Skype for Business Phone Service
Polycom Phone VVX201 Basics

How to answer a call:

When someone calls you, an alert appears on the telephone's screen and an audible ringing notification plays. To answer the call, do one of the following:
- To use the handset, pick up the handset.
- To use the speakerphone, press the **Speaker Phone button** or the button under **Ans**.

How to call a phone number:

The best option for dialing is to enter the number and then pick up the phone.

1. Enter the number as the **10-digit number** starting with area code using the keypad. Use the button under << if you make a mistake.
   (No need to dial 8 for external numbers)
2. Lift the handset to dial the call or press either the speakerphone button or the button under Dial to use the speakerphone.
3. To end the call, hang up the phone or select the button under **End**.

To call on behalf of a group number:

If you are set up to answer multiple numbers, you can choose which number the call is originating from by pressing and holding the button by the group number on the phone screen. Use the physical and choosing the button below **OBO** (**On behalf of)**. Enter the number. Pick up the handset or select the button under **Send.**

How to transfer a call:
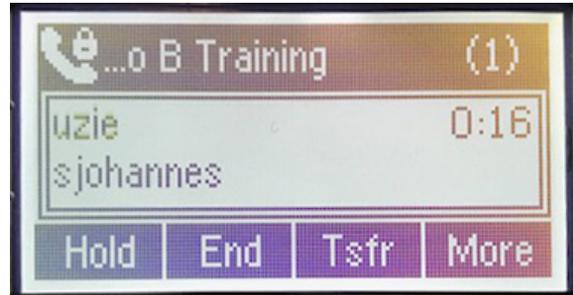
There are two options for transferring calls:
- Consultative: Speak with the person first before transferring the call to them
- Blind: Directly transfer the call to the person without speaking with them first

Note: You won't see the transfer options on the screen until you are actively on a call.

Consultative transfer (Speaking to the person first)	1. Answer the call 2. Press the button under **Tsfr**> press the button under **Cnslt** > enter the 10-digit number > press the button under **Send** (or wait) 3. Once the person accepts the call, press the button under **Tsfr** 4. If the person does not want to take the call, press the button under **Res** to resume the call.
Blind transfer (sending straight to person)	1. Answer the call 2. Press the button under **Tsfr**> press the button under **Cnslt** > enter the 10-digit number > press the button under **Send** (or wait) You can hang up once you have pressed Send or wait for the call to disappear on the screen.

How to place a call on hold:

1. Select the button below **Hold**.
2. Select the button below **Res** to pick it up.

How to park a call:

When you park a call, you place the call on hold and receive a three- or four-digit number that can be dialed by anyone using Skype for Business phone service to answer the call. *Note: Use the Park option to switch from your computer & headset to your desk phone, and vice versa.*

1. With the call under way, select the buttons corresponding with either of the following:
   - **More > Park**
   - **Hold > More > Park**
2. You will see the number to retrieve the parked call. Anyone using Skype for Business can dial that number using a phone or the interface to retrieve the call. If you want to pick the call back up, select the button under **Rtrv (Retreive).**

How to manage multiple calls:

When are on a call and receive an incoming call, you'll have the option of accepting, rejecting, or ignoring the second call. If you accept the second call, the first call will be placed on hold automatically.
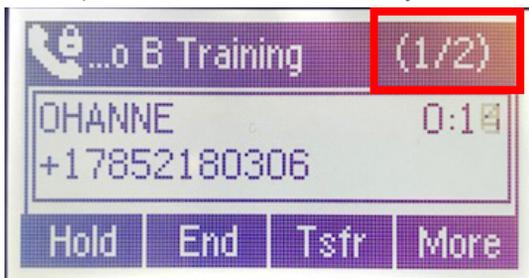
To navigate through calls on the screen:
You can use the physical navigation disc to select a call. Press the buttons under **Hold, End, Res (Resume if call is currently on hold)** or **Tsfr (Transfer)**.

How to set the default transfer type:

Your phone has a setting that determines the default behavior of transfers (blind or consultative). Talk to your tech support staff if you would like to change the default transfer type.

How to create conference call:

Note: You will not be able to first speak to the person or people who you are conferencing in. You may want to put the call on hold and call first.

1. Once you have initiated a call with the first number, select the button below **More** then **Conf.**
2. Dial the **10-digit number**, starting with area code, or to add a contact from your Skype for Business contact list, press the button under **More** > **Ctcs** > use the physical navigation disk to select a contact.
3. Select the button below **Dial.**

Note: You will be able to leave the conference call without ending it for all parties. If you are planning to hold a conference call in the future, you may want to schedule it as a Skype for Business meeting to simplify how other parties join.

How to check voicemail:

By default, you will receive email messages for any missed calls or voicemails in the email inbox associated with the number. You can check and delete messages there. *Note: If you are checking voicemail on behalf of a department, you may need to check with your tech support staff to get access to the shared mailbox.*

To check voicemail using the phone:
1. Dial the voice access number 785-864-1900.
2. Enter your voicemail PIN

Note: If you do not know your voicemail PIN and enter the wrong PIN multiple times, you will be emailed a new temporary voicemail PIN.