

Polycom Advanced Feature Reference Guide

Listening to Voicemail

VVX 300-310, 400-410

An envelope, ✉, adjacent to a Line key, indicates that you have voicemail. Select **Messages** from Home view or press ☰, and select **Message Center**. Press **Connect** and follow the prompts.

VX 500, 600

Tap **Messages** from Home View, and tap **Message Center**. Tap **Connect** and follow the prompts.

Call Forwarding

VVX 300-310, 400-410

To enable call forwarding (phone based):

Press **Forward** from Home or Lines view. Select the forwarding type to enable, enter forwarding number, and press **Enable**.

To disable call forwarding, press **Forward** from Home or Lines view, select the forwarding type to disable, and press **Disable**.

To enable per-call forwarding:

As your phone rings, press **Forward**, enter the forwarding number, and press **Forward**.

VX 500, 600

To enable call forwarding (phone based):

Tap **Settings** from Home View, and tap **Features > Forward**. Tap the forwarding type to enable, type a forwarding number, and tap **Enable**.

To disable phone-based call forwarding, tap **Settings** from home view, and tap **Features > Forward**. Tap the forwarding type to disable, and tap **Disable**.

To enable per-call forwarding:

As your phone rings, tap **Forward**, enter the forwarding number, and tap **Forward**.

Call Park

VVX 300-310, 400-410, 500, 600

To park a live call, press **Park** (for VX 500, tap **More**, then press **Park**). Listen to the message which identifies the extension the call is parked on, then notify the intended recipient(s). To pick up the parked call the recipient, dial the extension that the call was parked to.


Directed Call Pickup

VVX 300-310, 400-410, 500, 600

To execute Directed Call Pickup, dial ***97** and then the extension where the call is currently live.

DND On/Off


VVX 300-310, 400-410


To enable or disable ringing, press **DND** from Home or Lines view. When Do Not Disturb is enabled, the DND icon, , displays in the status bar and beside the appropriate Line key.

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DND On/Off

VVX 500, 600

To enable or disable ringing, tap **DND** from Home or Lines view. When Do Not Disturb is enabled, the DND icon, , displays in the status bar.

If you have a VVX 600, you can tap  to disable DND

Push to Talk

Push to Talk forces a connection to the extension you call. The call is preceded by an attention getting tone to let the called party know the call is being presented.

To initiate a Push to Talk call, dial ***50** and then the extension.

Toolbar Calling

- To place a call using the toolbar, either right click on a phone number in your web browser and select **Dial**, or in the **Dial Number** box of the toolbar itself dial the number you wish to call and hit the **Enter** key on your keyboard.
- Once the call has been placed, your phone will ring as a prompt for you to pick up your end. If you do not pick up the phone before the call has been answered by the called party, the call will go to your speaker phone automatically.

CommPilot Call Manager

- From the toolbar, click the **Portal Auto Login** button (which looks like a keyhole). This will launch the Broadsoft portal for your extension and will provide the option for you to have the Call Manager automatically launch as a popup. Please allow the portal to launch the Call Manager to do this and disable any pop-up blockers for this site.

CommPilot Express

- You can configure your presence behavior in the Toolbar by clicking **Services**, and then in the box configuring each of the options to suit your preferences (In Office, Out of Office, Busy, Unavailable).

Remote Office

Remote Office allows you to “shift” your office phone to an alternative location and to use the CommPilot Call Manager or Toolbar to control the calls that phone handles. Note that VSC codes do not work on Remote Office phones, just Call Manager features.

- To enable Remote Office in the Toolbar, click **Services** and **Call Control / Remote Office** then enter the number of the phone you wish to use, and click **On**. Once a number has been entered, you can enable and disable Remote Office using the Remote Office button on the Toolbar. When depressed, Remote Office is active.
- Alternatively, you can configure Remote Office in the CommPilot Call Manager by clicking on **Call Control** and then **Remote Office** and configuring the same options as above.