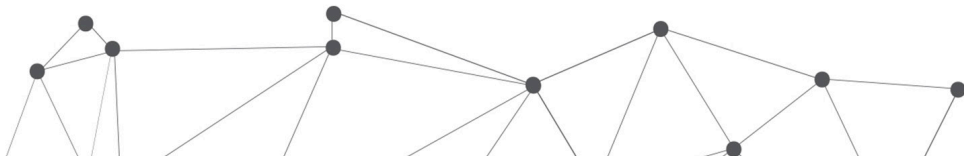


Directly to Voicemail: Do one of the following:

- Press **VMx**, if available. Dial the other party, and press **Enter**.
- If **VMx** not available and have a 4 digit extension, press and hold **Tsfr** until you see Transfer Type screen. Press **2** or use the arrows keys to highlight **Blind**. Press **Sel**. Dial *90, followed by the extension, and press **Send**.
- If **VMx** not available and have a 5 or 6 digit extension, press and hold **Tsfr** until you see Transfer Type screen. Press **2** or use the arrows keys to highlight Blind. Press **Sel**. Dial * followed by the extension, and press **Send**.



SUPPORT

Visit the ENA Help Center at help.ena.com for help documentation, including manuals and tutorials for ENA's solution products and support tools.



ABOUT ENA

Education Networks of America® is the leading provider of Infrastructure as a Service (IaaS) solutions to K-12 schools, higher education institutions, and libraries. Since 1996, we have worked with our customers to ensure they have the robust and reliable high-capacity broadband, Wi-Fi/LAN, communication, and cloud solutions they require to meet the present and emerging technology needs of the communities they serve. For more information, please visit www.ena.com, call 866-615-1101, or e-mail info@ena.com.

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ENA SmartVoiceSM 

Quick Reference Guide

Polycom VVX 200 Series



Soft Keys and Buttons

In this guide, the word “button” refers to physical buttons on your phone which always perform the function for which they are labeled, like the Speaker button. 🗣️

“Soft keys” are functions you see on your LCD screen. These are context sensitive, changing according to where you are in a call sequence. You select a soft key by pressing the physical button below it. In this guide, soft keys are referred to by their name only in bold. For example, “to end an active call, press **End**.”

Making a Call

Option 1: With the handset still on the hook/in the cradle, dial the number, then pick up the handset, press **Dial**, or 🗣️.

Option 2: Pick up the handset, press **New**, or 🗣️. Enter the phone number, and wait or press **Send**.

Notes:

- If you pick up the handset before dialing, as described in Option 2, the system will attempt to complete the call after a slight pause. Leaving the handset in the cradle until you are finished dialing, as described in Option 1, will provide you all the time you need to enter the number in full.
- You do not need to dial **9** for an outside line, and you do not need to dial **1** for long distance.
- If you make a mistake while entering the digits, press << to erase.

From Recent Calls Lists: Use the arrow keys on the Navigation Disk to access your call lists.

- ◀ = Received calls
- ▼ = Missed calls
- ▶ = Placed calls

Once a list is accessed, use the arrow keys to highlight a number, and press **Dial**.



Answering a Call

Pick up the handset, press **Ans**, or press the line key on which the call is ringing. You may also press 🗣️.

To answer an incoming call while on an active call, press **Ans**. The current call will be placed on hold.

Making a 3-Way Conference Call

While on an active call, press **More**, then press **Conf**. Dial the other party, and press **Send**. When the second caller answers, press **More**, then press **Conf** again.

Transferring Calls

Consultative: While on an active call, press **Tsfr**, dial the party to whom you are transferring the call, and wait or press **Send**. After the party to whom you are transferring the call answers, press **Tsfr** again.

Notes:

- The original caller will be automatically placed on hold when you press **Tsfr**.
- You must wait for the person to whom you are transferring the call to answer to complete the transfer.
- If the party to whom you are transferring does not want to accept the transfer, press **Cncl** to reconnect with the original caller.

Blind: If you would like to transfer the call directly to the recipient without announcing the caller, do one of the following:

- Press **Blin**, if available. Dial the other party, and press **Enter**.
- Press and hold **Tsfr** until you see Transfer Type screen. Press 2 or use the arrows keys to highlight **Blind**. Press **Sel**. Dial the other party, and press **Send**.

