8x8

Polycom

Polycom® VVX® 500/501

Polycom VVX 600/601

Polycom VVX Camera

Quick User Guide for 8x8 Virtual Office

For use with Polycom UC Software 4.1.3+

(VVX Cameras are available separately as an accessory)

The information in this guide applies to both the Polycom VVX 500/501 and Polycom VVX 600/601 Business Media Phones, as well as the Polycom VVX Camera. Note that configurations vary and the screen displays used in this guide may not reflect those on your phone. See your system administrator for more information.

About the Touchscreen

Tap to select and highlight screen items. To scroll, touch the screen, and swipe your finger up, down, right, or left. To go back to a previous screen, tap **Back**.

Phone Views

Your phone has four main Views: Home, Calls, Active Call, and Lines view (the default). You can access Home and Lines view at any time. If your phone has one or more calls, you can also access Calls or Active Call view.

To change Views:

- For Home view, press ⌂.
- From Home view, press ⌂ to alternate between Home and Lines view, or, if you have one or more calls, between Home and either Calls or Active Call view.
- To switch between Lines and either Calls or Active Call view, swipe the screen.

Home View

Home view displays icons you can tap to access phone functions. Touch and hold the Page Indicator (shown next) to display more or fewer icons. You can also swipe the screen to display more icons.
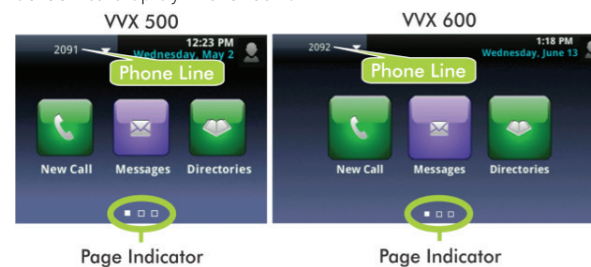
From Home view, tap the phone Line to display your phone Lines, monitored Lines (if BLF Keys are enabled), and Favorites (shown next). To go back, tap **Close** (shown next).
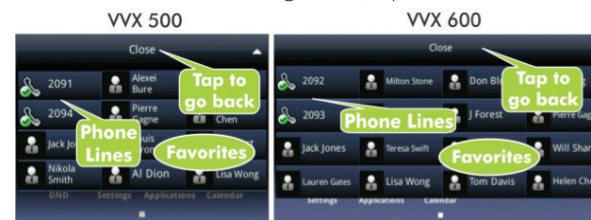
Lines View

Lines view displays phone Lines, monitored Lines (if enabled), Favorites, and soft keys.

If your phone is idle, you can:

- Tap the phone Line to access the Dialer.
- Tap a favorite or an idle monitored line to speed dial to that extension.
- Tap a ringing monitored line to pick up a call (if pickup is enabled).

  Note: A monitored line (BLF Key) is part of the 8x8 Power Keys (formerly known as Virtual Receptionist) add-on.
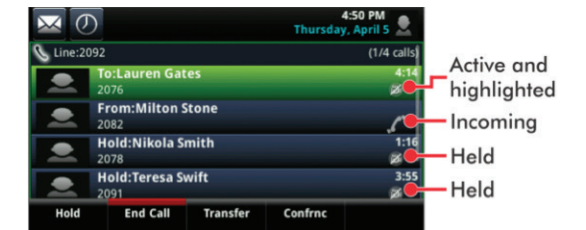
Active Call View

If your phone only has one call—and it's active—you can access Active Call view.
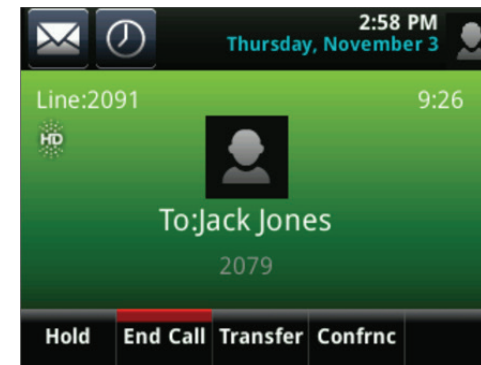
Calls View

If your phone has multiple calls, or one held call, you can access Calls view.

Call color indicates status:

- **Dark green**—Active call
- **Dark blue**—Incoming and held calls
- **Bright green**—Active call is highlighted
- **Bright blue**—Incoming or held call is highlighted

Tap a call to highlight it. The soft keys control the highlighted call.

Entering Data

Use the onscreen keyboard or the dialpad keys to enter information. To backspace, tap ⌫.

To use the onscreen keyboard, tap ⌨.

To type with the dialpad keys, press a dialpad key repeatedly to view the character options and stop to select. To type other characters, tap **Encoding** or **Mode**. When using the dialpad keys, use the **1**, *****, **0**, and **#** keys.

About Calls

Only one call can be active at one time.

You can use the handset, speakerphone, or headset for calls. During a call, you can change modes by picking up the handset, or by pressing 🔊 or 🎧.

💡 **Tip: Returning to Your Calls**

If you navigate away from your call(s), tap **< Calls** to see Active Call or Calls view again.

Note: About Headsets

Your phone supports wired and wireless headsets, including electronic hookswitch (EHS) headsets. VVX 600/601 phones also support Bluetooth headsets. For connection directions, refer to your headset documentation.

Placing Calls

Pick up the handset, or press 🔊 or Ⓠ. Enter the phone number, and tap 📞.

From Lines view: Tap the phone Line, enter the phone number, and tap 📞.

From Home view: Tap **New Call**, enter the phone number, and tap 📞.

⏱ **Timesaver: Placing Calls Quickly**

Tap a recent call, monitored Line (if enabled), or Favorite, or tap a contact's phone number in the Contact or Corporate Directory.

Redial

To redial the last call, tap **Redial**.

Recording Call (If Enabled)

Tap **CallRecord** during a live call.

Answering Calls

To answer with the speakerphone, press 🔊 or tap **Answer**. To answer with the handset, pick up the handset. To answer with a headset, press Ⓠ.

To answer a new call while on an active call, tap **Answer**. The current call will be held.

Ending Calls

To end an active call, replace the handset, press 🔊, or press Ⓠ. Or, tap **End Call**.

To end a held call, navigate to Calls view and highlight the held call. Tap **Resume**, and tap **End Call**.

Holding Calls

From Lines, Calls, or Active Call view, tap **Hold**. If you're in Calls view, remember to highlight the call first.

To resume a held call, tap **Resume** from either Lines or Calls view.

Transferring Calls

From Lines, Calls, or Active Call view, tap **Transfer**, and call the other party. When you hear the ringback sound, or after you talk with the other party, tap **Transfer**.

Alternatively, you can tap the **BlindXfer** key to transfer without talking to the other party first.

⏱ **Timesaver: Instant Call Transfer to Monitored Lines**

If you have monitored Lines (BLF Keys) enabled, while on an active call, swipe the screen to the right to show the Lines View. Then simply tap the monitored Line to instantly transfer the call to that Line.

To transfer a live call to voicemail

Tap **xfrVM** during a live call, then dial the extension number and press **#**.

Parking Calls

To park a live call, tap **More** then tap **Park**.

1. Listen to the message that identifies the extension the call is parked at.
2. Notify the intended recipient(s).

To pick up a parked call, the recipient dials the extension that the call was parked at.

Forwarding Calls

💡 **Tip: Use Virtual Office for Call Forwarding**

8x8 recommends using the Virtual Office desktop app for call forwarding instead of phone-based call forwarding so your call forwarding instructions are stored online instead of on your phone. If you set your call forwarding rules on your phone, they will not be in effect if your phone is disconnected from an Internet connection.

To enable online call forwarding (Virtual Office):

1. Log in to your Virtual Office desktop app.
2. Select **Settings** then **Call Forwarding**, then select the **My Rules** tab.
3. Update your Call Forwarding Rules and press **Save**.

You can return to Virtual Office desktop app Can I change this copy bullet from: "Log on to your Virtual Office Online dashboard at https://virtualoffice.8x8.com" to: "Login to your Virtual Office desktop app." at any time to update your Call Forwarding Rules.

To enable call forwarding (phone based):

Tap **Forward** from Home or Lines view. Tap the forwarding type to enable, type a forwarding number, and tap **Enable**.

To disable call forwarding, tap **Forward** from Home or Lines view, 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**.

Intercom

- To intercom an extension, tap **Intercom** from Lines View, dial the number you wish to Intercom to and then tap **Enter**.

If you are receiving an intercom call, the phone rings, then automatically connects to your speakerphone.

Paging (if configured by your PBX admin)

Paging enables you to intercom to all extensions in a pre-defined group at once.

- To page a group of extensions, tap **Paging** from Lines View, select the group you want to page, then tap **Page**. You can then begin speaking.

If you are receiving a paging call, the phone beeps, then automatically connects to your speakerphone.

LCR - Last Call Return

1. Tap **LCR** (if available on your set)
2. You can pick up the handset first, then tap **LCR** to place the call on your handset

Placing Conference Calls

Call the first party, and after the call connects, tap **Confrnc**. Then, dial and connect with the second party and tap **Confrnc** again.

From Lines or Calls view, you can:

- Tap **Hold** to hold all participants.
- Tap **End Call** to remove yourself from the call, but keep the other participants connected.
- Tap **Split** to end the conference and hold all participants.

⏱ **Timesaver: Placing Conference Calls**

If you have an active and held call, tap **Join** to set up a conference.

Favorites (Speed Dial Keys)

Favorites are contacts you want quick access to. Your Favorites list displays all your Favorites. A smaller number of Favorites displays in Lines view, and when you tap the phone Line from Home view.

- **To view your Favorites list**—Tap **New Call** from Home view, and tap **Favorites**.
- **To make a contact a Favorite**—Navigate to your Contact Directory and tap the contact. Tap **Add to Favorites**, and tap **Yes** to confirm.
- **To dial a Favorite**—Tap the Favorite from Home or Lines view, or from your Favorites list.
- **To reorder your Favorites list**—Update the contact's *Favorite Index* number in the Contact Directory.

Viewing Recent Calls

To view your Recent Calls list, tap **Directories** from Home view, and tap **Recent Calls**.

From the Recent Calls list, tap [icon] to sort and order calls, tap [icon] to display only certain calls, or tap a call record to call the person.

🕐 **Timesaver: Viewing Recent Calls**

Tap [icon] from Lines, Calls, or Active Call view.

💡 **Tip: Saving Recent Callers to Your Directory**

From your Recent Calls list, tap [icon] next to the call, and tap **Save**. Enter additional information and tap **Save**.

Contact Directory

- **To view your Directory**—Tap **Directories** from Home view, and tap **Contact Directory**.
- **To add a contact**—Navigate to your Contact Directory and tap [icon]. Type the contact's information, and tap **Save**. To make a contact a Favorite, enter a *Favorite Index* number.
- **To update contact information**—Navigate to your Contact Directory and tap the contact. Tap [icon] update the contact's information, and tap **Save**.
- **To delete a contact**—Navigate to your Contact Directory and tap the contact. Tap [icon], and tap **Yes** to confirm.
- **To search for a contact**—Navigate to your Contact Directory and tap **Search**. Enter search criteria, and tap **Search**.
- **To dial a contact from your Directory**—Navigate to your Contact Directory and tap the contact. From the contact's information screen, tap the contact's phone number.

💡 **Tip: What Does a Green Star Mean?**

A green star, [icon], indicates a Favorite. Your top ranked Favorties appear as Speed Dial Keys.

Corporate Directory

- **To search your Corporate Directory:** Tap **Directories** from Home View then **Corporate Directory**.

  Alternatively, tap **Applications** from the Home View, then **Directory Listing** to scroll through your Corporate Directory.

- **To dial a contact from your Corporate Directory:** Navigate to your Corporate Directory and tap the contact. Then press **Call**.

Listening to Voice Mail

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

🕐 **Timesaver: Accessing Your Message Center**

Tap [icon] from Lines, Calls, or Active Call view.

Call Queues (If Enabled)

- **To access your Call Queues:** Tap **Applications** from Home View, then tap **Call Queues**.
- **To log into a Call Queue:** Tap the **Login** button.
- **To log out of a Call Queue:** Tap the **Logout** button.

Muting the Microphone

During a call, press [icon] so other parties can't hear you. To disable Mute, press [icon] again.

Using Do Not Disturb

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

If you have a VVX 600/601, you can tap [icon] to disable DND.

Adjusting Volume

To change call volume, press [icon] during a call. To change the ringer volume, press [icon] when the phone is idle or ringing.

Updating Ringtones

To change the incoming call ringtone, tap **Settings** from Home view, and tap **Basic** > **Ring Type**. Tap the ringtone you want.

To set a ringtone for a contact, navigate to your Contact Directory and tap the contact. Tap [icon], update the contact's *Ring Type*, and tap **Save**.

Handling Video Calls

Your phone may be set up to receive video. If a Polycom® VVX® Camera is attached to your phone, you can send and receive video. You can exchange video with only one person at time.

If video is enabled on your phone, you can:

- View video on the full screen—Tap [icon]. To exit full screen mode, tap [icon]. (If the icon doesn't display, tap the screen to see it.)

If a VVX Camera is attached to your phone, you can tap **Video** and do the following:

- Tap **Stop Video** to stop sending video. To start sending video again, tap **Start Video**.
- Tap **Swap** to switch where video displays.

To stop sending video for all calls:

- Tap **Settings** from Home view, and tap **Basic** > **Video** > **Video Call Settings**. Tap **Auto Start Video Tx**, and disable the setting. When disabled, your phone won't automatically transmit video at the start of all calls.

To automatically view all incoming video on the full screen (if you have a camera or not):

- Tap **Settings** from Home view, and tap **Basic** > **Video** > **Video Call Settings**. Tap **Auto Video Full Screen**, enable the setting, and tap **Save**.

BLF – Busy Line Field (If Enabled)

Available as an optional 8x8 Power Keys add-on function, BLF keys monitor the status of other phones:

- When a phone that a BLF key is monitoring rings, the BLF key flashes.
- When a phone that a BLF key is monitoring is busy, the BLF key lights up.

If your phone is on a live call, you can swipe the screen right to reveal the Lines view, then you can see the BLF keys.

BLF Pickup: When a phone that a BLF key is monitoring rings, answer (intercept) the call by pressing the BLF key.

BLF Speed Transfer: If you are on a live call, press a BLF key to instantly transfer the call to the phone that the BLF key is monitoring.

BLF Speed Dial: To instantly call a phone that a BLF key is monitoring, press the BLF key.

Notes:

Monitored Lines: (BLF Keys) are part of an optional add-on called Power Keys and are managed by your PBX administrator. Up to 6 can be configured.

Line Appearance Keys: (2 standard) can independently handle live calls. With the Virtual Receptionist add-on up to 6 Line Appearance Keys can be configured. These are also managed by your PBX administrator.

Speed Dial Keys: Your Favorites can be added and changed on your set by designating personal directory entries as favorites and then by ranking them. Your top ranked favorites are displayed as speed dial keys. These can be added up to the VVX set's limit of 12 (for the VVX 500/501) or 16 (VVX 600/601) total line keys, and speed dial keys are displayed where line keys are not being used by BLF Keys or Line Appearance Keys.

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