

Quick Start Guide

Intermedia Unite
Polycom VVX 201



Welcome to Intermedia Unite.

What's in the box?

Polycom VVX 201

A. Phone

B. Ethernet Cable

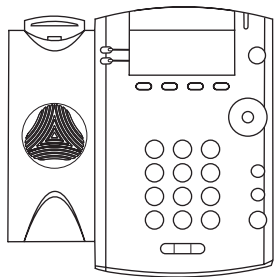
C. Handset Cable

D. Handset

E. Stand

F. Quick Start Guide

G. AC Adapter



A.



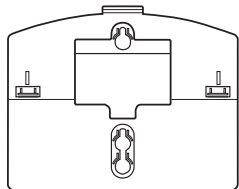
B.



C.



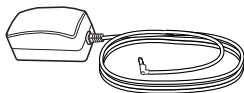
D.



E.



F.

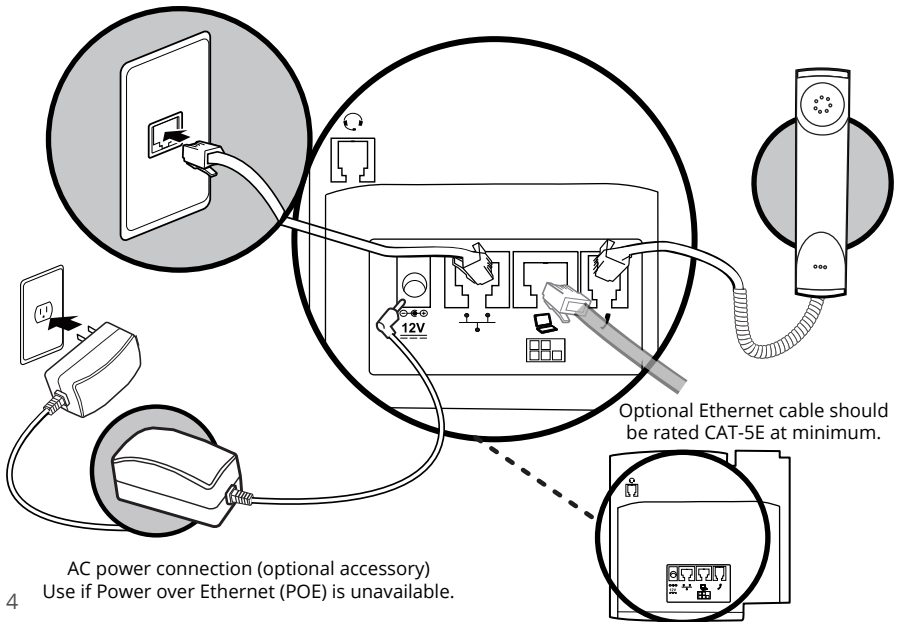


G.

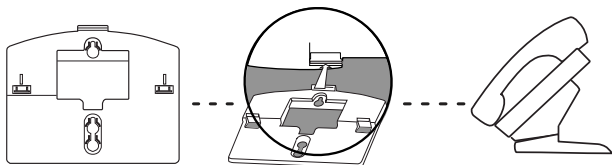
Guided Setup

Connect Cables

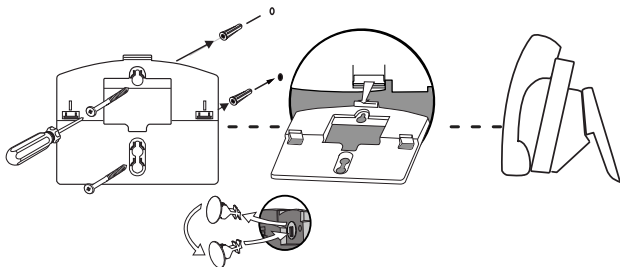
Please follow the diagram to install your phone. Once plugged in, the phone will automatically download its configuration and start to work. The voicemail box will be functional with a default greeting.



Deskmount Installation



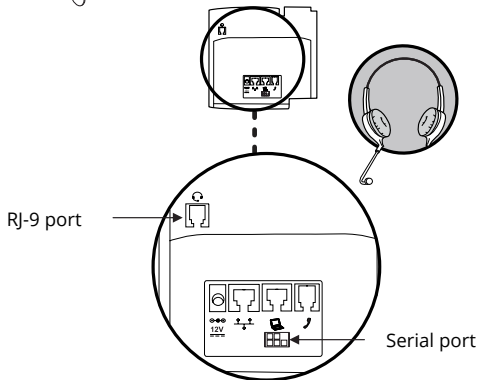
Wallmount Installation



Connect Optional Headset

Note: Your phone supports wired headsets, including electronic hookswitch (EHS) headsets.

For connection directions, refer to your headset documentation. Standard headsets typically use the RJ-9 port while EHS headsets use the RJ-9 and serial ports.



Voicemail Box Setup

RECORDING YOUR PERSONAL VOICEMAIL GREETING

1. Press the “Msgs” button, and press the “Conn” soft key.
2. Enter the PIN provided to you by your Administrator, followed by the # key.
3. Select option 3 for personal options.
4. Select option 1 to record your voicemail greeting.
5. Follow the voice prompts to record and check your greeting.

CHANGING THE PIN FROM THE PHONE

1. Press the “Msgs” button, and press the “Conn” soft key.
2. Enter the PIN provided to you by your Administrator, followed by the # key.
3. Select option 3 for personal options.
4. Select option 2 to change your PIN.
5. Enter the new PIN when prompted. Press # when done.





Polycom

6:45 PM Thursday, May

Call Messages Dirs

HDvoice

Commonly Used Features

PLACING OUTGOING CALLS

When the phone is not in use:

1. Pick up the handset or press the “Speakerphone” button.
2. Dial an extension or telephone number.

When you are already on a call:

1. Press the “Hold” button.
2. Press the “Call” soft key.
3. Dial an extension or telephone number.
4. Resume the original call by pressing the “Line” button to the left of the screen that corresponds with that call.

ANSWERING AN INCOMING CALL

...On the Handset:

Pick up the handset to answer the call.

...On a Headset:

When a headset is connected, press the “Headset” button to answer the call.

...On Speakerphone:

Press the “Speaker” button to answer the call.

REJECTING AN INCOMING CALL

Press the “Rjct” soft key to immediately send the caller to voicemail.

IGNORING AN INCOMING CALL

Press the “More” soft key and then press the “Ignr” soft key to send the caller to voicemail.

Note: The caller will continue to hear ringing for the specified amount of time, defined in the phone’s “No Answer Forwarding” settings.

ENDING A CALL

...On the Handset:

Press the “End” soft key.

...On a Headset:

Press the “Headset” button or the “End” soft key.

...On Speakerphone:

Press the “Speaker” button or the “End” soft key.

HOLD

Placing a Call On Hold:

- While on a call, press the “Hold” soft key.

Retrieving Calls On Hold:

- Press the “Res” soft key to resume the holding call on that line.

TRANSFERRING CALLS

Transfer Button:

The Transfer soft key possesses dual functionality:

1. Quickly press the “Tsfr” soft key to initiate the default transfer method.
2. Press and hold the “Tsfr” soft key to access a menu of transfer types.

Default Transfer Type:

Quickly pressing the “Tsfr” soft key will invoke a Consultative or Warm transfer by default. The phone’s default transfer type may be changed within the Preferences menu.

Note: *Changing the phone’s default transfer type to “Blind” may cause the Call Park feature to stop functioning correctly. Revert the default transfer type to “Consultative” to resolve this.*

Blind Transfers:

1. While on a call, press and hold the “Tsfr” soft key.
2. Select the option for “Blind” and press the “Sel” soft key.
3. Dial the desired phone number or extension number.
4. The call is automatically transferred.

Attended (Consultative or Warm) Transfers:

1. While on a call, press and hold the “Tsfr” soft key.
2. Select the option for “Consultative” and press the “Sel” soft key.
3. Dial the desired phone number or extension number.
4. Wait for the party to answer and announce that you are transferring a call to them.
5. Hang up the phone to complete the transfer.

MUTE

1. To mute the microphone on an active call, press the red “Mute” button.
2. To un-mute the microphone, press the red “Mute” button again.

VOICEMAIL

1. Press the “Msgs” button.
2. Enter your PIN when prompted.

VOLUME ADJUSTMENT

In-Call Volume:

- While on a call, press the “+” or “-” buttons to raise or lower the volume.

Ringer Volume:

- While the phone is not in use, press the “+” or “-” buttons to adjust the ringer volume on the phone.

CALL WAITING

While already on a call, and a new call rings in, you will hear a beep tone emitted by your phone.

To Answer the Second Call:

1. Press the “Ans” soft key to answer the call. If the “Ans” soft key no longer displays, press the flashing line button to access the call. The original call is put on hold.
2. Once the second call has ended, resume the original call by pressing the “Res” soft key or by pressing the flashing “Line” button.

SPEAKERPHONE

While the phone is not in use:

- Press the “Speakerphone” button to activate the speakerphone and get dial tone for an outbound call.

While on a call on the handset / headset:

- Press “Speakerphone” button to continue the current call on the speakerphone.

While a call on speakerphone is active:

- To hang up the current call, press the “Speakerphone” button or the “End” soft key.

FORWARDING CALLS

1. Press the “More” soft key.
2. Press the “Fwd” soft key.
3. If “Always Forward” is currently disabled, “Always (Disabled)” will be displayed.
4. Press 1 for “Always”.
5. Enter / verify the contact number where calls will be forwarded.
6. Press the “Enbl” soft key.
7. All calls will now be forwarded.

Disabling “Always Forward”:

1. Press the “More” soft key.
2. Press the “Fwd” soft key.
3. If “Always Forward” is currently enabled, “Always (Enabled)” will be displayed.
4. Press 1 for “Always”.
5. Press the “Dsbl” soft key.
6. All calls will now ring the phone.

“Forward On Busy” and “Forward On No Answer” can be set in a similar manner.

DESKTOP AND MOBILE APPS



Seamlessly extend the features of your Unite service to your desktop and your Android or iOS mobile device for free. Receive your calls, manage your voicemail, and update settings and more.

Visit www.intermedia.net/uniteapps to learn more.

We are here to help.



www.intermedia.net/knowledgebase/voice



voicesupport@intermedia.net



1.877.880.0055

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