

QUICK REFERENCE
GUIDE

**Cloud
Communications**

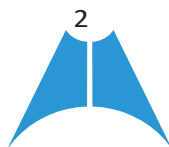


MASERGY

Quick Guide for
Polycom VVX 201
Business Media Phone

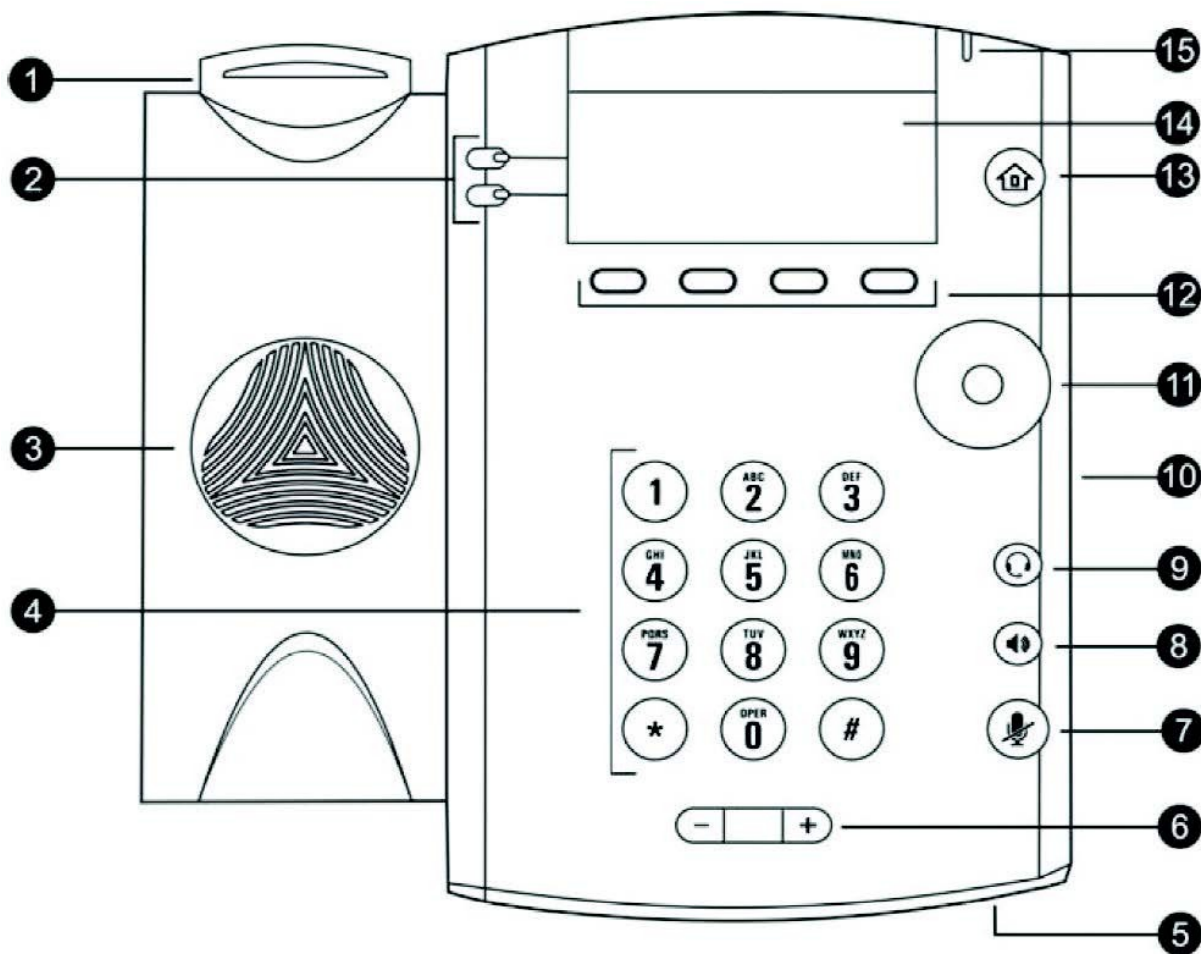
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Polycom VVX 201 Button Diagram

1. Hookswitch
2. Line keys
3. Speaker
4. Dial pad keys
5. Microphone
6. Volume keys
7. Mute key
8. Speakerphone key
9. Headset key
10. Security slot (on side)
11. Navigation keys / Select key
12. Soft keys
13. Home key
14. Screen
15. Message Waiting Indicator



Polycom VVX 201 Telephone Feature Overview

Entry-level Two-line IP phone with HD sound quality and 2 Ethernet ports

The Polycom® VVX® 201 is a simple, yet reliable, two-line IP phone, with two 10/100 Ethernet ports, that delivers enterprise grade sound quality. The Polycom VVX 201 phone is a stylish, cost effective telephony solution, ideal for retail environments, call centers or shared/common areas, such as lobbies, hallways and break rooms or anywhere needing simple and reliable connectivity.

Unsurpassed voice quality and clarity

The VVX 201 features full duplex Type 1-compliant speakerphone with legendary Polycom® HD Voice™ and Polycom® Acoustic Fence™ technology that delivers superior sound quality and enables noise- and echo-free conversations that are as natural as being there.

Simplicity and ease-of-use

The Polycom VVX 201 comes with a familiar, intuitive user interface with multi-language support that you can use without having to think about the “how to”. The phone features a backlit LCD for improved readability.

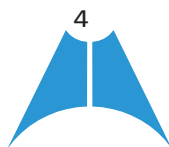


Best-in-class deployment and administration

The VVX 201 phone is engineered to make installation, configuration, and upgrades as simple and efficient as possible to seamlessly into their existing telephony environment.

Benefits

- Ideal for call centers, retail environments and for shared/common-areas
- Make more efficient and productive calls with Polycom’s HD Voice technology
- Deploy the VVX 201 in hosted based environments
- Reduce deployment and maintenance costs—the Polycom Zero Touch Provisioning and web based configuration tool makes the VVX 201 simple to deploy, easy to administer, upgrade, and maintain
- Leverage previous IT infrastructure investments—deploy VVX 201 business media phones on your existing network without needing to upgrade your call control platform



Small Office Home Office (SOHO), call center, cubicle, office desk

User interface features

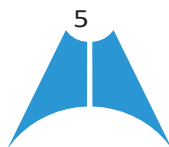
- Graphical Backlit LCD (132 x 64) resolution
- Voicemail support
- Reversible desk stand/wall mount
- Unicode UTF-8 character support
- Multilingual user interface including: Danish, Dutch, English (Canada/US/UK), French, German, Italian, Norwegian, Polish, Portuguese, Russian, Slovenian, Spanish, and Swedish

Technical Overview

- 2 line
- 132x64 monochrome backlit LCD
- Polycom HD Voice up to 7 kHz on all audio paths (speaker, handset, headset)
- 2 x Ethernet 10/100 ports
- Hard Keys: 12-key dial pad, home, speaker, mute, headset, volume
- 4-way navigation cluster with center “select” key
- 4 context-sensitive “soft” keys
- IEEE 1329 full duplex Type 1-compliant speakerphone

Key Differentiators/Benefits

- The VVX 201 sports an elegant, modern design and a list of easy-to-use and easy-to-learn, intuitive SIP features
- Simple to deploy, configure and easy to administer, upgrade and maintain
- Acoustic Fence technology
- Audio quality and build
- Leverages previous IT infrastructure investments via support for a broad array of SIP call control platforms



How to Use your Polycom® VVX® 201 Business Media Phone

General Help

This is not a touch screen telephone and requires the use of the Navigation Wheel (Key) and Select Key to navigate through the items displayed on the display screen or using the buttons around the display window. The content choices will change in the Soft Key area by the activity state of the phone.

Answering the Phone

To Answer a call:

Pick up the handset

If you have a headset, press the headset button.

If you prefer speakerphone, press the speakerphone button to answer the call or the Answer soft key.

To Answer a second call:

- While on a call, a second call is seen on the screen and you will hear a brief ring sound.
- Press the Answer soft key at bottom of Soft Key display window
- First call will be placed on hold automatically
- Use the Navigation Key to move between calls and the Select Key or Soft Key to select active call.

To go back to the first call:

- Use the Navigation Key to highlight the first call,
- Then press the softkey labeled RESUME or the Select key

To put a call on Speaker Phone:

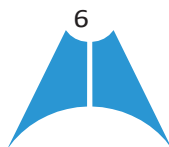
- Press SP Phone (right side of dial pad)

To mute a call, press the mute button.

- The display will show a message microphone muted and with an X slash through it. Press mute again to see message microphone unmuted.

To put a Call on Hold

- Press the soft key that is labeled HOLD.



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 voicemail is enabled, to get the voice portal # and default password.
- For more information, please review the Voice Portal User Guide (add hyperlink to user guide here) for more information.
- The first time you call your Voicemail, you will need to set up a new passcode and record your spoken name. Simply follow the voice prompts.

From any phone:

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

OR

- Dial the voice 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 #.
- Note: To clear the message waiting indicator,
- Press *99.

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.

Conference Call (Three-Way Calling)

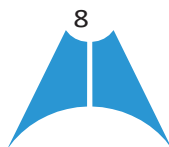
To Make a 3-Way Call:

- Dial the first number or receive first call
- Press the softkey labeled More
- 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 More than the softkey labeled Conference.

Everyone is together on a Three Way audio Call. Your display will show Active: Conference

To separate a 3-Way Call:

- Press the softkey labeled Split.
- Both calls go on hold. They cannot talk to each other.
- Use the Navigation Key to select one call and press Resume to talk.
- To End Call use soft key to Hang up.



Call Park

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

You should have IM or 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 45 seconds, the call will ring back to the phone where the call was answered and parked from. This 45 second timer can be extended by the administrator.

Call Park

- While on the call you want to park press the soft key labeled More.
- Press the soft key labeled Park
- Press the soft key labeled Enter.
- Then dial the extension or listen to options.
- Page the person to let them know there is a call parked at their extension.

Park Pickup

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



Phone Top Features

Adjusting the Volume on the phone

Note: These buttons are located at the bottom of the phone (below keypad)

- 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

- Press the Home hard key, shaped like a house
- Use the Navigation Key and the Select Key to choose Settings
- Press 1 for Basic
- Press 4 for Ring Type
- Use the Navigation Key to scroll to each Ring Type
- Press the soft key Play to review the Ring sound.
- Press the soft key Select for desired ring.

Dialpad

When you start dialing a phone number, a list of recent calls will appear on the display. Use the Navigation Key to scroll through this list and use the soft key Dial to make your phone call.

Directory (from the Home key)

This is a view of the numbers saved into the phone using the Polycom phone services with your personal phone list, group custom directory, and/or group common phone list. You can easily arrive here by tapping Home, and then selecting the Directories with the Navigation Wheel and the Select Key.

You will see 3 choices (Use the Navigation Wheel and the Select Key or pressing item number.)

1. Contact Directory
2. Recent calls (all calls received, missed and dialed lists)
3. Favorites

When in the Recent calls, use the Navigation Key and the soft key Dial to make your desired phone call. Soft key choices are: Dial, Info, Type, More, Clear or Sort.



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 or Ethernet LAN cable, wait two seconds and then plug it back in.

OR

- Press the Home hard key, shaped like a house
- Use the Navigation Key and the Select Key for Settings
- Press 1 for Basic
- Press 7 for Restart Phone
- Press soft key for Yes

Note: The reboot process is complete when the telephone display is back to idle.