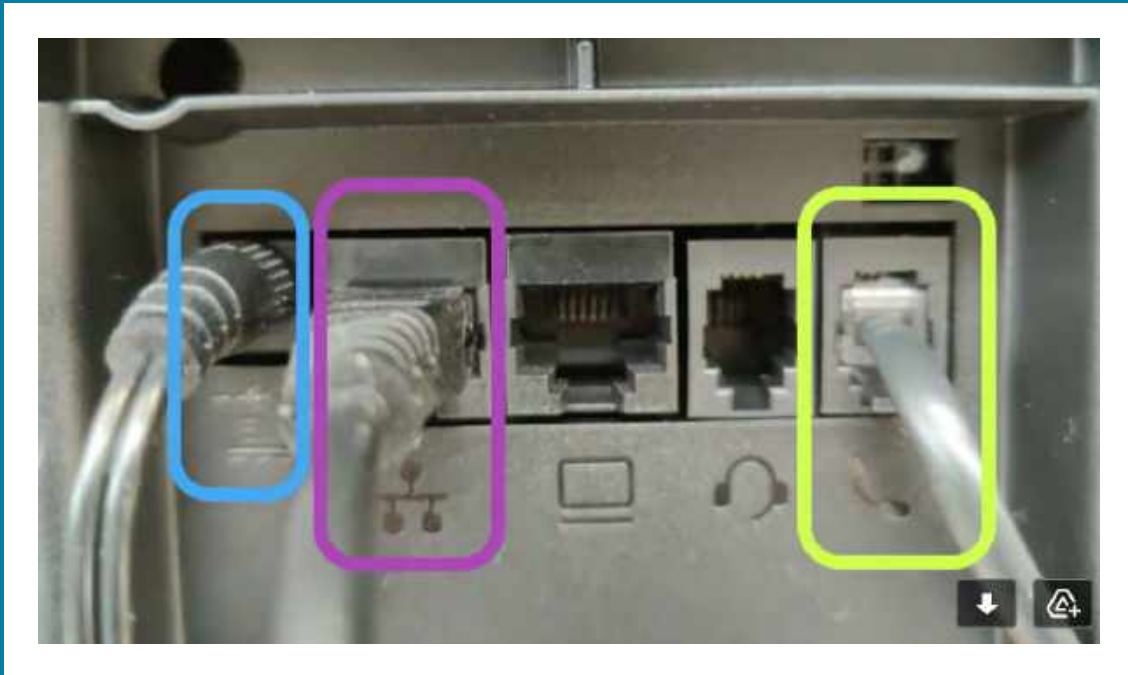
If option 5 – reformat file system – is selected, the phone system may never provision again. Please do not select this and only factory reset when totally necessary.



Getting Started

Do not plug Poly devices in or connect to the internet until instructed to by the Blueface onboarding team. It is important they are first put on the portal along with their Mac IDs by the onboarding team.

Plugging in Polycom Phones



When you are instructed to plug in your Poly devices please follow the below instructions. Start by connecting the desktop stand into the back of the phone.

Setup: If your setup is POE enabled:

- 1** Plug handset cord into the receiver and into the back of the Polycom (green box in image).
- 2** Plug ethernet cable into the back of the phone (purple box in image).

Setup 2: If your setup is not POE enabled:

- 1** Plug handset cord into the receiver and into the back of the Polycom device (green box in image)
- 2** Plug ethernet cable into the back of the phone (purple box in image).
- 3** Connect the power supply (blue box in image)

Phone will start to power on and can take up to 10 minutes to come online. The device can reboot 3-4 times before fully Provisioning.



Transferring a Call

To transfer a call using the Poly VVX Series:

- 1** Plug handset cord into the receiver and into the back of the Polycom device (green box in image)
- 2** Plug ethernet cable into the back of the phone (purple box in image).
- 3** Connect the power supply (blue box in image)

Blind Transfer will transfer the call immediately, where the consultant will transfer the call once you have spoken to the contact and pressed the Transfer soft key.

Forwarding Calls

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

How to forward an incoming call:

- 1** On the incoming call screen select forward
- 2** Enter your contacts number and select forward

How to forward an incoming call:

- 1** On the main menu screen, select forward
- 2** If you have more than one line on your device, select a line
- 3** Choose either always, no answer, or busy
- 4** Enter a contacts name and select enable
- 5** If you choose no answer you can enter the number of rings before call forward is enabled

How to disable call forwarding:

- 1** On the main menu screen, select forward
- 2** If you have more than one line on your device, select a line
- 3** Choose your forwarding type and select disable



Call Conferencing

You can initiate a call with up to 24-contacts. To initiate a conference call:

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

Active or held calls can also be transferred into a conference call. To merge two separate calls into one conference call, select Calls, followed by Join on the calls screen.

Managing Call Conferences

Hosts can manage all conference participants or individual conference attendees. To manage all conference participants, do one of the following:

- 1 Select **Hold** to hold all participants.
- 2 Select **Mute** to mute all participants.

When managing individuals, follow these instructions:

- 1 Highlight the participant and select **Manage**. Once you have done this, you can select one of the following options.
 - 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 create a separate call with the participant.
 - Select **Information** to view the selected participant's details.



Do Not Disturb

To enable Do not Disturb (DnD) on the Poly phone range.

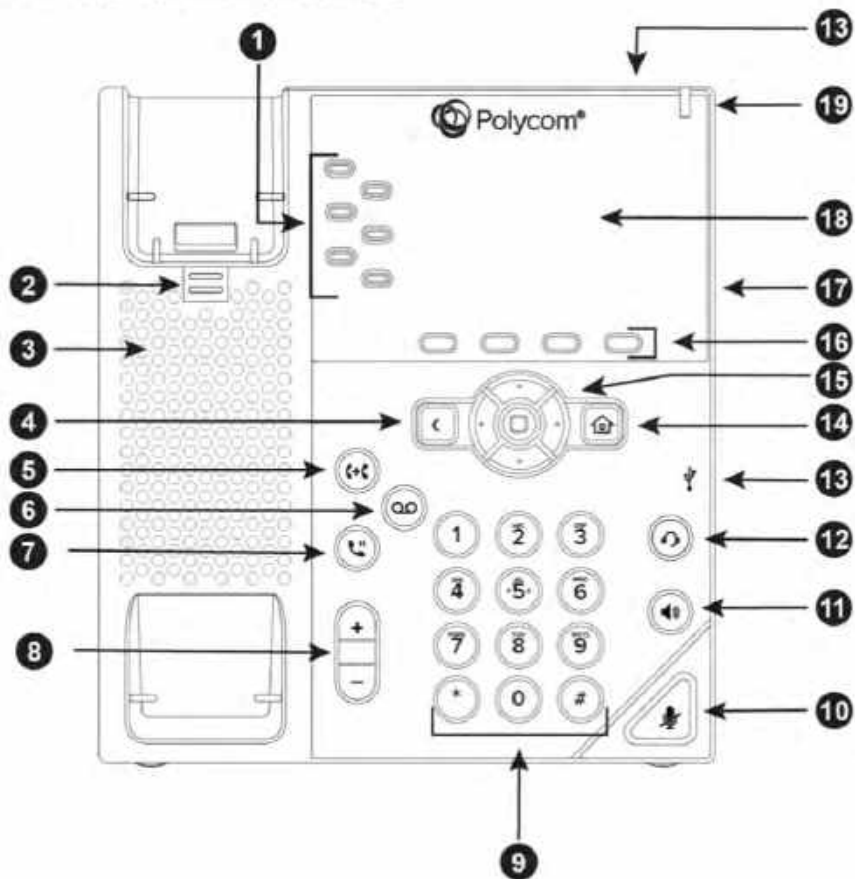
- 1** Access the device on the UC Portal.
- 2** Once the device menu appears, you can toggle DnD on and off.
- 3** DnD can also be activated by Console Operators.

If a user has access to a quick sidebar option, DnD can be activated from there.

Polycom VVX350

Hardware Feature Descriptions

VVX 350 hardware features



Ref. no	Feature	Feature Description
1	Line Keys	Enables you to select a phone line, view calls on a line or quickly call a favourite contact.
2	Reversible Tab	Secures the handset in the cradle when your phone stand is in position at a high angle. To secure the handset, remove the tab, reverse it so the protrusion points up, and re-insert it. Position the handset so the protrusion on the tab fits into the slot on the handset.
3	Speaker	Provides ringer and speakerphone audio output.
4	Back Key	Enables you to return to the previous screen.
5	Transfer Key	Transfers an active call to a contact.
6	Messages Key	Enables you to access and manage instant and voice messages.
7	Hold Key	Holds an active call or resumes a held call.
8	Volume Keys	Adjusts the volume of the handset, headset or speaker.
9	Dial Pad	Enables you to enter numbers, letters and special characters. You can also use the dial pad keys to select menu items and have index numbers.
10	Mute Key	Mutes local audio during calls and conferences.
11	Speakerphone Key	Enables you to place and receive calls using the speaker phone.

Ref. no	Feature	Feature Description
12	Headset Key	Enables you to place and receive calls using a headset.
13	USB Port	Enables you to attach a USB flash drive or USB headset.
14	Home Key	Displays the Home screen from other screens and displays Lines and Calls screen from the Home screen.
15	Navigation Keys / Select Key	Scrolls through information or options displayed on the phone's screen. Selects a field of displayed data.
16	Soft Keys	Enables you to select context sensitive keys that display along the bottom of the screen.
17	Security Slot (on back)	Enables you to attach a universal security cable lock to your phone so you can secure it to a desktop.
18	Screen	Shows a 6.35cm (2.5in) monochrome display that enables you to view menu options and data.
19	Message Waiting Indicator	Flashes red to indicate you have a new message.

blueface®

A COMCAST **BUSINESS** COMPANY