

ENA SmartVoiceSM

Polycom VVX 300 and 400 Series End User Training Participant Guide



For more information, help videos, and user guides, visit help.ena.com

Table of Contents

Overview to your ENA SmartVoice System	1
What is the ENA SmartVoice System?	1
Is ENA SmartVoice difficult to learn?	1
Why is it important to not move a phone to a different room in my building or a different building? ...	1
In this training, we will cover the most common ways to do things	1
What is a feature package and how does it affect how my phone works?	2
Overview to your Polycom VVX 300 or 400 Series Phone	3
What's the difference between how I use a Polycom VVX 300 series phones and the Polycom VVX 400 series phones?	3
What is the basic layout of my phone?	3
How do I navigate onscreen lists and menus?	4
What is a soft key?	4
What is my extension?	5
Why do I have two keys for my extension?	5
Making Calls	6
How do I make a call using the handset?	6
How do I make a call using the speakerphone?	6
Answering Calls	7
How do I answer a call using the speakerphone?	7
If I am on a call, how do I answer a second call?	7
Holding Calls	8
How do I place a caller on hold?	8
How do I take a caller off hold?	8
Transferring Calls	9
How do I transfer a call if I want to talk to the recipient before I send the caller through (Consultative transfer)?	9
How do I cancel the transfer if the recipient doesn't want to or can't take a call?	10
How do I transfer a call if I don't need to talk to the recipient before I send the caller through (Blind transfer)?	11
How do I transfer a caller directly to someone's voicemail?	12
Voicemail	13
How do I set up my voicemail?	13

How do I check my voicemail from my phone?	13
I have my personal extension and another line on my phone (e.g., Main line). How do I check voicemail?.....	14
How do I check my voicemail from another ENA SmartVoice phone?	15
How do I check my voicemail remotely?.....	15
I have a direct dial number I can call from outside the system:.....	15
I have an extension-only number I cannot call from outside the system:.....	15
What are the voicemail menu options?.....	16
Recent Calls List.....	17
How do I use my phone's Recent Calls lists?	17
How do I clear the onscreen Missed Calls message?.....	17
Conference Calls.....	18
How do I make a 3-party Conference Call?	18
If I'm already on two calls, how do I join them into a conference call?.....	19
Call Park.....	19
How do I park a call?	19
How do I pick up a parked call?.....	20
Recording Calls.....	21
How do I record a call?.....	21
Paging.....	22
How do I make a zone page that is broadcast through the phone speakers?.....	22
If my building intercom system is integrated with my ENA SmartVoice system, how do I make an announcement?	22
Forwarding Calls from Your Phone.....	23
How do I forward calls immediately to another phone?	23
How do I turn off immediate call forwarding?.....	23
How do I forward calls to another phone if I don't answer my phone?	23
How do I turn off forwarding calls if I don't answer my phone?	23

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.

In this training, we will cover the most common ways to do things

In many cases, there is more than one way to accomplish a task on your Polycom VVX phones. For example, to place a call using the speakerphone, you can press **Dial**, or press the **Speaker** button, or press a **Line** key. In this training we will cover the most common options for completing a task. As you become more familiar with your phone, you will discover others. You may also reference the full VVX 300 and VVX 400 series User Guides at Help.ENA.com to learn more about different options.

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 300 or 400 Series Phone

What's the difference between how I use a Polycom VVX 300 series phones and the Polycom VVX 400 series phones?

The Polycom VVX 300 series phones and the Polycom VVX 400 series phones work exactly the same way. While the 300 series phones have a black and white screen with three keys on each side and the 400 series phones have a color screen with six keys on each side, the key sequences for performing each task (e.g., transferring calls) are identical.



In this guide, we are using photos of the Polycom 400 series phones. With the exception of the screen color and then number of keys on each side of the screen, the phone layout and key sequences for the the Polycom 300 series phones are exactly the same.

What is the basic layout of my phone?



Notes

Notes

How do I navigate onscreen lists and menus?

You use the navigation dial to navigate onscreen lists and menus. It works like a television remote control. The button in the center works as an enter or select key.



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 pressing the physical button directly underneath it.

One of the most helpful tips to using your Polycom VVX 300 or 400 series phone is to watch the soft keys. The system is very good about providing you with a soft key for whatever you are most likely to do next in a call sequence.



Notes

What is my extension?

Your personal extension shows next to the top two keys on the left side of the screen.



Why do I have two keys for my extension?

Having two keys makes it much easier to answer a second incoming call or place a caller on hold and make a second outbound call. You will learn more about this as we work through the training.

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. Press **Dial**.



Notes:

Notes:

Answering Calls

How do I answer a call using the speakerphone?

Press **Answer** or press the **Line Key** that is flashing green.



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

Press **Answer** or the **Line Key** that is flashing green.



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, you see a **Hold** soft key. You may press it or press the physical **Hold** button on the lower left side of the phone as shown below.



How do I take a caller off hold?

When a caller is on hold, the line key will blink red. You may press that line key or press the **Resume** soft key to return to the caller.



If you have two callers on hold, or are on an active call and have one caller on hold, use the navigation disk to highlight the call to which you would like to return, then press **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. Press **Transfer** button.
2. Dial the recipient.



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



3. After you have spoken with the recipient and are ready to complete the transfer, press the **Transfer** button again.



Notes

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

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



You may have to press **More** to see the **Cancel** soft key

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.

Notes

1. Press **BlindXfer**.



2. Dial the recipient's extension or number.



3. Press **Enter**.



If you are using a VVX 300 series phone that does not show a **BlindXfer** soft key, please refer to the VVX 300 User Guide at Help.ENA.com instructions for completing a blind transfer using the **Transfer** button.

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. Press **VMxfer**.



2. Dial the recipient's extension or number.



3. Press **Enter**.



If you are using a VVX 300 series phone that does not show a **VMxfer** soft key, please refer to the VVX 300 User Guide at Help.ENA.com instructions for completing a blind transfer using the **Transfer** button.

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. Press the button that looks like an envelope on the left side of your phone and follow the prompts.



How do I check my voicemail from my phone?

To check your voicemail:

1. Press the button that looks like an envelope on the left side of your phone and follow the prompts.



Notes

I have my personal extension and another line on my phone (e.g., Main line). How do I check voicemail?

If you have more than one line on your phone:

1. Press the button that looks like an envelope on the left side of your phone.



2. You see the **Message Center** screen. Press **Select**.



3. You see a list of all the lines on your phone. Use the navigation dial to highlight the line for which you would like to check voicemail. Press **Select** and follow the prompts.



Notes

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:

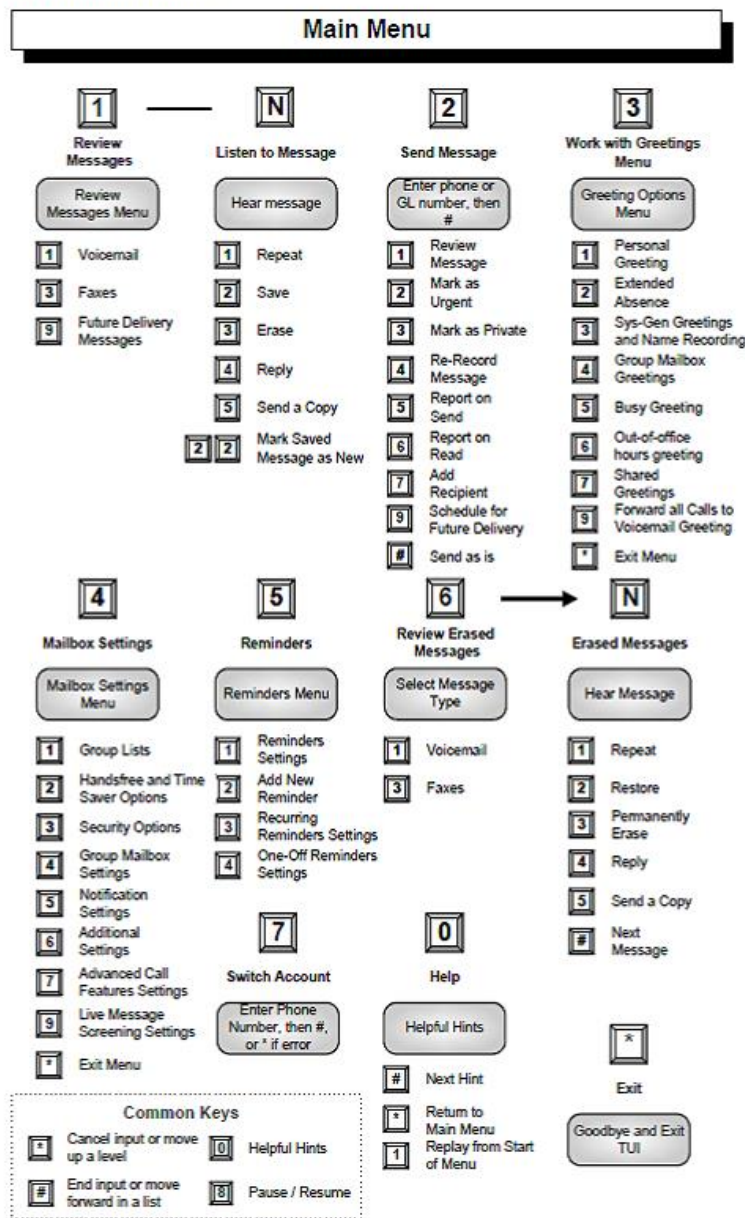
1. Dial 877-675-1152.
2. When prompted, enter your full 10-digit number. This will be a customer prefix followed by your extension. If you do not know your customer prefix, check with your system administrator.
3. Follow the prompts.

Notes

What are the voicemail menu options?

Notes

Figure 1: Main Menu



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

Recent Calls List

Notes

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

When your phone is in the **Lines** view (where you see your extension number next to keys), the arrows on your phone's navigation dial are shortcuts to your recent calls lists.

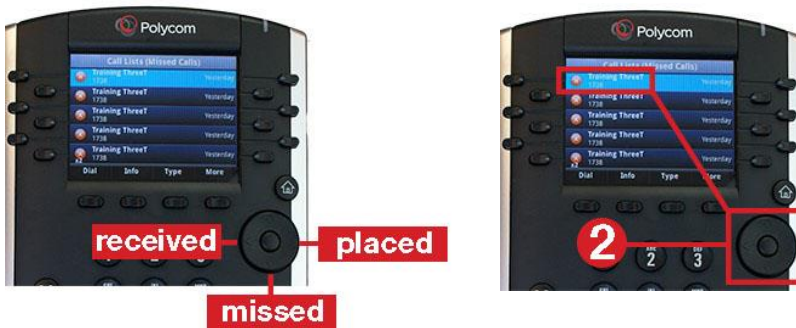
Left arrow = Received

Down arrow = Missed

Right arrow = Placed

To place a call from your **Recent Calls** lists:

1. Press the arrow on the navigation dial to open the list.
2. Use the up and down arrows on the navigation dial to highlight the number you would like to call.



3. Press **Dial**.



How do I clear the onscreen Missed Calls message?

To clear the onscreen **Missed Calls** message, press the down arrow on the navigation dial to open your **Missed Calls** list.

Conference Calls

How do I make a 3-party Conference Call?

When you are on a call with one party:

1. Press **More**.
2. Press **Confrnc**.



3. Dial the third party.



4. When the third party answers, press **More**.
5. Press **Confrnc**.



Notes

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. Press **More** (You may need to press **More** twice).
2. Press **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. Press **Transfer**.
2. Dial *98.

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



3. Press **Transfer** to complete.



Notes

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.



Notes

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.



2. When you are on an active call, press **More** (You may need to press **More** twice).
3. Press **Record**.



4. Press **Start** to begin recording.
5. When you are recording a call, you see the **Stop** and **Pause** controls. You may need to press **More** to see **Pause**.



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 and on the VVX 401 and above model phones.

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. Press **Paging**.
2. Use the navigation dial to select the zone you would like to page.
3. Press **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



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. Press **Send** or **Dial**.

How do I turn off immediate call forwarding?

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

How do I turn off forwarding calls if I don't answer my phone?

1. Dial *93.
Press **Send** or **Dial**.



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

Notes