



Transferring Calls

Consultative: While on an active call, tap **Transfer**, dial the party to whom you are transferring the call, and tap . After the party to whom you are transferring the call answers, tap **Transfer** again.

Notes:

- You may need to tap **More** to see **Transfer**.
- The original caller will be automatically placed on hold when you tap **Transfer**.
- 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, tap **Cancel** 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:

- Tap **Blindxfer**, if available, dial the other party, and tap **Enter**.
- Tap **Transfer**, tap **Blind**, dial the other party, and tap .

Note:

You may need to tap **More** to see **Transfer**.

Directly to Voicemail: Do one of the following

- Tap **VMxfer**, if available. Dial the other party, and tap **Enter**.
- If **VMxfer** is not available and you have a *4 digit extension*, tap **Transfer**, tap **Blind**, press *90 followed by the extension, and tap .
- If **VMxfer** is not available and you have a *5 or 6 digit extension*, tap **Transfer**, tap **Blind**, press the star key (*) followed by the extension, and tap .

Note:

You may need to tap **More** to see **Transfer**.

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 500 and 600 Series



About the Touchscreen

Tap the screen to select and highlight items. To scroll, swipe your finger up, down, right, or left. The following on-screen icons are referred to in this guide:



DIAL



MESSAGES



RECENT CALLS

About the Buttons

The following physical buttons are referred to in this guide:




HOME




SPEAKER

Making a Call

Option 1: With the handset still on the hook/in the cradle, dial the number and then pick up the handset or tap , which will activate the speakerphone.


Option 2: Pick up the handset, or press . Enter the phone number, and tap .

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. If you need extra time to reference the number you are calling, Option 1 will allow 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, tap  to erase.

From Recent Calls Lists: Tap , and then tap the number you would like to call.

Answering a Call

Pick up the handset or tap **Answer**. You may also press . To answer an incoming call while on an active call, tap **Answer**. The current call will be placed on hold.

Making a 3-Way Conference Call

While on an active call, tap **Confrnc**. Enter the extension of the third party, and tap  or wait. When the third party answers, tap **Confrnc** again.

Note:

You may need to tap **More** to see **Confrnc**.

Placing a Call on Hold

Tap **Hold**. The party placed on hold will hear music.

To resume a held call, tap **Resume**.

Note:

If you have more than one call, tap the call you would like to manage and then tap **Hold** or **Resume**.

Checking Voicemail

Tap , or press  and then tap **Messages**. Tap **Message Center** and follow the prompts.

Notes:

- The system will walk you through your voicemail setup the first time you access the Message Center.
- If you see the Line Select screen, tap the line for which you would like to access voicemail and follow the prompts.

Adjusting the Ringer and Listening Volume

To change call volume, press the Volume button (+ or -) during a call. To change the ringer volume, press the Volume button (+ or -) when the phone is idle or ringing.