

ENA SmartVoiceSM

Polycom VVX 500 and 600 Series End User Training Participant Guide



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Overview to your ENA SmartVoice System

Notes

What is the ENA SmartVoice System?

ENA SmartVoice is a Voice-over Internet Protocol (VoIP) system. Characteristics of the system include:

- The ability to direct dial any phone in your ENA SmartVoice System, including other locations, using just the person's 4 or 5 digit extension.
- Not being limited by a specific number of analog lines coming into your building. You no longer have to wait for a line to become available to make a call.
- Once you transfer a call, it no longer ties a line up on your phone

Is ENA SmartVoice difficult to learn?

The ENA SmartVoice system and the Polycom phones are very intuitive and easy to use. The hardest thing about the new system is it is different than your old system, and those key sequences are committed to your muscle memory. Once you have had the opportunity to use the different features of your ENA SmartVoice system a few times, they will be as familiar to you as your former phone system.

Why is it important to not move a phone to a different room in my building or a different building?

Each phone's IP address is mapped to its room location. Moving the phone to another location may cause confusion if that phone is used to dial 911 in the event of an emergency. If you have a need to move your phone to a different room or building, contact your system administrator and they will help you.

Notes

What is a feature package and how does it affect how my phone works?

Each phone extension is assigned a feature package as specified by your system administrator. Available features vary by package. In this guide, if a feature is only available in specific feature packages, we will note that. Here is a chart showing which features are available with each feature package.

ENA SmartVoice: Features-at-a-Glance						
Features	Prime†	Mobile††	Plus	Plus Mobile	PlusOffice	Pro
Call Hold	•	•	•	•	•	•
Call Forwarding	•	•	•	•	•	•
Call Forward to Voicemail	•	•	•	•	•	•
Call Park and Call Pick-up	•	•	•	•	•	•
Call Transfer	•	•	•	•	•	•
Call Waiting	•	•	•	•	•	•
Caller ID	•	•	•	•	•	•
Click-to-Call	•	•	•	•	•	•
Distinctive Ring	•	•	•	•	•	•
Enhanced Network Call Quality Monitoring	•	•	•	•	•	•
Last Call Return	•	•	•	•	•	•
Messaging/Music on Hold	•	•	•	•	•	•
Online Interface	•	•	•	•	•	•
Redial	•	•	•	•	•	•
Speed Dial	•	•	•	•	•	•
3-way Conference	•	•	•	•	•	•
Telephone Number		•	•	•	•	•
Anonymous Call Blocking			•	•	•	•
Busy Lamp Field/Monitored Extension			•	•	•	•
Directed Call Pick Up			•	•	•	•
Group Call Pick Up			•	•	•	•
Local Call Recording**			•	•	•	•
Outbound Caller ID Block/Unblock			•	•	•	•
User-controlled Caller ID Restriction			•	•	•	•
Find Me Follow Me			•	•	•	•
Call Forking (up to 6 registrations)					•	•
Call Scheduling (Time of Day/Day of Week)						•
ENA SmartAssistant						•
ENA SmartVoice Go		•		•		•
ENA SmartVoice Go with Call Jump						•
Live Message Screening						•
Remote Click-to-Call						•
Smart Call Forwarding						•
PBX Features						
Auto Attendant*	•	•	•	•	•	•
Hunt/Rollover Groups*	•	•	•	•	•	•
One-to-Many Paging	•	•	•	•	•	•
Station-to-Station Dial	•	•	•	•	•	•
Calling Plans						
Bundle of Minutes – Includes Inbound, Outbound Local and Long Distance***	100+++	250+++	500+++	500+++	500+++	500+++
Local Number Portability	•	•	•	•	•	•
Unified Messaging						
Forward to E-mail	•	•	•	•	•	•
Message Waiting Indicator	•	•	•	•	•	•
Visual Voicemail	•	•	•	•	•	•
Voicemail	•	•	•	•	•	•

*Additional charges apply. ** Only supported on the Polycom VVX 401/411/500/501/600/601 phones. ***Long Distance is continental U.S. †ENA SmartVoice Prime + Telephone Number includes all features of the Prime package plus a telephone number. ††This package cannot be associated with a desk phone ††† Unused minutes will roll over to the next month and expire after 12 months.

Overview to your Polycom VVX 500 or 600 Series Phone

What's the difference between how I use a Polycom VVX 500 series phones and the Polycom VVX 600 series phones?

The Polycom VVX 500 series phones and the Polycom VVX 600 series phones work exactly the same way. Both have color touchscreens, and the key sequences for performing each task (e.g., transferring calls) are identical. In terms of the physical phone themselves, the screen on the 600 series phones is slightly larger than the screen on the 500 series phones.

What is the basic layout of my phone?



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How do I use the touch screen?



What is a soft key?

Soft keys appear at the bottom of your screen and change depending on where you are in a call sequence. You select a soft key by tapping it.



What is my extension?

Your extension appears in the upper left corner of the screen.



Your extension may appear twice.



Making Calls

You do not have to dial 9 or any other prefix to make an outbound call.



You can dial any other ENA SmartVoice phone in your system using just the phone's 4 or 5 digit extension.

How do I make a call using the handset?

1. Dial the number on the keypad.
2. Pick up the handset to start the call.



Be aware if you pick up the handset before starting to dial, the system attempts to complete the call after an approximately 2 second pause. You will get an error if you have not entered all the digits.

How do I make a call using the speakerphone?

1. Dial the number on the keypad.
2. Tap the **Dial** icon or press the **Speaker** button.



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Answering Calls

How do I answer a call using the speakerphone?

Tap **Answer** or press the **Speaker** button.



If I am on a call, how do I answer a second call?

Tap **Answer**.



When you answer a second call, the first caller is automatically placed on hold.

Notes

Holding Calls

How do I place a caller on hold?

When you are on an active call, tap the **Hold** soft key.



How do I take a caller off hold?

When a caller is on hold, you see a **Resume** soft key. Tap it to return to the caller on hold.



If you have two callers on hold, or are on an active call and have a caller on hold, tap the onscreen caller ID for the call to which you would like to return, then tap **Resume**.

Notes

Transferring Calls

How do I transfer a call if I want to talk to the recipient before I send the caller through (Consultative transfer)?

Sometimes, you want to talk to the transfer recipient before sending the caller through. For example, you may want to let the recipient know who the caller is, give the recipient some background information, check and see if the recipient is available to take the call, etc.

In these cases, you use a Consultative transfer.

1. Tap **More**.
2. Tap **Transfer**.



When you tap **Transfer**, the original caller is automatically placed on hold. You do not have to manually place the caller in hold.



3. Dial the recipient.



Notes

4. After you have spoken with the recipient and are ready to complete the transfer, tap **More**.
5. Tap **Transfer**.

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How do I cancel the transfer if the recipient doesn't want to or can't take a call?

Tap the **Cancel** soft key at any point prior to completing a transfer to return to the original call.



How do I transfer a call if I don't need to talk to the recipient before I send the caller through (Blind transfer)?

To transfer a call to a recipient without talking with the recipient first, you use the **BlindXfer** soft key.

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1. Tap **BlindXfer**.



2. Dial the recipient's extension or number.



3. Tap **Enter**.



How do I transfer a caller directly to someone's voicemail?

To transfer a caller directly to someone's voicemail, you use the **VMxfer** soft key.

Notes

1. Tap **VMxfer**.



2. Dial the recipient's extension or number.



3. Tap **Enter**.



Voicemail

How do I set up my voicemail?

The first time you access the **Message Center** on your phone, the system will walk you through your voicemail setup. To access the **Message Center**:

1. Tap the envelope icon at the top left of your screen.



2. Tap **Message Center**.



3. Tap the line for which you would like to set up voicemail. If have more than one line with voicemail on your phone (for example, your extension and the main number), you see them here.



4. Follow the prompts.

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How do I check my voicemail from my phone?

To check your voicemail:

1. Tap the envelope icon at the top left of your screen.



2. Tap **Message Center**.



3. Tap the line for which you would like to check voicemail. If have more than one line with voicemail on your phone (for example, your extension and the main number), you see them here.



4. Follow the prompts.

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How do I check my voicemail from another ENA SmartVoice phone?

1. Press the Messages button or icon of the phone you are using.
2. When you hear the voicemail greeting, press the star key (*).
3. Enter your full 10-digit number when prompted.



If you have an extension-only number, your full 10-digit number will be a customer prefix followed by your extension. If you do not know your customer prefix, check with your system administrator.

How do I check my voicemail remotely?

I have a direct dial number I can call from outside the system:

1. Call your number.
2. When you hear your voicemail greeting, press the star key (*).
3. Follow the prompts.

I have an extension-only number I cannot call from outside the system:

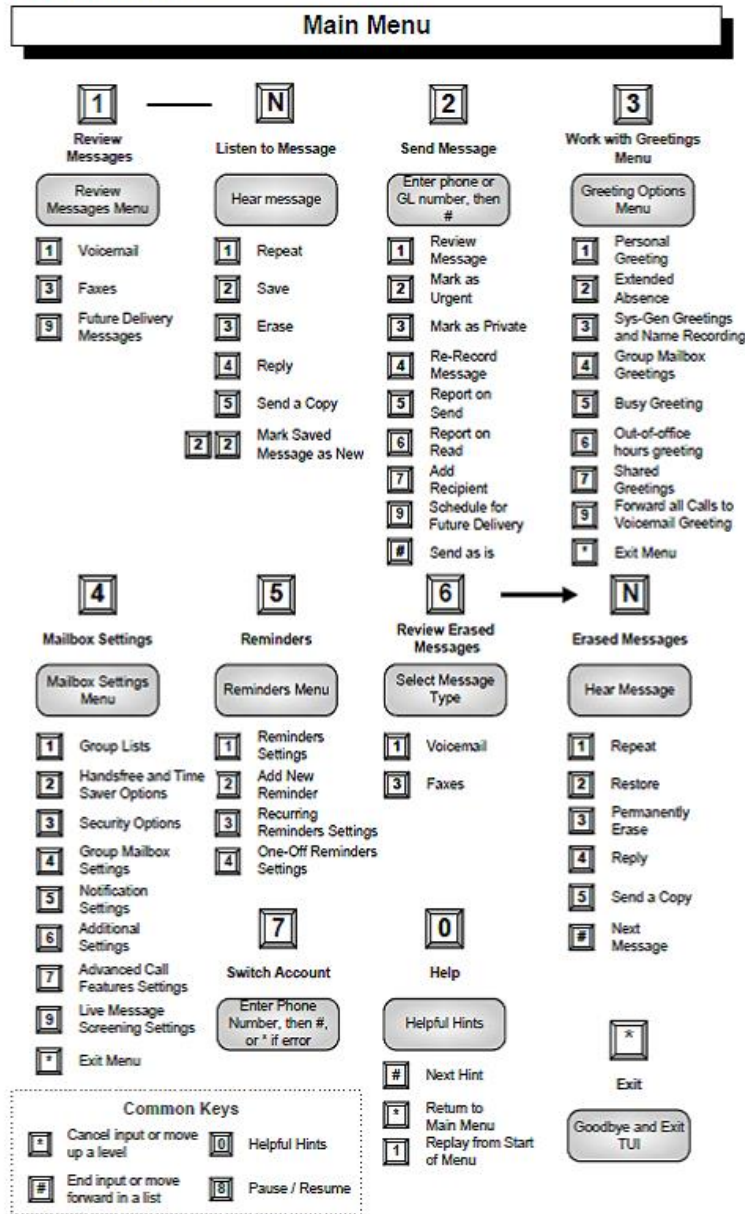
1. Dial 877-675-1152.
2. When prompted, enter your full 10-digit number. This will be a customer prefix followed by your extension. If you do not know your customer prefix, check with your system administrator.
3. Follow the prompts.

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What are the voicemail menu options?

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Figure 1: Main Menu



Depending on the feature package assigned to the extension, sub-menus may vary from the above chart.

Recent Calls List

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How do I use my phone's Recent Calls lists?

Tap the icon that looks like a clock to see your phone's most recent received, placed, and missed calls.



You can tap a number in your Recent Calls list to dial it.



How do I clear the onscreen Missed Calls message?

To clear the onscreen **Missed Calls** message, open your **Recent Calls** list by tapping the icon that looks like a clock.



Conference Calls

How do I make a 3-party Conference Call?

When you are on a call with one party:

1. Tap **More**.
2. Tap **Confrnc**.



3. Dial the third party.



4. When the third party answers, tap **More**.
5. Tap **Confrnc**.



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If I'm already on two calls, how do I join them into a conference call?

When you are on one active call and have another caller on hold, or you have two callers on hold:

1. Tap **More**.
2. Tap **Join**.

Call Park

How do I park a call?

Call Park allows you to place a call on hold so it can be retrieved from any other ENA SmartVoice phone in your building.

1. Tap **More**.
2. Tap **Transfer**.



3. Dial *98. You will hear a message telling you on which orbit the call is parked and prompting you to complete the transfer.



Notes

4. Tap **More**.
5. Tap **Transfer**.



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How do I pick up a parked call?

When a person lets you know there is a call parked for you, he or she will also need to tell you the orbit number on which it is parked. Once you know the orbit number, you may go to any ENA SmartVoice phone in your building and dial *99 followed by the orbit number to pick up the call.



Recording Calls

How do I record a call?

1. Insert a USB flash drive into the port on the back of your VVX 500 or 600 series phone.



Make sure you insert the USB flash drive into the port on the back of the phone and not into the video camera port on the top of the phone.

2. When you are on an active call, tap **More**.
3. Tap **Record**.



4. Tap **Start** to begin recording.
5. When you are recording a call, you see the **Stop** and **Pause** controls.



Call recording for an extension must be activated by ENA. If you would like to use the call recording feature and it is not activated on your phone, please contact your system administrator.
Call recording is only available in certain feature packages.

Notes

Paging

How do I make a zone page that is broadcast through the phone speakers?

If your system administrator has created paging zones (for example, All Call, Second Floor, etc.) and assigned your phone broadcast permission, you see a **Paging** soft key on your phone.

To make a zone page:

1. Tap **Paging**.
2. Tap the zone you would like to page.
3. Tap **Page**.



Zone pages are broadcast through the phone speakers, not your building intercom system.

If my building intercom system is integrated with my ENA SmartVoice system, how do I make an announcement?

Your system administrator will provide you with an extension to dial to make an announcement through the building speakers.

If your system is set up with one zone only (Typically All Call):

1. Dial the intercom system extension.
2. Make your announcement.
3. When finished, hang up.

If your intercom system is set up with multiple zones for announcements to be broadcast to specific areas. (e.g., outside, East wing, etc.):

1. Dial the intercom system extension.
2. When hear tone, enter the number of the zone to which you would like to broadcast.
3. When hear tone, make your announcement.
4. When finished, hang up.

Notes

Forwarding Calls from Your Phone

Notes



ENA SmartVoice extensions assigned a Pro Feature Package are forwarded using the **Reach Me** function in the ENA SmartVoice User Portal and not the access (star) codes show below.

How do I forward calls immediately to another phone?

1. Dial *72 followed by the number to which you would like to forward calls.
2. Tap **Send** or **Dial**.

How do I turn off immediate call forwarding?

1. Dial *73.
2. Tap **Send** or **Dial**.

How do I forward calls to another phone if I don't answer my phone?

1. Dial *92 followed by the number to which you would like to forward calls.
2. Tap **Send** or **Dial**.

How do I off forwarding calls if no answer?

1. Dial *93.
Tap **Send** or **Dial**.



You set how long your phone rings before being forwarded using the the **Reach Me** function in the ENA SmartVoice User Portal.

