CoC Phone System – Phone features (Polycom VVX600)

Contents:

1. Basic phone features
   a. Answering a call
   b. Placing a call
   c. Placing a call on hold
   d. Transfer a call
   e. 3-way calling (Conference)
2. Additional phone features
   a. Call forwarding
   b. Do not disturb
   c. Directory
   d. Recent and Missed calls

1a. Answering a call

- To answer with speakerphone, press or tap Answer on the touch screen.
- To answer with handset, pickup the handset.
- To answer with a headset, press .
- To answer a new call while on an active call, tap Answer and the current call will be placed on hold.

1b. Placing a call

- Pickup the handset, or press (For speakerphone) or (For use with your headset)
  o Enter phone number
    ▪ All extensions are 4-digit
    ▪ To dial an external number, enter the 10 digit number (with area code) for example: 928-340-2700. Dialing starting with 1 or 9 is no longer needed.
  o Tap
- Alternatively, you can dial the number then pickup the handset and the call will be processed immediately.

1c. Placing a call on hold

- While call is active, tap Hold
- To resume a held call, tap Resume

1d. Transfer a call

- While call is active, tap Transfer
  o Enter number to transfer to
  o Tap
  o Hang up the phone for a blind transfer (Blind transfers directly send the call to an extension without further interaction from you)

1c. 3-way calling (Conference Call)

- Call the first party
    - Tap Confrnc
    - Enter number to conference
    - Tap
    - Once the second party answers, tap Confrnc again
- Once in a conference call
    - Tap Hold to hold all participants
    - Tap End Call to remove yourself from the call but keep the other participants connected
    - Tap Split to end the conference and place all participants on hold
- If you have an active and held call, tap the line on Hold then tap Join to setup a conference

2a. Call Forwarding

By default all calls are forwarded to your extension's voicemail if you are unavailable. To change this behavior, it is possible to modify call forwarding behavior directly from your phone.

- Tap Forward
    - 1 Always (Select this to always forward calls immediately without ringing the phone)
        - Enter extension or phone number to forward to then tap Enable
    - 2 No Answer (Select this to forward calls after a specific number of rings goes unanswered)
        - Tap Forward After Rings and setup the number of rings before this forwarding rule is applied
        - Tap Contact and enter the extension or phone number to forward calls to
        - Tap Enable
    - 3 Busy (Select this to forward calls when you are already on another call)
        - Enter extension or phone number to forward to then tap Enable
- To disable any of the forwarding features
    - Tap Forward
    - Tap the forwarding option you wish to disable
    - Tap Disable

2b. Do Not Disturb

Do Not Disturb is a feature that prevents your phone from ringing while it is active.

- Press
    - Tap DND
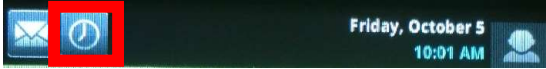- To Disable DND
    -
    - Tap DND

2c. Directory

All extensions in the city (except for PD extensions) are listed in the directory and can be accessed from your phone.

- Press ⌂
  - Tap Directories
    - Tap Search in the top right corner to search by First Name or Last Name
      - Tap the keyboard icon at the right right corner for an on screen keyboard

2d. Recent and Missed Calls

Your phone tracks all recently made and missed calls and makes it easy to redial a number or call back a missed call.

- Select the clock icon from the main screen
  - Blue upwards arrow symbolizes a placed call
  - Green downwards arrow symbolizes a received call that was answered
  - Red x symbolizes a missed call