

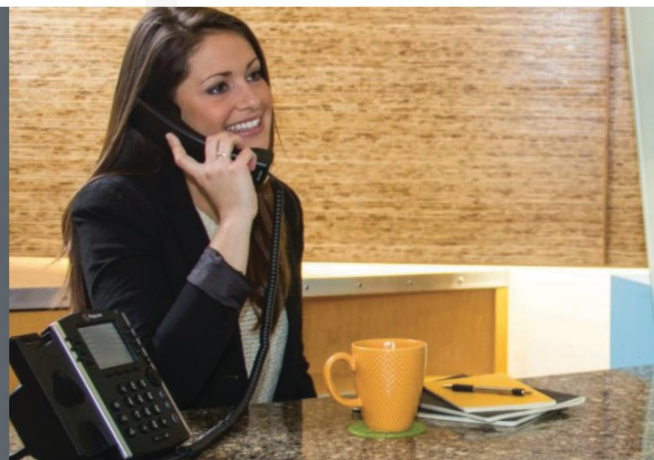


VOXO USER GUIDE

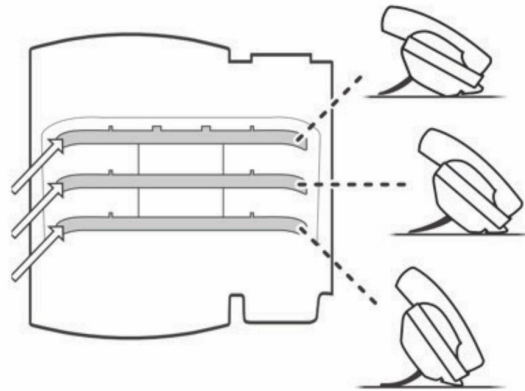
POLYCOM VVX 400

This is a getting started user guide provided to all VOXO customers including training material for using and operating the Polycom handset.

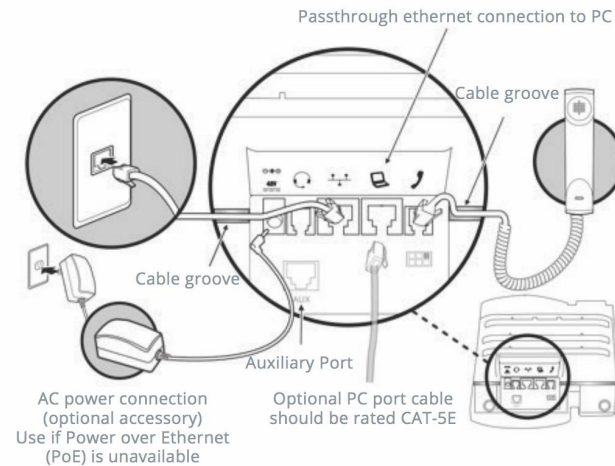
For additional help and how-to videos, go to <http://youtube.voxo.co>



1. CONNECT STAND



2. CONNECT CABLES



INSTALLATION INITIAL SETUP

Setting up your new Polycom VVX phone is easy. It comes pre-configured ready for plug-n-play. After unboxing your phone, assemble the phone with the handset, handset cord, and rear stand (included in the box). Shown above, there are 2 ethernet ports (one with a network icon, and the other with a laptop icon). Plug the ethernet cable into the port with the network icon. If you have a computer, plug the computer into the back of the phone. The phone is acting as a network switch to continue providing internet access to anything plugged into the computer port. Apply the power supply included (unless PoE is provided by the network switch), and the phone will begin to boot for the first time. After the phone is up and running, it will begin to download and install new firmware and reboot once more. You can begin to use your phone when this is complete.



GETTING STARTED TRANSFERRING

TRANSFER

There are two options to transfer a call; attended or blind. An attended transfer allows you to announce the call to the party you need to transfer the call to. A blind transfer allows you to immediately connect the caller to the party you need to transfer to.

ATTENDED TRANSFER

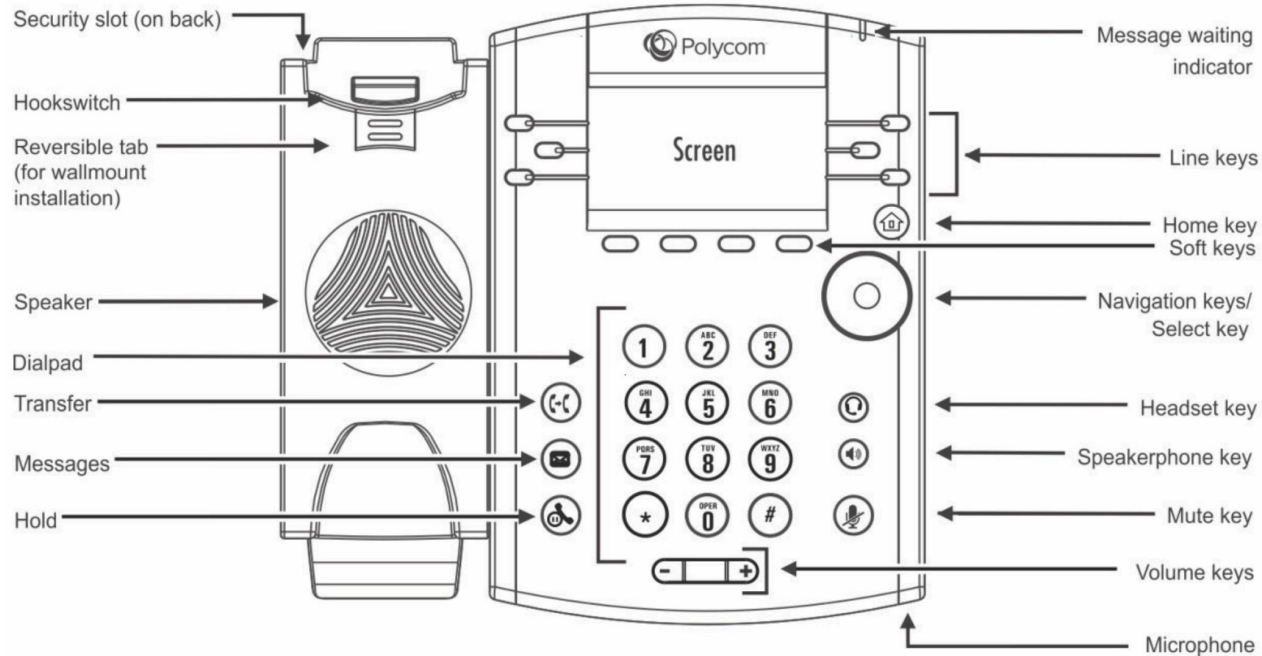
While on a call, press **Transfer**, and call the person you'd like to transfer to, press **Send**. Once you hear the ringback tone, or after you talk with the other party, press **Transfer** again to connect the two parties.

BLIND TRANSFER

While on a call, press **Transfer** and then the **Blind** key, enter the party you'd like to transfer to, and press **Send**.

TRANSFER TO VOICEMAIL

While on a call, press **Transfer** and enter this star key code: *+extension (example: *105 to transfer to extension 105's voicemail), then press **Send**, and press **Transfer** to connect the caller to the voicemail box.



CHECK VOICEMAIL

While most users wish to have their voicemails emailed to them, VOXO offers the ability to check voicemail from your desk phone. To do this, you can press the **Messages** button (envelope key) or by dialing *97.

SETUP VOICEMAIL

To setup your voicemail, log-in to your voicemail box from you phone and press 0 for mailbox options. Record the unavailable greeting; used when you do not pick up, busy greeting: used when you are on the phone or have the DND enabled, and name: used in the dial-by-name directory.

CALL PARKING

While on a call, press the key on the bottom left of your screen that says **Park**. One of keys on the side of your phone will light up indicating the call was placed in that parking lot (Park 1, Park 2, Park 3, or Park 4). To pickup the call, press the park key associated with your call from any phone. If you or another person does not pick up the parked call within 2 minutes, it will ring back to the phone that parked the call.

ADVANCED FEATURES

FORWARD AND CONFERNCE

ENABLE CALL FORWARDING

Press the **Forward** softkey and select option 1 for **Always**. Enter the telephone number you'd like to forward your calls to in the **Contact** field. Select Enable when done. Anytime someone calls your extension, the calls will be forwarded to the telephone number entered in the **Contact** field.

DISABLE CALL FORWARDING

Press the **Forward** softkey and select option 1 for **Always**. Select the **Disable** softkey to unforward your calls and the arrow icon above your extension will go away showing your telephone is no longer being forwarded.

CALL CONFERENCE

While on a call, place the first caller on hold (by hitting the hold key) and begin dialing the second person. After the second person is connected to the call, hit the **More** softkey and press the **Conf** softkey. Now both parties will be joined and you can proceed to mute/unmute and manage each party individually in the conference by using the softkeys.

ADD A CONTACT

Press the **Directory** softkey and select **Add**. Enter the contact's information, and press **Save**.

CHECK RECENT CALLS

Use the directional keypad to view your recent calls.

Press the **Right** arrow to see 'Placed Calls'

Press the **Left** arrow to view 'Received Calls'

Press the **Down** arrow to view 'Missed Calls'

FAXING

FAX TO EMAIL

Sending a fax via email is just like sending a regular email. Open your email client (Outlook/Gmail) and compose a new message. In the **TO** field type *send@voxofax.com*. In the **Subject** field type the telephone number you want to send the fax to (10 digits only). Attach a PDF and send the email. You will receive an email shortly with a status report of the fax sent.



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