

QUICK REFERENCE
GUIDE

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Communications**



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Quick Guide for
Polycom VVX 1500
Business Media Phone

Contents

Polycom VVX 1500 Business Media Phone Button Diagram	3
Polycom VVX 1500 Telephone Feature Overview	4
Features	4
Reading the Display	4
How to Use your Polycom VVX 1500	5
Video Calls vs. Voice only calls	5
To Turn Video on/off	5
Answering the Phone	5
To Put a Call on Hold	5
Transfer a Call (Announced)	6
Transfer a Call (Blind-Not Announced)	6
Phone Top Features	7
Call Park	7
Park Pickup	7
Adjusting the Volume on the Phone	7
Changing the Ring Type	7
Arrow Keys	8
Missed Calls Clearing Alert	8
Phone Reboot	8



Polycom VVX 1500

Polycom VVX 1500 Button Diagram

1. Camera and Privacy Shutter
2. Zoom by Touching Screen
3. Soft Keys on Touch Screen (Context Sensitive)
4. Feature Buttons
5. Mute
6. Volume Keys
7. Delete Button
8. Scroll Buttons
9. Home/Menu on Touch Screen
10. Line Keys on Touch Screen
11. Outgoing Picture
12. Message Waiting Indicator



Polycom VVX 1500 Telephone Overview

The first business media phone combining advanced IP telephony, one-touch video, and business applications into a seamless, life-like experience.

An intuitive user interface offers dedicated, one-button access to common telephony features, and an information rich display delivers content for messaging, call information, directory access, and applications. The Polycom® VVX® 1500 offer superb voice quality when used in handset, headset, or speakerphone mode.

Features

- 7 inch TFT LCD display with adjustable touch screen angle
- 16:9 wide screen aspect ratio
- Polycom HD Voice
- Two-port Gigabit Ethernet switch
- USB port for applications
- 2 mega pixel camera
- Privacy Shutter
- 6 line phone
- Dedicated RJ-9 headset port
- Energy-saving smart motion detector with power-save mode
- POE or Power Supply

Reading the Display

Looking at your phone your extension appears at the top right of the display. Also on the display is an icon of a phone with a checkmark. This phone icon will change depending on the status of the phone.

Status	Display Indications
Idle and ready	Phone icon with a check mark, extension box is blue
Incoming call	Extension box is green
Making an outgoing call, not yet connected	Arrow pointing right, extension box is green
Call Active (HD)	1 HD
Call Active (not HD)	1 Play/Triangle
Call on hold	Extension box is green with red blinking on the right side, 1 pause
New Voicemail	Envelope voice mail, left icon with envelope and number of new messages
Missed call alert	Left icon with arrow down, phone and x with number of missed calls
Call forwarding enabled	Arrow like a V, near the extension, box is blue
Three way call	Three person icon, extension is green
Mute enabled	Red mic with X above extension icon
Do Not Disturb enabled	Near extension, DND box is blue
Unregistered Phone	Phone with an X, extension box is blue



How to Use your Polycom VVX 1500

Video Calls vs. Voice only calls

If you call a video phone or video bridge you will automatically begin sending video. The top left icon will be a video camera.

To Turn Video on/off

- Be sure your privacy shutter is open or closed based on your preference.

Also you can set the phone software:

- Press the Video button to the Right of the 3 button. Press the softkey labeled Stop Video/Start Video

If you call a voice only phone then no video will be sent. The top left icon will be a video camera with a slash.

Answering the Phone

To Answer a call:

- Pick up the handset
- If you have a headset, press the headset, press the headset button.

If you prefer speakerphone, press the screen in the middle to answer the call.

To Answer a second call:

- While on a call, a second call is seen on the screen and you hear one call waiting beep. Press the center of the screen to answer.

OR

- If the call has minimized, Press on the screen (bottom left) to highlight that incoming call
- Then press the softkey labeled answer
- This will put the first call on hold automatically.

To go back to the first call

- Press on the screen (bottom left) to highlight that call,
- Then press the softkey labeled RESUME

To put a call on Speaker Phone:

- Press SP Phone

To mute a call, press the mute button

- The display will show a microphone with an X through it and the indicator light will turn red.

To put a Call on Hold

- Press the hard key on the phone labeled HOLD or the soft key on your screen that is labeled HOLD that you see when you are on a call (there are 2 hold buttons – either button is OK).

To Pick up from hold, do not pick up the handset

- Press RESUME
- Use Speakerphone or pick up the handset



Voicemail

- Ask your system administrator to be sure the voicemail is enabled, to get the voice mail portal # and default password.
- For more information, see masergy.com Support page for more information. The first time you call your voicemail, you need to set up a new passcode and record your spoken name. Simply follow the prompts.

From your Masergy phone

- Press MSG (Top Right)
- Enter your passcode and press #.

From any phone

- Dial your extension or DID# and wait for the voice mail to pick up.
- Enter your passcode and press #.

OR

- Dial the voice mail portal telephone number.
- Enter your extension.
- Enter your passcode plus #.

From someone else's Masergy phone

- Dial the voice portal telephone number, press *.
- Dial your extension, then your passcode and then #.

Note: To clear the message waiting indicator,

- Press *99.
- Press Dial.

Transfer a Call

With the new Polycom firmware 5.5 for the VVX Series telephones, call transferring can now be set up with either Blind or Consultative transfer capabilities. The default setting is a Consultative transfer type.

Each user can change their default Transfer setting:

1. From Home screen select Settings
2. Select 1 Basic
3. Select 1 Preferences
4. Scroll down to Default Transfer Type and select it. (varies on each VVX Series set)
5. You will see two choices
 - a. 1 Consultative (Initially set as default)
 - b. 2 Blind

Note: Please choose what you would like your default setting to be.

When you need to transfer a call, if you hold the soft key labeled Transfer down for a few seconds, a window will be displayed, allowing you to choose between Consultative and Blind for each call. If you simply touch Transfer soft key then your default setting would be automatically used.

Blind versus Consultative Transfer

Blind transfer – will simply forward the Calling ID of the transferred party to the extension entered.

Consultative transfer – or warm transfer allows the transferred call to be introduced to the extension and the person doing the transfer Caller ID is displayed. If the call goes to voice mail, then you have the option to cancel the transfer by hitting the soft key labeled transfer. Or hitting Transfer soft key again will transfer the call to the desired extension.



Phone Top Features



To Make a 3-Way Call

- Dial the first Number or receive first call
- Press the soft key labeled Conference
- The 1st call is automatically put on hold. You get a dial tone
- Dial the second number
- Press the soft key labeled SEND
- Once the second caller has answered, Press the soft key labeled Conference

Everyone is together on a Three Way audio Call. Your display will show both calls.

- You have the option to press Far Mute each line
- If you are on a video call, you can choose one call at a time to send and receive video
- Simply press the call to the right
- Press the soft key labeled Select Video

To separate a 3-Way Call

- Press a call on the screen
- Press the soft key labeled Remove

Call Park

Call Park is a “non-exclusive Hold” It puts a call on hold that can be picked up anywhere at the company. A call can be parked by anyone at any extension and then the call picked up from any extension. Once a call has been parked your phone is free for other calls.

You should have IM or overhead paging to utilize Call Park most efficiently. Only one call can be parked at an extension. If the parked call has not been picked up after 50 seconds, the call will ring back to the phone where the call was answered and parked from. This 50 second timer is customizable.

Call Park

- While on the call you want to park
- Press the soft key labeled More
- Press the soft key labeled PARK
- Dial the extension
- Press the soft key labeled Enter
- Page the person on overhead paging to let them know there is call parked at their extension



Park Pickup

- Press the soft key labeled ParkPck
- Enter your extension (where the call was parked to)
- Press the soft key labeled Enter

Adjusting the Volume on the phone

Note: These buttons are located near the bottom right.

- While the phone is idle the volume keys adjust the ringer.
- While on the handset, headset or speakerphone the volume keys adjust the volume.



Changing the Ring Type

To change the ring type

- Press Menu
- Press 3 for Settings
- Press 1 for Basic
- Press 4 for Ring Type
- Scroll to each Ring Type, and press the soft key labeled Play
- Press Select to choose the one you enjoy most

Arrow Keys

While the phone is idle the arrow keys are fully functional.

- While you see the idle screen with clock
- Press the Left arrow key to view the Received calls list
- Press the Right arrow key to view the Placed calls list
- Press the Down arrow key to view the Missed calls list

While viewing a call list, press Left arrow to exit.

Missed Calls Clearing Alert

The easiest way to clear your missed call alert when the phone is idle, press the down arrow key. Then review the calls. Press MORE. Press EXIT.

Phone Reboot

Periodically, the phone may require a user reboot.

Reasons for this include accepting a new configuration or new software upgrade.

There are two ways to reboot the phone:

- Unplug the power supply, wait two seconds and then plug in the power supply.
- Simultaneously press and hold both the Volume keys, backspace and center of arrow keys. Hold these four keys until the reboot message shows on the screen (about 5 seconds.) See illustration.

