Polycom® VVX® Series

Business Media Phone User Guide

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Getting Started

Before you use your phone, it's important to become familiar with the features and user interface. You will learn about your phone's components, the screen layout, and the display (VVX411) or touchscreen display(VVX501).

> Note: As you read this guide, keep in mind that certain phone features are configurable by your system administrator or determined by your phone environment. As a result, some features may not be enabled or may operate differently on your phone. The examples and figures in this guide may not directly reflect what displays on your phone screen.

> Note: Information shared in this guide also applies to polycom phone models VVX600, VVX500, VVX410 and VVX310.

Polycom® VVX® Series

Business Media Phone User Guide

Phone Keys, Hardware, and Features

The following figures show the important phone features, which are described in the table on page 5.

VVX501

Hookswitch
Reversible tab (for wallmount installation)
Speaker
Dialpad
Security slot (on back)

Touchscreen

Message waiting indicator
Home key
Headset key
Speakerphone key
Mute key
Volume keys
Microphone

VVX411

Security slot (on back)
Hookswitch
Reversible tab (for wallmount installation)
Speaker
Dialpad
Transfer
Mesages
Hold
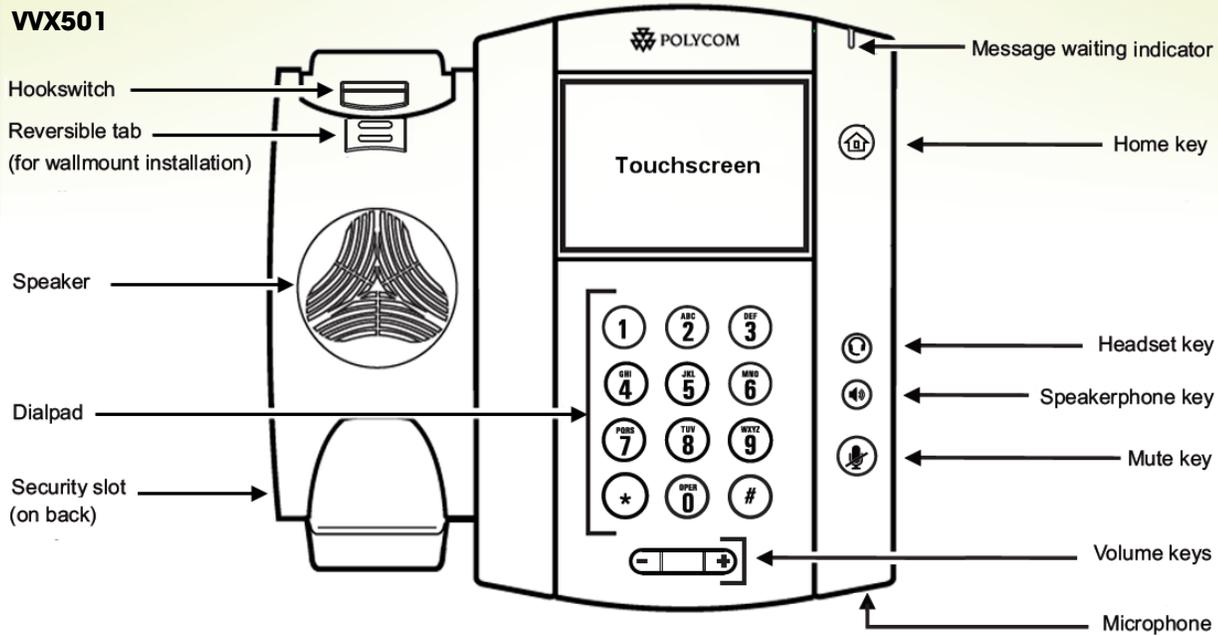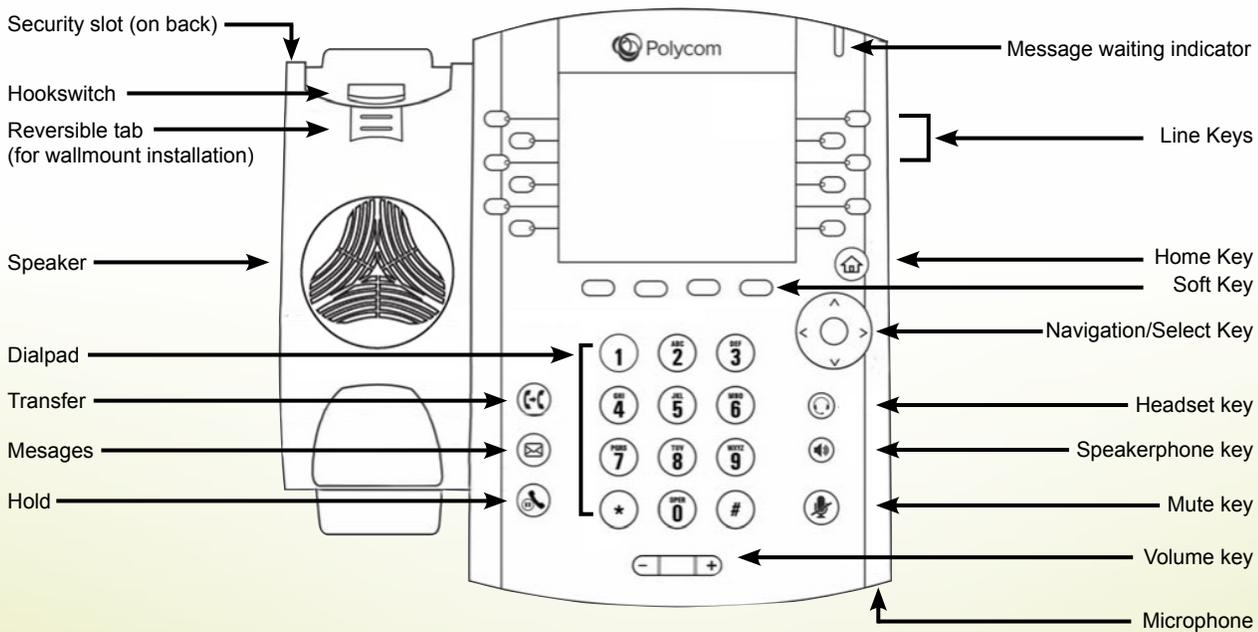
Message waiting indicator
Line Keys
Home Key
Soft Key
Navigation/Select Key
Headset key
Speakerphone key
Mute key
Volume key
Microphone

VVX Series Phone Features

| Feature	Description
Speaker	Provides ringer and hands-free (speakerphone) audio output.
Dialpad	Enables you to enter numbers, letters, and special characters. You can also use the dialpad keys to select menu items that have index numbers.
Security slot	The connector on the back of your phone that enables you to attach a laptop cable lock to your phone so you can secure it to a desktop. For more information on locking your phone to the desktop, see Security Slots on Polycom Phones (Technical Bulletin 64654).
Message Waiting Indicator	Flashes red to indicate new messages.
Home key	Press 🏠 from any screen to display Home view. From Home view, press 🏠 to display other phone views.
Screen Touchscreen (VVX501) Display (VVX411)	The color screen is touch-sensitive. Press to select and highlight screen items. To scroll, touch the screen, and swipe your finger up, down, right, or left. A color diagonal backlit screen
Navigation keys/Select key	Scroll through displayed information or options. Select a field of displayed data.
Headset key	Enables you to place and receive calls through a headset. The key glows green when an analog headset is activated.
Speakerphone key	Enables you to place and receive calls using the speakerphone. The key glows green when activated.
Mute key	Mutes local audio during calls and conferences. The key glows red when activated.
Volume keys	Adjust the volume of the handset, headset, speaker, and phone's ringer.
Microphone	Transmits sound to other phones.

Phone Views

Your phone has four main views: Home, Calls, Active Call, and Lines view (the default).

To change views:
- For Home view, press ⌂.
- From Home view, press ⌂ to display either Lines or Call view.

Home View

You can display Home view (shown next) by pressing ⌂. At the top of the display, the status bar displays your phone's extension number and the time and date. If your phone has information you should know about, icons and/or messages will scroll, together with the date, under the time display.

Phone Line
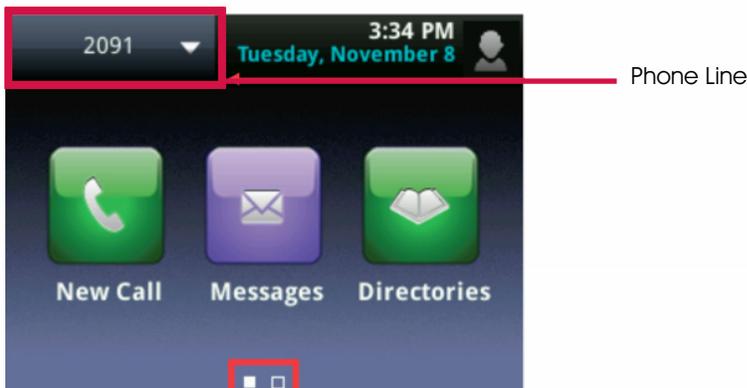
Home view shows three main icons:
- **New Call**—Select to display the Dialer. From the Dialer, you can enter a number or URL and place a call. From the Dialer, you can quickly access the Directory, Recent Calls, and Favorites.
- **Messages**—Select to access your voicemail messages.
- **Directories**—Select to view all the contacts in your local Contact Directory. From your directory, you can add and search for contacts, as well as quickly access the Dialer, Recent Calls, and Favorites.

If you press and hold the page indicator, ⬛⬜ , (shown above), Home view expands to display additional icons (shown next). To hide the additional icons, press and hold ⬛ .


Page Indicator
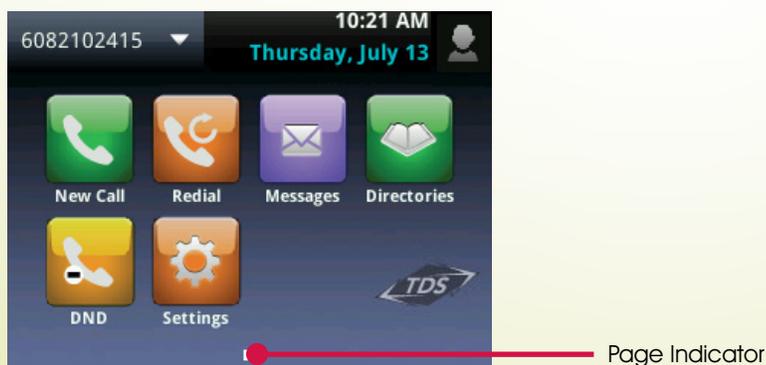
Additional icons include:
- **Forward**—Press to set up forwarding options for incoming calls
- **DND**—Select to toggle DND (Do Not Disturb) on or off. When DND is enabled, your phone won't ring and incoming calls will go to voice mail.
- **Settings**—Select to access phone features and settings to customize your phone.
- **Applications**—Select to access Polycom's "My Info Portal". This demonstration application allows you to access features including News, Weather, Sports, World Clock, International, Business, and a Video Gallery (containing Polycom product videos). Please note that his application is not supported by TDS, but is for demonstrating the phone's capabilities and/or future applications.

From Home view, Select the phone line to display your phone lines and favorites (shown next). From this screen, Select a phone line to open the Dialer, or Select a favorite to dial the favorite. To go back to the Home view icons, Select **Close**.

Lines View

Lines view (shown next) is your phone's default display. Lines view displays your phone line(s), your favorites, Status Connect monitored users and soft keys in the soft key area.
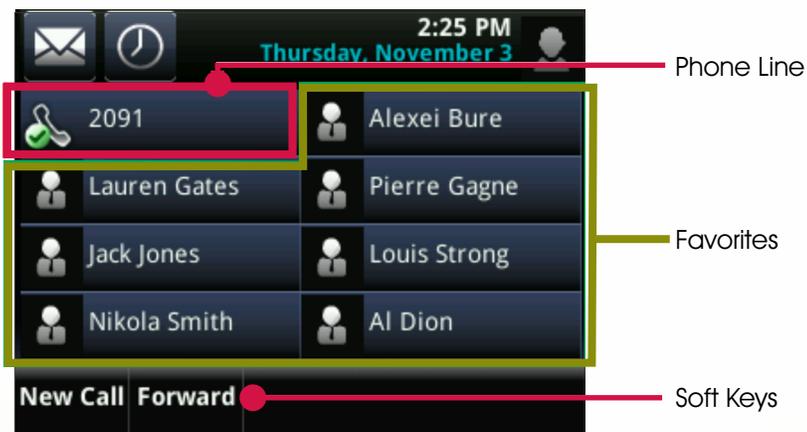
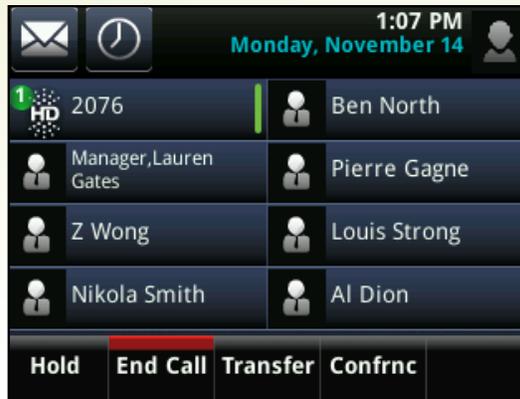If your phone is idle, you can:
- Select a phone line or line key to access the Dialer.

If your phone has calls, the phone line indicates the number of calls you have, and if they're active or held, as shown next. If the phone line has an active call, a green color status displays. If the phone line has one or more held calls, a flashing red color status displays.

Active Call View

If you have only one call in progress—and it's active (has audio)—you can access Active Call view (shown next). This view displays the name and number of the person you're talking with, and the duration of the call. From Active Call view, you can manage the call: hold, end, or transfer it, or set up a conference call with the person you're talking with and another party.
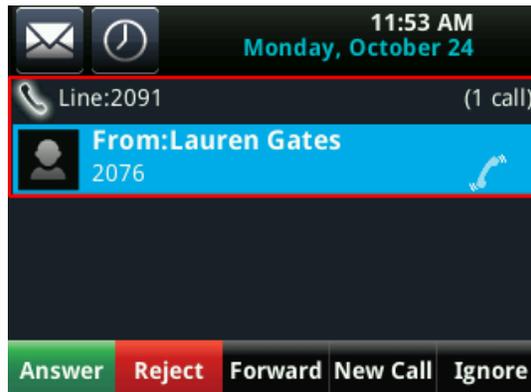
Calls View

You can access Calls view (shown next) if your phone has multiple calls in progress, or you have one held call. Use arrow or scroll to see all your calls. If your phone has multiple lines, calls display under the associated line.

Call color indicates status:

	VVX411	VVX511
Active Call	Dark Green	Dark Green
Incoming Call	Bright Blue	Dark Blue
Held Call	Dark Blue	Dark Blue

Highlight a call. The soft keys apply to the highlighted call.
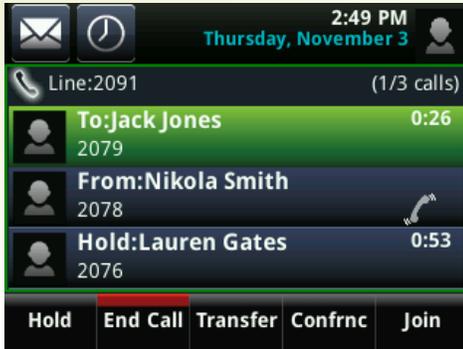
Phone Icons and Status Indicators

The following icons and indicators may display on the screen to indicate phone or call status, or to indicate that a feature is enabled. You can Select certain icons to access information or features.

Icon	Description
	Registered line
	Unregistered line
	Phone warning
	Placing a call
	Active call using Polycom HD Voice
	Held call
	Incoming call (in Home view) *
	Incoming call (in Lines view and the Incoming Call window)
	Active conference
	USB flash drive attached
	Recording in progress or paused
	Placed call (in Recent Calls view)
	Received call (in Recent Calls view)

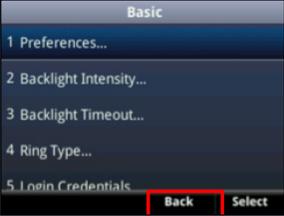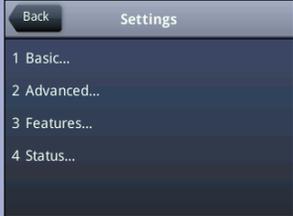| Icon	Description
	Press to view more or fewer icons in Home view. *
	Status indicators in Lines view. A flashing red bar indicates held calls. A green bar indicates an active call.*
	Select to see more information *
	Select to edit
	Shared line
	Shared line with a held call
	Call forwarding (Always) enabled
	Select to access Recent Calls
	Select to access your Message Center
	Missed call (in Recent Calls view)
	Do Not Disturb enabled
	Login credentials locked
	Backspace

Note: Items asterisked are features of the VVX501 only.

Navigation, Fields, and Data Entry

Phone Screen

The following table shows you how to navigate the phone screen and highlight options.

If you want to…	Do this…
Return to Home view from any screen	Press 🏠.
Return to the previous screen	Press **Back**, as shown next. Or press the left arrow key.
Switch phone views	• Press 🏠 to display a different view. • Swipe to switch between two views (VVX501 only) Note: If you're in Home view and press 🏠, the Idle Browser may display. Swipe the screen to display Lines view.
Place a call	Press **Dial** or use the right arrow key from a call list.
Highlight calls in Calls view	Select a call. The soft keys, like **Hold** or **Resume**, apply to the highlighted call.
Close an option box without selecting anything	Press the left arrow key or Select ❌ .
Select an icon, soft key, menu item, or option	**Select** or **Press** the icon, soft key, menu item, or option. If an item in a list has a number next to it, you can press the corresponding number on the dialpad to the item.
Select a soft key that's not in view	If a **More** soft key displays in the far-right of the soft key area (as shown next), there are additional soft keys available, but you can't see them. Press **More** to view the additional soft keys.

Data Fields

You can enter information and edit fields using the dialpad keys on the phone console.

Before you use the dialpad keys to enter information in fields, you can select **Encoding** or **Mode** to specify how you want to enter information:

• **Mode**—enables you to enter just numbers, or text in title case, lowercase, or uppercase characters.
• **Encoding**—enables you to enter alphanumeric and special characters—including all the options available when you select **Mode**—as well as characters in special languages.

The following tables list the Mode and Encoding options.

Options Available When You Select Mode
1 Abc
2 ABC
3 abc
4 123

Options Available When You Select Encoding
1 Abc
2 ABC
3 abc
4 123
5 ASCII (for regular text)
6 Latin (to enter accented characters)
7 Katakana (for Japanese characters)
8 Unicode (to store characters as double bytes)
9 Cyrillic (for Russian characters)

Onscreen Keyboard (VVX501)

Use the onscreen keyboard (shown above) to quickly update field information. If a data entry field only requires numbers, the onscreen keyboard will just show numbers.

To access the onscreen keyboard, Select ⌨ in the phone's status bar, as shown below. The icon displays in the status bar whenever you can enter information in a field.

To use the onscreen keyboard:

1. In the phone's status bar, Select [icon] .

2. Press your finger on the character you want.

The character will display in a magnified view on the screen, as shown below. To enter the character, lift your finger. If you don't want to enter the character, drag and lift your finger.

Use the tips in the following table to enter information using the onscreen keyboard.

If you want to…	Do this…
Enter text	Select [abc] and Select the characters you want.
Enter uppercase characters	Select [⇧A] .
Enter lowercase characters	Select [⇧] .
Enter numbers	Select [.&123] , and Select the numbers you want.
Enter special characters	Select [.&123] , and Select the characters you want.
Exit the onscreen keyboard, enter the information, and update the next field	Select [✔] .
Exit the onscreen keyboard, enter the information, and save it	Select **Save**.
Delete a character	Select the character to highlight it in yellow and Select [⌫] .
Delete a series of characters	Drag your finger across the characters to highlight them in yellow and Select [⌫] .
Replace characters	Highlight the character(s) you want to delete. Then, enter the character(s) you want.

Dialpad Keys

You can use the dialpad keys on your phone console to update field information. If a field requires data input, select **Encoding** or **Mode** to specify how you want to enter data.

Use the tips in the following table to enter information using the dialpad.

If you want to…	Do this…
Enter numbers, or characters in uppercase, lowercase, or titlecase mode	Select **Encoding** or **Mode**, and select one of the alphabetic (ABC, abc, or Abc) options.
Enter only numbers	Select Encoding or **Mode**, and select the numeric (123) option.
Enter text in a special language	Select **Encoding**, and select one of the language options.
Enter a character	Press a dialpad key repeatedly to view the character options and stop to select. When the character you want to enter displays in the field, wait one second, and enter the next character.
Enter a number	Press a dialpad key repeatedly (depending what mode you're in) to enter the number that displays on that key.
Enter a special character	Select **Encoding**, and select one of the alphabetic (Abc, ABC, or abc) options. Then, press the **1**, *****, **0**, or **#** key one or more times to enter one of the following special characters: • **1** key: ! | ‘ ^ \ @ : 1 • ***** key: . * - & % + ; ( ) • **0** key: / , _ $ ~ = ? 0 • **#** key: # > < { } [ ] " ‘ Note: You can't access special characters when you're in numerical (123) mode.
Enter a space	Select **Encoding**, and select one of the alphabetic (*Abc, ABC,* or *abc*) options. Then, press the **0** key. Note: You can't enter a space when you're in numerical (123) mode.
Delete one or more characters	Using the left and right arrow keys until the cursor is positioned to the right of the character(s) you want to delete. Then, press .

Cleaning the Touchscreen (VVX501)

The touchscreen requires very little maintenance. Periodically, however, you may need to clean it. Use a clean, dry, microfiber cloth—the kind you would use to clean glass surfaces—to wipe the touchscreen. This type of cloth is available from many office supply stores.

Before you clean the screen, disable it so you don't activate phone functions while you wipe the touchscreen. To enable the touchscreen again, press any key on the phone console.

To answer a call while the touchscreen is disabled, pick up the handset. Or, press 🔊 or 🎧 and Select **Answer**.

To clean the touchscreen:
1. Select **Settings** from Home view, and Select **Basic > Screen Clean**.
2. Wipe the glass with a clean, dry, microfiber cloth.
3. To enable the touchscreen again, press any key on the phone console.

Basic Features

This chapter introduces you to your phone's basic features. You'll learn about:
- Calling, answering, holding, and ending calls
- Ignoring, rejecting, forwarding, and transferring calls
- Setting up conference calls
- Enabling Do Not Disturb
- Listening to voicemail
- Handling Directories, Recent Calls, and Favorites
- Customizing ringtones
- Controlling phone volume
- Setting up Do Not Disturb
- Using headsets
- Managing shared lines

Your phone can handle multiple calls at a time. However, only one active call—the call that has audio associated with it—can be in progress at any given time. In addition to the active call, your phone may have multiple other calls that are either held, or in an incoming or ringing state. Your phone can handle a maximum of 10 calls (VVX411/501) per line key.

Your administrator can set up your phone to have multiple lines or Shared Call Appearances (SCAs). Lines can have unique extension numbers, or they can have the same extension number as other lines.

You can place and answer calls in these ways:
- Using the handset
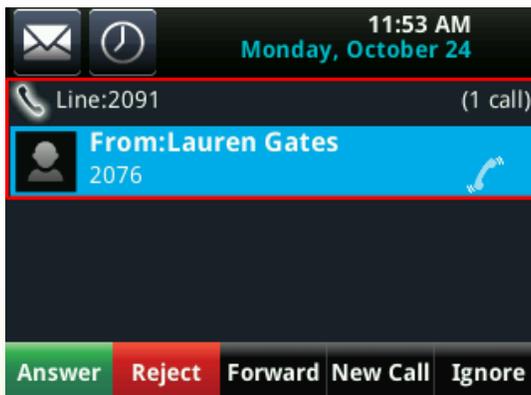- Using the speakerphone
- Using a headset

During a call, you can alternate between handset, headset, or speakerphone modes by picking up the handset, or pressing ⬤ or ⬤ . For example, if you're using the handset, you can switch to headset mode by pressing ⬤ , or switch to speakerphone mode by pressing ⬤ .

When you're in speakerphone mode, ⬤ glows green. When you're in headset mode, ⬤ glows green if an analog headset is connected.

Note: If your speakerphone doesn't work, your system administrator may have disabled it. You must handle calls using the handset or a headset. If your system administrator disables the speakerphone on your phone, *Handsfree mode disabled* appears on the screen after you press ⬤ .

Answering Calls

All incoming calls display in an Incoming Call window, as shown next.


To answer the call, do one of the following:
- To use the handset, pick up the handset.
- To use the speakerphone, press ⬤ or press **Answer**.
- To use your headset, press ⬤ .

If you're already in handset, speakerphone, or headset mode, press **Answer**, and the phone will automatically use the mode you're in.

If you don't answer the call within 10 seconds, the Incoming Call window disappears, and Calls view displays, as shown next.
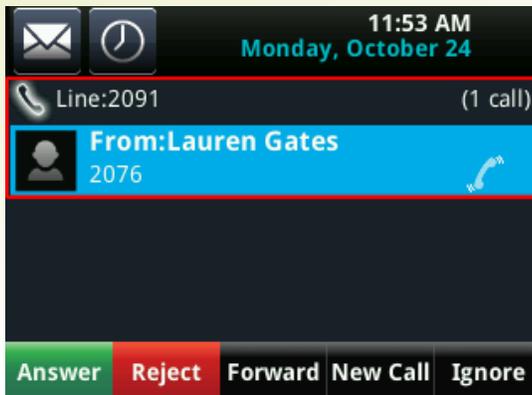
To answer the call, pick up the handset, press ![icon] , or press ![icon] . Or, from Calls view, press **Answer** to use the speakerphone.

Answering Another Call

If you have a call and an incoming call arrives on the same or a different line, a call waiting tone beeps, and the Incoming Call window displays. To answer the call, press **Answer**. The call you were in is held.

If you don't answer the call within 10 seconds, the Incoming Call window disappears, and Calls view displays.

Answering on a Shared Line

If you share a line with another phone, you can answer calls as described above. Or, someone who shares the line can choose to answer the call from their phone. If you answer the call and hold it, anyone who shares your line can answer the held call.

Answering Calls Automatically

You may find it convenient for your phone to auto-answer calls, so you don't have to press a key to answer a call. If you enable this feature, your phone will automatically answer incoming calls using the speakerphone. Your system administrator sets how many times your phone will ring before the call is auto-answered.

If Auto Answer is enabled and a call arrives while you're already in a call, the incoming call will be automatically answered if you end or hold the current call.

> Your phone mutes the microphone for all auto-answered calls, so that the party calling you can't hear you. To unmute the microphone so the other party can hear you, press ![icon] To enable or disable microphone mute for auto-answered calls, see step 2, below.

To enable your phone to automatically answer calls:

1. Select **Settings** from Home view, and select **Basic > Preferences > Auto Answer**.
2. From the Auto Answer screen, do the following:
   - To enable your phone to automatically answer SIP calls, select **Auto Answer SIP Calls**, and select **Yes**. The default setting is No.
   - To mute the microphone for all auto-answered calls so the incoming caller can't hear you, select **Microphone Mute**, and select **Yes**. The default setting is Yes.
3. Press **Save**.

Note: Auto Answer applies to all lines, including shared lines that ring on your phone

Answering Calls with Group Call Pickup

Your Administrator may have configured a Call Pickup Group, enabling you to quickly answer another ringing phone in your area without having an appearance of the ringing line.
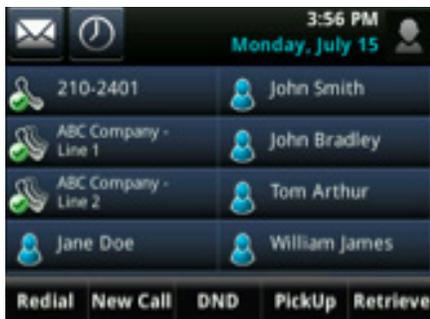

To pickup a call ringing in your area:

While the call is ringing, press the **PickUp** soft key. The ringing station will automatically be answered on your line.

Managing Multiple Calls

You can easily manage multiple calls from Lines and Calls view.

Calls view displays all the calls for each phone line, as shown next. All the calls for a phone line display under the associated phone line. Scroll up or down to see all your lines and calls. To switch to Lines view, press **More,** and then **Lines** or press 🏠 .
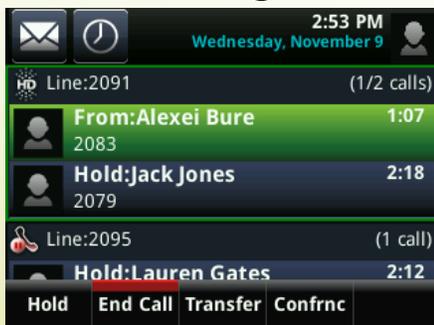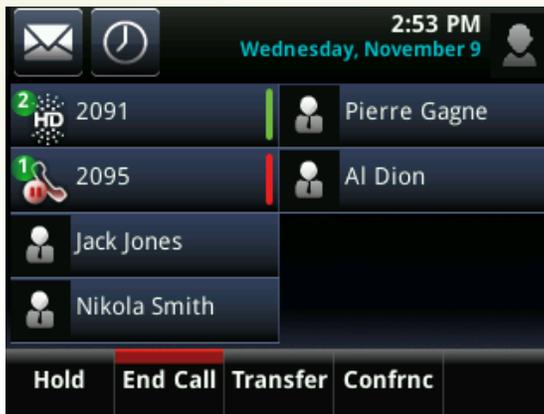
Lines view shows you each line on your phone, and how many calls each line has, as shown next. In the example below, line 2340 has one active call, and line 2333 has one held call.

If you select a phone line that doesn't have an active call, the most recent call on that line will become active. The current call will be held.

To manage a call, select a call and press one of the soft keys to hold, resume, end, or transfer the highlighted call, or set up a conference with the highlighted call.

Placing Calls

You can place a call using the handset, speakerphone, or headset. You can dial the number first, and then choose the method—by picking up the handset, pressing 🔊 , or pressing 🎧 —or choose the method first, and then dial the number.

You can place calls in these ways:
- Manually, from the Dialer.
- Automatically, by selecting a favorite in Home or Lines view.
- Automatically, by selecting a favorite in your Favorites list, Selecting a call in the Recent Calls list, or Selecting a contact in your directory.
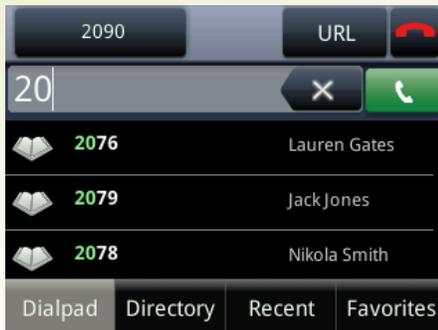
Calling from the Dialer

The Dialer displays a list of previously-placed calls. Select one of the entries to automatically enter it. Or, start entering a number. As you enter numbers, the Dialer displays a list of similar numbers, as shown next. Select a match to automatically enter it.

You can display the dialer in these ways:
- From Home view, select **New Call**.
- From Lines or Calls view, press **New Call**. (The New Call soft key won't display if you have an active call.)
- If your phone is idle, start entering a phone number.
- Pick up the handset, or press [icon] or [icon]. This method only works if you don't have an active call.
- In Lines view, Select a phone line that doesn't have any calls.

Note: The **New Call** soft key is not displayed when the maximum number of calls is reached.

When you access the Dialer, an active call is held.

To call from the Dialer:
- Pick up the handset, press [icon], or press [icon], enter the number and Select [icon] or Dial.
- From the Dialer, enter the number. Then, pick up the handset, press [icon] or Select [icon], or Dial or press [icon].
- You are in handset, speakerphone, or headset mode, open the Dialer, enter the number, and Select [icon] or Dial.

Placing Calls from Favorites, Lists, and Directories
In addition to the Dialer, you can place calls from the Recent Calls list, Favorites list, or your Directory. Or, you can quickly call a favorite from Home or Lines view.

To call from the Recent Calls list:
1. Access your Recent Calls list by doing one of the following:
   - From Home view, Select **New Call**. From the Dialer, Select **Recent**. If you only have held calls, you can also Select **New Call** from Lines and Calls view.
     or
   - From Lines, Calls, or Active Call view, Select [icon].
2. From the Recent Calls list, Select the person you want to call.

To call from your Favorites list:

1. From Home view, Select **New Call**.
2. From the Dialer, Select **Favorites**.
3. From your Favorites list, Select the favorite you want to call.

Automatically Dialing Favorites
- **From Home view:** Select the phone line, and Select the favorite you want to call.
- **From Lines view:** Select the favorite you want to call.

To call from your Directory:

1. Access your directory by doing the following:
   - From Home view, Select **Directories** or
   - From Home view, Select **New Call**, and Select **Directory**.
2. From your Directory, Select the contact you want to call.
3. From the contact's information screen, Select the contact's phone number.

Redialing Numbers

To dial the last number you called, open the Dialer. The first number in the list is the last call you placed.

To redial a number:

1. From Home view, Select **Redial** soft key or
2. From Home view, Select **New Call**.
3. From the Dialer, Select the first number in the list. Or, instead of selecting the last call you placed, scroll through the list and another previously-placed call.
4. Place the call.

Ending Calls

To quickly end an active call, replace the handset. Or from Lines or Calls view, press **End Call**. If you're in Calls view, be sure to highlight the call first.

> Note: A call must be active to end it. To end a held call: From Calls view, select the held call to highlight it, press **Resume**, and then press **End Call**.

Headsets – Analog, USB & Bluetooth

You can connect an analog and/or USB headset to your phone. If an analog headset is connected, glows green. If a USB headset is connected, glows blue. If both an analog and USB headset are connected, the USB headset will be used. If two USB headsets are connected, the headset you connected first will be used.

If you use a headset, you can set up your phone so that all calls use your headset. If you use a headset that supports electronic hookswitch (EHS), you can press the hookswitch button to place, answer, and end calls. In addition, you may be able to mute calls and control volume from your headset.

Enabling Headset Memory Mode

This feature is useful for permanent or full-time headset users. You can set up your phone so that all incoming and outgoing calls use your headset. At any time, you can switch to handset or speakerphone mode.Note: Headset Memory Mode must be enabled and then and then it can be activated.

To enable Headset Memory Mode:

1. Select **Settings** from Home view, and press **Basic > Preferences > Headset > Headset Memory**.
2. From the Headset Memory Mode screen, press **Enabled**.
3. Press .
4. To activate Headset Memory Mode, press twice.

Note: When answering a call, the call will connect to your headset automatically. If you switch to the speakerphone or the handset, you deactivate Headset Memory Mode and calls will no longer automatically go to your headset. To have calls go to your headset again, activate Headset Memory Mode by pressing twice.

Incoming Calls

While your phone rings, you can do the following:
- Temporarily ignore the call before answering it.
- Reject the call so it goes directly to voicemail.
- Forward the call to another person.

Ignoring Incoming Calls

Ignore or silence a call to stop your phone from ringing. Even though the call is ignored, your phone will still display the incoming call notification so you can still answer the call.

To ignore or silence a call:
- From the Incoming Call window, press **Ignore** (for private lines) or **Silence** (for shared lines).

The Incoming Call window disappears, your phone stops ringing, and either Home or Calls view displays.

Rejecting Incoming Calls

Reject a call to stop your phone from ringing and send the call directly to voice mail. Calls you reject display in your Recent Calls list. Rejecting calls is not available for shared lines.

To reject an incoming call:
- From the Incoming Call window, press **Reject**. You can also reject an incoming call from Lines and Calls view.

The call goes directly to voicemail.

Forwarding Incoming Calls to Another Person

While your phone rings, you can forward the call to another person.

To forward an incoming call to another person:
1. While your phone rings, press **Forward**.
2. From the Call Forwarding screen, enter the forwarding number, and press **Forward**.

During Calls

When you're in a call, you can do the following:

- Hold the call.
- Transfer the call to another person.
- Park the call to be retrieved at your station or another location.
- Set up a conference call with the person you're talking with and another person.

Holding, Transferring, Parking, and Retrieving

Holding and Resuming Calls

You can place any active call on hold. A held call displays in Home, Lines, and Calls view as follows:
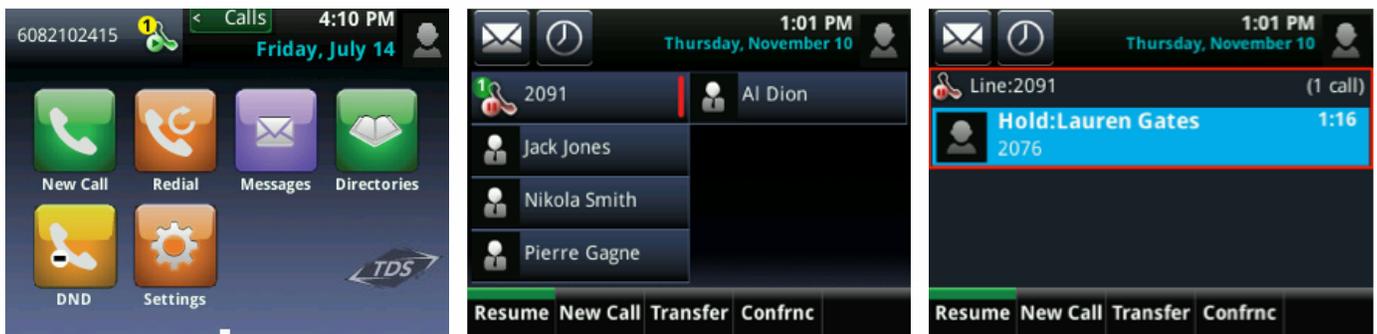
To hold a call:

- From Active Call, Lines, or Calls view, Select **Hold**. If you're in Calls view, and the active call isn't highlighted, be sure to Select it.

To resume a held call:

- Do one of the following:
  - From Lines view, Select **Resume**. If there's more than one held call on the line, the last call that you held will be resumed. If you have multiple lines and you Select **Resume**, the last call that you held—on either line—will be resumed.
  - From Calls view, Select the call to highlight it, and Select **Resume**.

Transferring Calls

When you transfer a call to another person, you have the option to talk to the person before the transfer completes.

You can automatically transfer a call without talking to the other person. The call is automatically transferred after you dial the number you're transferring the call to.

To transfer a call:

1. From Lines or Calls view, press **Transfer**. The active call is held.
2. From the Dialer, place a call to the person you want to transfer the call to.

3. When you hear the ring-back sound, press **Transfer** to complete the transfer. Or, if you want to talk with the person before the transfer completes, connect and talk with the person, and then press **Transfer**. Depending upon your default transfer setting, you may have to select **consultative**. To cancel the transfer before the call connects, Press **Cancel**.

To perform a blind transfer:

1. From Lines or Calls view, press **Transfer.** The active call is held.
2. From the Dialer, press **Blind**, and Enter the extension or phone number of the person you want to transfer the call to.

The call automatically transfers to the person you specified. Depending on your default transer you may have to select **blind**.

Transferring a Call Directly to Voicemail

To transfer a call directly to voicemail:

1. From Active Call, Lines, or Calls view, Select **More**, then Select **VM Xfer**. Your call will remain active.
2. From the Voicemail Transfer screen, enter the extension number of the voicemail box you desire to transfer the caller to.
3. Select the **Enter** key.

The call automatically and immediately transfers directly to the voicemail of the party you specified, without ringing that party's extension first.
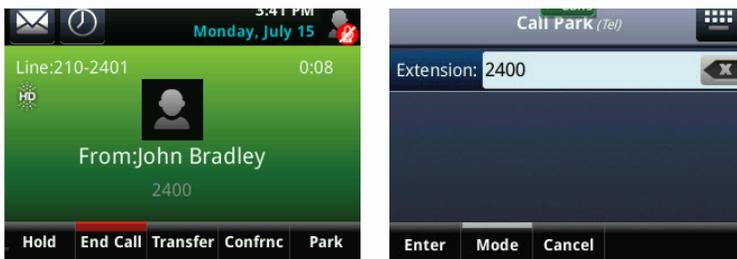
Parking and Retrieving Parked Calls

You can park any active call, placing it on hold. The parked call can be retrieved from your station or any station without need to transfer the call. **Call Park** and **Park Retrieve** use context-sensitive soft keys on the VVX, presenting these options only when appropriate to the call state.

The **Call Park Recall** feature will automatically recall parked calls after a pre-defined timer expires. Based on the configuration determined by your system Administrator, the call may recall at either your station and/or an alternative station or Custom Call Routing (hunt) group.

Call Park sequence (including recall):

To park a call:

- From Active Call, Lines, or Calls view, Select **Park**. If you're in Calls view, and the active call isn't highlighted, be sure to press the call.
- A Call Park screen will appear prompting you to enter the extension that you want to park the call against. Enter the desired extension (any valid extension in your Enterprise) and press Enter. To return to your active call without parking it, Select **Cancel**.

> Note: your call will remain active while you enter the extension number to park against.

- An audio prompt will confirm that your call has been parked. Your phone will then return to an idle state.

To retrieve a parked call:

From any idle phone, press the **Retrieve** soft key, enter the extension the call is parked against, and press **Enter**. You are now connected to the call.

> Note: Accessing Park and Retrieve soft keys on your phone
> - Depending on the services you subscribe to, you may need to press the **More** soft key on the far right of your display to access **Park** and/or **Retrieve** keys.
> - **Group Call Park** is not supported with this soft key.

Conference Calls

You can set up a conference call with two other people.

Just as with other calls, you can hold and resume conference calls. In addition, you'll have the option to split a conference call—end the conference and place the people you were talking with on hold.

During a conference, you will have access to the conference management feature. This feature allows you to manage each person in the conference call so that you can mute, hold, and remove each person.

Setting up Conference Calls

There are two ways to set up a conference: the conventional way—by calling two people and using the **Confrnc** soft key—or joining two existing calls using the **Join** soft key.

To set up a conference call:

1. Call the first person.
2. From Lines or Calls view, press **More** and then **Confrnc**. The active call is held.
3. Using the Dialer, call the second person.
4. When the second person answers, press **More** and then **Confrnc** to join everyone in a conference. The Active: Conference screen displays, as shown next.
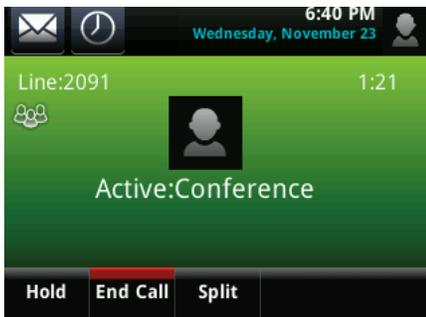

Note: If your phone has an active call and one held call—on the same or a different line—press **More** and then **Join** from either Lines or Calls view to automatically create a conference call. The conference call takes place on the line from which you handled the last active call.

Holding and Resuming Conference Calls

When you place a conference call on hold, you place the other two people in the call on hold. No one in a held conference call can hear each other. To place a conference call on hold:

• From Lines or Calls view, press **Hold**. If you're in Calls view, be sure to highlight the conference first. The other two people in the conference are held. The following example shows a held conference in Calls view.
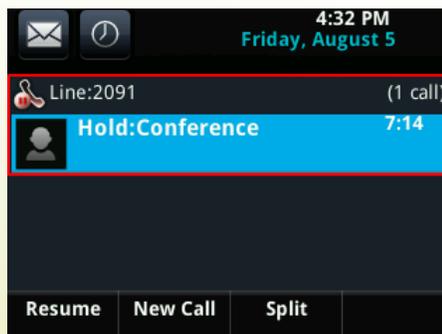
To resume a held conference call:
- From Lines or Calls view, press **Resume**.

Ending Conference Calls

To end a conference, and your connection to the other people, press **End Call**. By default, when you press **End Call**, the other two people remain connected. However, your system administrator may have set up your phone so that all connections end.

To end a conference call:
- From Lines or Calls view, press **End Call**.

The conference call ends. By default, the other two people remain connected.

Splitting Conference Calls

When you split a conference, you end the conference and place the other two people on hold. You can split an active or held conference call.

To split a conference call:
- From Lines or Calls view, press **Split**.

The conference call ends. By default, the other two people are held.

Managing Conference Call Participants

You can manage participants in a conference call, enabling you to:
- Mute a participant.
- Hold a participant.
- Remove a participant from the conference.
- List information about a participant, such as the participant's name, number, and call details—such as whether the call is muted, held, or is video-enabled.

To manage a person in a conference call:
1. Set up an active conference call.
2. From Active Call, Lines, or Calls view, press **Manage**. If you're in Calls view, be sure to highlight the conference first. The following example show the screens that display when you manage a conference.
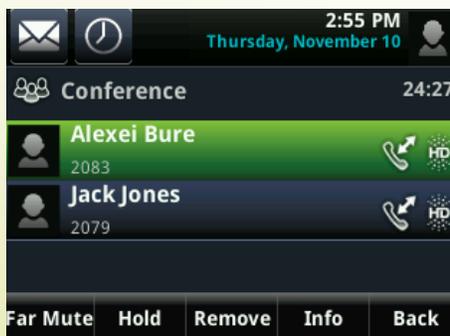
3. Highlight and Select the person you want to manage.

4. Do one of the following:
   - Press **Far Mute** to mute the person. The muted person can hear everyone, but no one can hear the muted person.
   - Press **Hold** to hold the person. The held person can't hear anyone, and no one can hear the held person.
   - Press **Remove** to remove the person from the conference, end the conference call, and create an active call between you and the person still in the call.
   - Press **Info** to view information about the person and their call status. When you press **Info**, a popup displays listing the person's information, as shown next. You can navigate through the popup to see the information.
   - Press **Back** to exit the conference management function.

Call Forward and Do Not Disturb (DND)

Change the way calls are answered by doing the following:
   - Forwarding all calls to another person.
   - Temporarily refusing all calls by enabling Do Not Disturb.

> Note: Do Not Disturb & Call Forwarding settings are synchronized between your phone, the *managed*IP web portal, and the toolbar which means you can activate/deactivate the feature from the method that is most convenient at the time you need to make the change. Also, your *managed*IP Administrator may configure a Call Forwarding soft key on your phone or you may use the Forward key on the home menu and activate by simply pressing the forward key.

Forwarding All Calls to Another Person

You can set up your phone to forward all calls to another number, even if the Do Not Disturb feature is enabled. Call forwarding is not available on shared lines.

To forward all calls to another person:

1. From Home view, select **Forward**. (You can also select **Settings** from Home view, and select **Features > Forward**, or if your phone is idle, press **Forward** from Lines view.)
2. If your phone is set up with multiple lines, select the line to apply forwarding to.
3. From the Forwarding Type Select screen, select the forwarding type you want:
   - **Always**—To forward all incoming calls.
   - **No Answer**—To forward all unanswered incoming calls.
   - **Busy**—To forward calls that arrive when you're already in a call.
4. Enter the forwarding number, and select **Enable**. If you selected the **No Answer** option, you can enter the number of rings before your phone forwards the call. A value of 2 is recommended.

If a phone line is idle, Lines view displays the forwarding icon, [icon] , next to the phone line, as shown next.
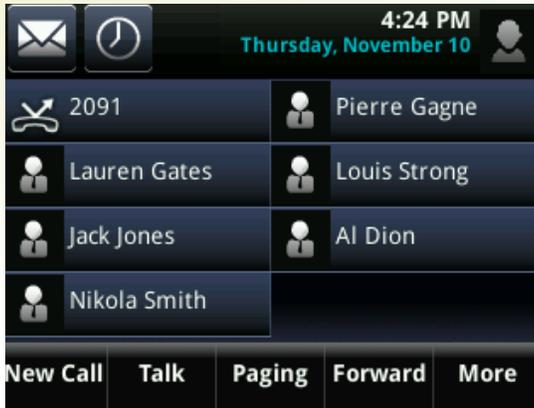

To disable call forwarding:

1. From Home view, select **Forward**.
2. If your phone is set up with multiple lines, select the line to disable forwarding for.
3. From the Forwarding Type Select screen, select the forwarding type to disable, and select **Disable**.

Using Do Not Disturb

Enabling Do Not Disturb (DND) stops your phone from ringing and sends all incoming calls directly to voicemail. All calls you receive while DND is enabled are logged to your Recent Calls list.

When you enable Do Not Disturb, My Status: Do Not Disturb and [icon] scroll in the status bar.

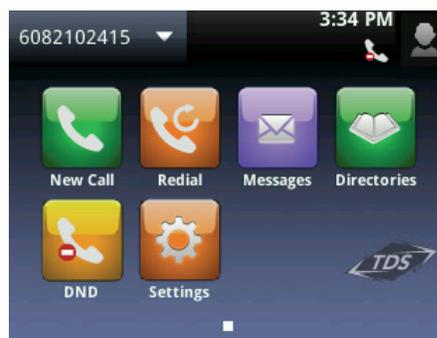In addition, [icon] displays on the phone line in Lines view, as shown next.
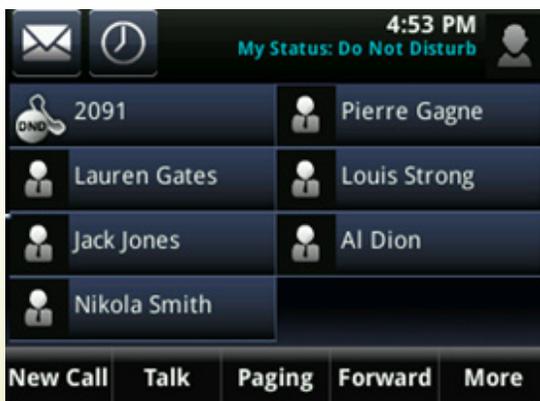
To enable or disable Do Not Disturb:

Press **DND** soft key. If you have multiple lines, select the appropriate line or

1. Select **Settings** from Home view, and select **Features > Do Not Disturb**.

2. Select **Enable** or **Disable**.

• The DND icon in Home view, [icon], changes to [icon], as shown next.

> Note: Enabling *Do Not Disturb* on shared lines disables ringing only. You'll still see a visual notification of the call and have the option to answer the call.

To toggle Do Not Disturb on and off:

• From Home view, select DND. Or, if your phone is idle, press DND.

Using Do Not Disturb with Multiple Lines

By default, the Do Not Disturb feature applies to all lines on your phone. However, your phone may be set up so that you can enable the feature on a per-line basis.

To enable or disable Do Not Disturb for a particular line:

1. From Home view, select **DND**.

2. From the Line Select screen, Select the line to enable or disable Do Not Disturb on.

3. From the Do Not Disturb screen, select **Enable** or **Disable**.

> Note: To automatically enable *Do Not Disturb* for all lines, press **Set All**. To automatically disable the feature for all lines, press **Clear All**.
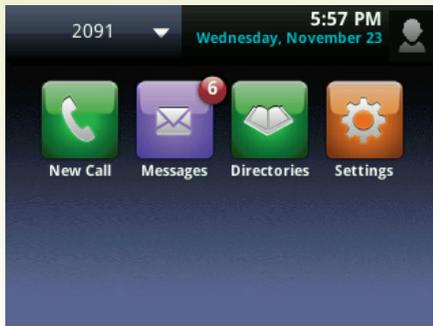
Voicemail

Your phone may indicate new voicemail messages by the following:

A message counter in Home view, as shown next. The counter indicates the number of new messages you have.
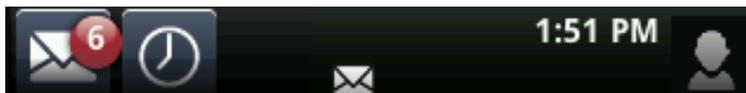
- A message in the status bar, as shown next. The message indicates the number of new messages you have. The count is a total of all messages on all lines on the phone.

- A flashing Message Waiting Indicator, located at the top-right of your phone.
- An audible alert (if your phone is on-hook).
- A stuttered dial tone, when your phone is off-hook.

Note: To temporarily remove the message counter, press 🏠 , and select **Message Center** (or select **Messages** from Home view, and select **Message Center**) and press **Clear**. After a period of time—usually about an hour or two—the message indicators will display again.

To listen to voicemail messages:
1. Press 📧, and Select **Message Center**. Or, from Home view, select **Messages**, and select **Message Center**.
2. If multiple lines are configured on your phone, the Line Select screen displays. Select the line that has the message.
3. From the Messages screen, press **Connect** and follow the prompts.

Recent Calls

Your phone maintains a Recent Calls list—a list of missed, received, and placed. Each list can hold up to 100 entries.

From the Recent Calls list (shown next), you can:
- Sort, order, and filter calls (press Type). By default, the list displays all call types (missed, placed, and received), with the most recent call displaying first, as shown next.
- Remove certain calls from the list.
- Select a call record to view call details and manage the call.
- Select an entry and press Dial to automatically call the person.
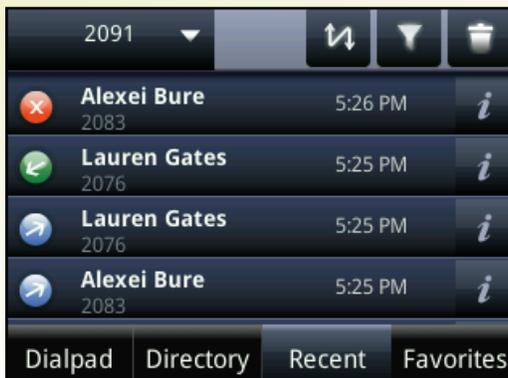
Icons display next to a call to indicate the call type:
- Placed Calls
- Received Calls
- Missed Calls

To view your Recent Calls list:
- From Home view, select **Directories** from Home view, and select **Recent Calls**.

To manage a call record:
1. From your Recent Calls list, highlight an entry, and press the right arrow key.
2. From the call details screen, shown next, you can:
   - Press **Dial** or the right arrow key to call the person.
   - Press **Save** to add the person to your Contact Directory. If the person is already in your Contact Directory, but isn't a Favorite, *Add to Favorites* displays instead. Press **Add to Favorites** to automatically make the person a Favorite.
   - Press **Delete** to delete the call from the list.
   - Press **Edit/Dial** to edit the phone number before you dial the person.
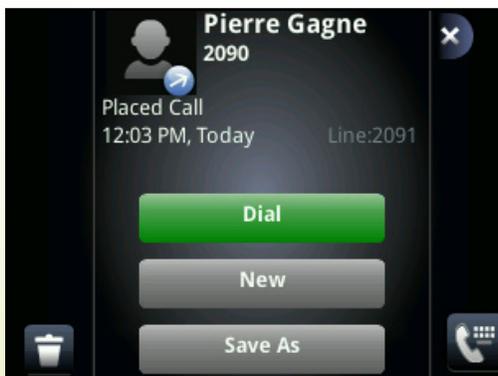
To customize the list:

1. From Home view, select **Directories**, and select **Recent Calls**.
2. Press **Type** to filter calls for specific lines or types of calls.

   When you filter calls, you can choose to display only missed, received, or placed calls. Or, you can choose to display all call types (the default). You can choose to display only calls from a certain line.
3. Press **Sort** to sort the calls.

   When you sort calls by the time of the call, you can order calls in ascending (oldest call first) or descending (most recent call first) order.

   When you sort calls by call name, you can order calls in ascending (alphabetical) or descending (reverse-alphabetical) order.

To remove all calls from the list:

1. From Home view, select **Directories**, and select **Recent Calls**.
2. Press **Clear**.

   All calls are deleted from the call list.

Contact Directory

You can store a large number of contacts in your phone's local Contact Directory (shown below). Contact your administrator for the exact number.
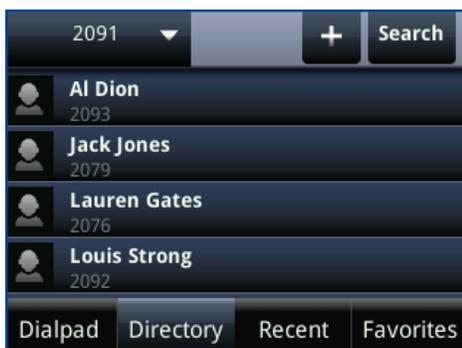
From your local Contact Directory, you can:

- View contact information.
- Search for contacts.
- Dial contacts.

If you update your Contact Directory, you can also do the following:

- Add contacts.
- Update contact information.
- Delete contacts.

To view your Contact Directory:
- Select **Directories** from Home view, and select **Contact Directory**.
  From your Contact Directory, navigate to view contacts or enter search criteria to find one.
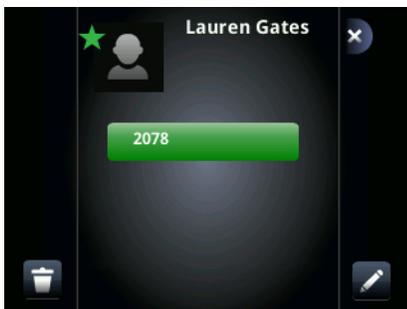
To view contact information:
- From your Contact Directory, select the contact, and press **Info**.

The contact's information screen, including the contact's name and phone number, displays (as shown next). Additional information—such as a job title, label, or email address—may also display.

To search for a contact:
1. From your Contact Directory, press **Search**.
2. From the Search screen, enter search criteria and press **Search**.
   A list of search results is displayed. Press **Back** to display your Contact Directory again.

To dial a contact:
1. From your Contact Directory, Select the contact you want to call, and press **Info**.
2. From the contact's information screen, press **Dial**.

To add a contact:
1. Select **Directories** from Home view, and select **Contact Directory**.
2. Press **Add**.
3. From the Add Contact screen, enter contact information:

Note: Directory Fields are Administrator-Set.
Therefore your phone may not display all contact fields. The only required field is the Contact field—the contact's phone number.

- For **First Name**, enter the contact's first name.
- Select **Last Name**, and enter the contact's last name.
- Select **Contact**, and enter the contact's phone number.

The phone number must be unique, and can't already exist in the directory.
If you save an entry with a non-unique phone number, the entry won't be saved.

- Select **Job Title**, and enter the contact's job title, such as Manager.
- Select **Email**, and enter the contact's email address.
- Select **Favorite Index**, and enter a favorite index number.
  The number can be any unused value, up to a maximum value of 9999. A contact that has a favorite index number will automatically display in your Favorites list. For more information about favorites, see Managing Favorites.
- Select **Label**, and enter a label for the contact such as, Marketing.
  If you specify a label, the label will be the first item that displays for the contact on the Directory screen, and in your Favorites list if the contact is a favorite.
- Select **Ring Type**, and select the ringtone you want to use for the contact.

To update a contact's information:

1. From the Contact Directory, select the contact you want to update, and press **Info**.
2. From the contact's information screen, press **Edit**.
3. From the Edit Contact screen, update the contact's information.
4. Press **Save**.

To delete a contact:

1. From your Contact Directory, select the contact you want to delete, and press Info.
2. From the contact's information screen, press Delete. A confirmation message displays, confirming that you want to delete the contact. Press Yes or No.

Ringtones, Volume, and Mute

You can change what you hear by doing the following:

- Updating the incoming call ringtone.
- Updating a contact's ringtone.
- Changing the speaker volume.
- Changing the ringer volume.
- Muting the microphone.
- Changing where you hear sound effects.

Updating the Incoming Call Ringtone

A simple way to personalize your phone is to change your phone's ringtone. You can even pick unique ringtones for the different lines on your phone.

To select an incoming call ringtone for your phone or a line:

1. Select **Settings** from Home view, and select **Basic > Ring Type**.
2. If multiple lines are configured on your phone, select the line you want to apply a new ringtone to.
3. From the Ring Type screen, select the ringtone you want. To hear the ringtone before you change it, press **Play**. The default ringtone is Low Trill.

Updating a Contact's Ringtone

You might find it helpful to select unique ringtones for the various contacts in your Contact Directory. In this way, you can quickly identify callers as your phone rings.
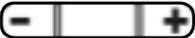
To select a ringtone for a contact:

1. From the Contact Directory, use the up and down arrow keys to select the contact you want to update, and press **Info**.
2. From the contact's information screen, press **Edit**.
3. From the Edit Contact screen, select **Ring Type**.
4. Select the ringtone you want, and then press **Save**.

Changing the Speaker Volume

To change the volume of what you hear during a call, press one of the Volume keys, , to lower or raise the speaker volume.

Changing the Ringer and Paging Volume

To change the volume of the incoming call ringtone and Group Pages, press one of the Volume keys, , while your phone is idle or ringing, or when you are receiving a group page.

Muting the Microphone

Mute the microphone so other parties can't hear you. Microphone Mute applies to all modes (handset, headset, and speakerphone). You can still hear all other parties when you mute the microphone.

To mute the microphone:

- During a call (including a conference call), press .

The Mute key glows red. The other parties can't hear you. To disable Mute, press again.

Choosing Where You Hear Sound Effects

You can choose whether you hear sound effects—all phone sounds except call audio—from the handset, headset, or speaker. For example, you can configure your phone to ring on your headset, instead of the speaker. By default, you hear all sound effects from the speaker.

To choose where you hear sound effects:

1. Select **Settings** from Home view, and select **Basic > Preferences > Audible Ringer**.
2. From the Audible Ringer screen, select where you want to hear sound effects:
   - To hear sound effects only from the phone's loudspeaker, select **Speaker**.
   - To hear sound effects only from the handset, select **Handset**.
   - To hear sound effects only from the headset, select **Headset**.
   - To hear sound effects only from the device you're currently using to hear call audio, select **Active**.

The default destination is Speaker.

Favorites

Favorites are the contacts in your Contact Directory that you call most often. To make a contact a favorite, you need to assign a contact a favorite index number. You do this from the Contact Directory.

Contacts that have a favorite index number display ⭐ .

All your Favorites display in your Favorites list. A smaller number of Favorites display in Lines view and from Home view which depends on the available keys of your VVX phone model and/or VVX expansion module.

The following figure shows a sample Favorites list.

The following figure shows your favorites in Lines view. Favorites display under the phone line(s).
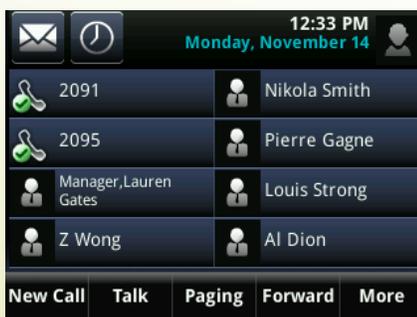
Favorites also display from the **Home** view, as shown next.

Favorites display consecutively, according to their index number. The contact with the lowest number displays first. To reorder your favorites, assign the contact a different index number.

To see your Favorites:
- Press [home icon], select **Directories** from Home view, and select **Favorites**.

To make a contact a Favorite:
- From your Contact Directory, select the contact. From the contact's screen, press **More**, and then **Add to Favorites**.

   The contact will now have a star next to their name when you view the contact from the Contact Directory.

> After you press **Add to Favorites**, a dialog displays asking if you want to automatically accept the next available index number, or manually enter your own. Press **Yes** to automatically accept an index number, or press **Edit Index** to enter a unique index number. You can enter a number up to 9999.

To quickly call a Favorite:
- From your Favorites list or from Lines view, select the favorite you want to call. The call is automatically placed.

To reorder your Favorites:
1. From your Contact Directory, select the contact.
2. From the contact's screen, press **Edit**.
3. From the Edit Contact screen, select **Favorite Index**, and enter a new favorite index number.
4. Press **Save**.
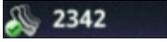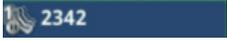
To remove a Favorite from the list:

1. From your Contact Directory, select the contact.
2. From the contact's screen, press **Edit**.
3. From the Edit Contact screen, select **Favorite Index**, and remove the favorite index number.
4. Press **Save**.

Shared Lines (Shared Call Appearances)

If your phone shares a line with other phones, an incoming call to the shared line will cause **all** phones to ring. The call can be answered on any of the phones. You can transfer, hold, or set up a conference with calls on shared lines.

If you have an incoming call on a shared line, you can stop your phone from ringing by selecting **Silence**. Even though the phone doesn't ring, the call's visual notification will still display and you'll still have the option to answer the call.

In Lines view, the following icons and status indicators display for shared lines, depending if the line is idle, has an active call, or has a held call:

Shared Line Status	Icon and Status Indicator	Status Indicator
Idle	2342	(No indicator)
Active call	2340	HD voice icon
Held call	2342	Hold icon

Call Forwarding is not available on shared lines.

Advanced Features

Call Recording

If the call recording feature is available, and you connect a USB flash drive to the USB port on your phone, you can record active calls on your phone. Recordings are stored as .wav files on the USB flash drive. You can record up to four hours in one file.

When you attach a USB flash drive to your phone, a USB icon, , scrolls in the status bar, together with a message that tells you how much recording time is available on the USB flash drive.

You can't record when:
- There are no connected calls on your phone.
- You place a new call to transfer a call or set up a conference.
- The phone prompts you to answer an incoming call.

If you hold a call, recording pauses. Recording continues if the called party places you on hold. Recording stops if all active calls end, no matter who ends the calls.

If you press while recording, only the called parties are recorded.

Tones and indications, such as the dialing of digits or ringing from another party's phone, that occur before a call connects are not recorded. Local tones and indications, such as DTMF tones when dialing, are not recorded. However, tones from another party's phone may be recorded.

You control recording by selecting **Start, Pause, Resume,** and **Stop**. All active calls that occur on your phone between the time you press **Start** and **Stop** are recorded, alternating in the same **.wav** file.

For example, on October 4 at 11:22 A.M., you place a call to party A. After party A answers, you start recording the call. While you speak with party A, an incoming call arrives. You hold party A and speak with party B. When you finish speaking with party B, you return to speaking with party A. While speaking with party A again, another incoming call arrives. You hold party A and speak with party C. When you finish speaking with party C, you return to speaking with party A. You end your call with party A, and recording stops.

Your conversations with parties A, B, and C are all recorded in the same .wav file as follows:

If you record, or attempt to record, a call, the following messages may appear on your screen:

- If there is insufficient free space on the USB flash drive when you press **Start**, recording doesn't start and the message *USB device is full/Recording cancelled displays*.
- If the USB flash drive becomes full during recording, recording stops and the message *USB device is full/Recording stopped displays*.
- If you remove the USB flash drive during recording, recording stops and the message *USB device removed unsafely/Recording cancelled displays*.
- If you attach an unsupported USB flash drive, the message *Unsupported USB device attached* displays, along with information about the unsupported product.

> Note: You may be required by federal, state, and/or local laws to notify some or all called parties when you record calls. You can find specific information about US state requirements at http://www.rcfp.org/taping/.

To record a call:

1. From Lines, Calls, or Active Call view, select **Record**.
2. To start recording, select **Start**.

> Note: The Recording icon scrolls in the status bar while the phone records, as shown next. The message *Recording in progress* also scrolls in the status bar. While you record, you can stop or pause the recording.
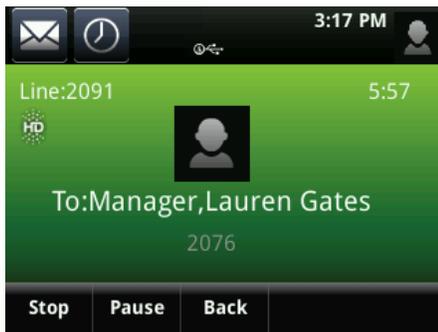
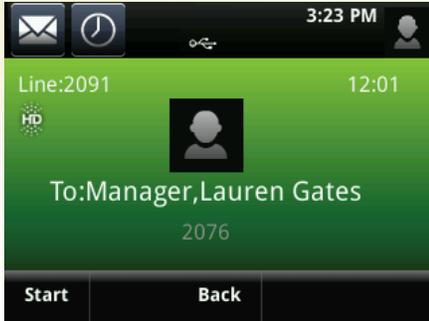To hold, end, transfer, or set up a conference call while you record, press Back

3. To stop recording, do one of the following:
- Select **Stop**. Then, press **Back** if you want to manage the call—hold, end, or transfer it, or set up a conference.

When you stop recording, the Stopped Recording icon displays in the status bar, as shown next.

- End the call. To end the call, select **Back**, and press **End Call**. Or, just hang up.

To record a conference:

You can record a conference call in the same way as other calls with the following exceptions:
- All conference call participants are recorded. If one of the conference participants presses 🎤, that participant is not recorded.
- If you hold a conference call, recording pauses. You can place or answer other calls, which will be recorded in the same file. When you resume the conference call, recording resumes.

To pause and resume a recording:
- Press **Pause**. To resume the recording, press **Resume**. Recording continues within the same **.wav** file.

Playing Recorded Calls

If you connect a USB flash drive to your phone, you can play calls that you recorded on your phone.

You can browse the recorded files, stored as **.wav** files, on the USB flash drive. You can also open, rename, and delete the recorded files. If there are no supported .wav files on the USB flash drive, the message Unsupported .wav file format appears on the screen.

Playing recorded calls occurs in real time. To adjust the volume of the recording while you play it, press one of the Volume keys, [− | +] .

Playing stops if you press **Exit**, or press 🏠 , 🔊 or 🎧 .

If the handset is off-hook when you press **Play**, you'll hear audio through the handset. If the handset is on-hook when you press **Play**, you'll hear audio through the speaker. If you lift the handset while you listen through the speaker, you'll hear the audio through the handset.

You can't open a **.wav** file if you have an active call or during recording. If you try to, the message Action aborted displays. If all calls are held, you can start playing a recording. However, if you resume a call, playback will stop.

You can play recorded files on other devices, such as a Windows® or Apple® based computer using an application capable of playing **.wav** files. If an error occurs while a recording plays, playing stops.

If you're playing a file and an incoming call arrives, playing pauses and the phone rings. If you don't answer your phone, playback remains paused, and you have to press Resume to continue playing the recording. If you decide to reject the incoming call, press **Resume**, and playing will resume.

To browse recorded files:
1. Select Settings from Home view, and press **Features > Removable Storage Media > Browse Recordings**. A list of recordings displays, as shown next.

2. From the Browse Recordings screen, press the recording you want to rename, delete, or play.

You can rename, delete, or play the selected **.wav** file by pressing **Rename, Delete,** or **Open** (to play it).

To play a recorded call:
1. Select **Settings** from Home view, and Select **Features > Removable Storage Media > Browse Recordings**.
2. From the Browse Recordings screen, press the file you want to play, and press **Open**.

3. Press **Play**.

   Playing displays on the screen. The position indicator—in hours, minutes, and seconds—above the progress bar changes as the file plays in real time, as shown next.

   While the recording plays, you can pause by pressing **Pause**. To resume playing, press **Resume**. To stop playing and return to the Browse Recordings screen, press **Exit**.

Group Paging

The Group Paging feature enables a user to make pages—one-way audio announcements—to users that are subscribed to a page group.

Your phone may be enabled to operate in a broadcast mode called Group Paging mode. In this mode, you can broadcast one-way announcements to a specified group of phones, called a Paging Group. In Group Paging mode, users must subscribe to Paging Groups to send and receive pages.

Sending Pages

By default, when you send a group page, it's automatically sent to Paging Group 1 (All Call). This is your default paging group.

Your *managed*IP Administrator can change your default paging group to any other group that you want. For example, if you always place pages to the "Sales" zone, you may be configured with "Sales" as your default zone.

You can't send a group page while you're in an active call.

To send a page:
1. From Lines view, Select **Paging**.
2. From the Paging Groups List screen, Select the paging group you wish to page.

3. To begin a page, Select **Page**.

4. Begin speaking.
5. To end the page, Select **End Page**.

Receiving Pages

To receive a page sent to a particular paging group, you need to be subscribed to that group. Your *managed*IP Administrator may subscribe you to any appropriate page groups required.

How you receive a page depends on the priority of the page, whether you're in an active call, or if your phone is set to receive a page during an active call.

You'll receive pages on the paging groups you're subscribed to as well as Priority pages and Emergency pages. If you enabled *Do Not Disturb*, you'll only receive Emergency pages. Non-emergency pages won't display or play on your phone.

Receiving Pages When You're Not in an Active Call

If you receive a page and you're not in an active call, the page immediately plays, regardless of the paging priority.

While a page plays, you can:
- Hold the page.
- End the page. This ends the page at your phone only.
- Place a new call.

Receiving Pages During Active Calls

How you handle a page when you're in an active call depends on the page priority and if you're allowed to receive a page when you're in an active call.

If the page is a Normal page:
- If your phone is allowed to receive pages during active calls, the page immediately plays. You'll hear both the original call and the page. To hear only the page, hold or end the call.
- If your phone isn't allowed to receive pages during active calls, the page displays as a held page. To listen to the page, resume it.

If the page is a Priority or Emergency page, the page immediately plays. You'll hear both the original call and the page. To hear just the page, hold or end the call.

Adjusting the Volume of Pages

You can adjust the volume of pages while they play. During a page, press one of the Volume keys, [− ▯ +] , to raise or lower the page volume.

If you adjust the volume of a non-emergency page, your phone will use the adjusted volume for subsequent non-emergency pages. However, the volume of an Emergency page is preset and cannot be changed.

Changing Where Pages are Played

While you send a page, you can pick up the handset, or press 🔊 or 🎧 and continue speaking. You can also press 🎤 to mute your audio so that the people receiving your page won't hear anything. This behavior is similar to a phone call. When you receive a page, the page is always played through the phone's speakerphone—you can't play it through your handset or headset.

Customizing Your Phone

In the previous chapters, you've learned how to customize calls—such as how to change call volume, forward incoming calls in a special way, or divert calls from a contact. But what if you want to customize the display? This chapter shows you how you can customize your phone's screen so that it's unique to you. Basic customizations include changing the time and date format and updating the screen brightness.
In this chapter, you'll learn how to do the following:
- Change the time and date display
- Change the backlight settings
- Set up power saving mode

Time and Date Display

The time and date display in the status bar. If the phone can't obtain a time and date, the time and date display will flash. Contact your system administrator if the display flashes, or either the time or date is incorrect.

> Note: The time and/or date is not able to be changed locally from your phone as it is updated and synchronized automatically with a National Time Server. However, you are able to update your time zone via the *managed*IP web portal.

You can choose from a variety of time and date display formats, including options to display the day, month, or year. You can also turn the time and date display off, so it doesn't display at all. Select and set options that are right for you.

The following figure shows the default display for the time and date.
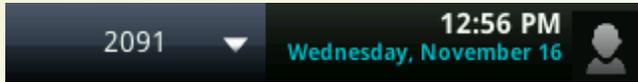
To update the time and date display:
1. Select **Settings** from Home view, and slect **Basic > Preferences > Time & Date**.
2. From the Time & Date screen, do one of the following:
   • To change the date format, press **Clock Date**.
     or
   • To change the time format, press **Clock Time**.
     or
   • To change the order of the time and date display, press **Clock Order**.
3. From the Clock Date, Clock Time, or Clock Order screen, select the format you want.

To enable or disable the time and date display:
1. Select **Settings** from Home view, and select **Basic > Preferences > Time & Date**.
2. From the Time & Date screen, select **Enable** or **Disable** to turn on or off the time and date display.

Backlight
Your phone's backlight has two components:
• **Backlight Intensity**—The brightness of the screen during phone activity and inactivity. Backlight intensity has three settings:
   - **Backlight On**—The brightness of the screen when there is phone activity.
   - **Backlight Idle**—The brightness of the screen when there is no phone activity.
   - **Maximum Intensity**—The brightness scale that applies to both Backlight On and Backlight Idle intensities.
• **Backlight Timeout**—The number of seconds the phone is inactive before the backlight dims to its Backlight Idle intensity. The backlight timeout period begins after your last key press or the last phone event, such as an incoming call.

You can change the Backlight On intensity and the Backlight Idle intensity separately. You can choose a high, medium, or low intensity, or turn off the backlight entirely.

When you change the Maximum Intensity, you modify the entire backlight intensity scale. For example, if you decrease the Maximum Intensity, the low, medium, and high levels for both Backlight On and Backlight Idle intensities decrease.

The backlight automatically turns on with any phone activity. By setting the Backlight Timeout, you can determine how long the phone should be idle before the backlight dims to its Backlight Idle intensity. By default, after the phone is idle for 40 seconds, the backlight dims.

To change the backlight intensity:

1. Select **Settings** from Home view, and select **Basic > Backlight Intensity**.
2. From the Backlight Intensity screen, select **Backlight On Intensity**.
3. From the Backlight On Intensity screen, select the intensity you want, and press Back. The default is High.
4. From the Backlight Intensity screen, select **Backlight Idle Intensity**.
5. From the Backlight Idle Intensity screen, select the intensity you want, and press **Back**. The default is Low.
6. From the Backlight Intensity screen, select **Maximum Intensity**.
7. From the Maximum Intensity screen, select **Up** or **Down** to increase or decrease the maximum intensity the screen can display, and press **Back**.

To change the Backlight Timeout:

1. Select **Settings** from Home view, and press **Basic > Backlight Timeout**.
2. From the Backlight Timeout screen, enter the number of seconds the phone will be idle before the backlight dims. The default is 40 seconds.

Power-Saving Mode

Your phone is set up with a power-saving mode that turns off the touchscreen to conserve energy. Your phone enters power-saving mode after it has been idle for a certain period of time.

You can configure the period of time that the phone is idle before the touchscreen turns off. You can configure different idle timeouts for office hours and off hours, such as evenings and weekends.

During off hours, the message *Off Hours Mode* scrolls on the status bar. Your phone will exit power-saving mode if a phone event occurs—for example, if the phone has an incoming call or message, or you press a key or press the screen. If a screen saver is enabled on your phone, power-saving mode will still occur.

The power-saving settings you can update are:

- **Office Hours**—When you start work and how long you're in the office each day. During office hours, your phone will not enter the power-save mode.
- **Timeouts**—The period of time the phone should be idle before the touchscreen turns off.

Changing Your Office Hours

Update your office hours so the phone will know when you're in the office. When you update your office hours, you specify when you start, and how long you work each day.

To change your office hours:

1. Select **Settings** from Home view, and press **Basic > Power Saving > Office Hours > Start Hour**.
2. From the Start Hour screen, press the day of the week you want to update, enter your start time, and press **Save**.
3. Enter a start time using the 24-hour clock. You can enter a start time from 0 to 23. The default start time is 7 a.m.
4. From the Office Hours screen, press **Duration**.
5. From the Duration screen, press the day of the week you want to update, enter the number of hours you work, and press **Save**.

> Note: The default duration is 12 hours per day for Monday to Sunday (i.e., by default, office hours are between 7 a.m. and 7 p.m. every day of the week).

Changing Timeouts

You can update the period of time the phone will be idle before the touchscreen turns off. You can specify different timeouts for office hours (Office Hours Idle Timeout) and non-office hours (Off Hours Idle Timeout). By default, the Office Hours Idle Timeout is much longer than the Off Hours Idle Timeout.

You can also specify a separate timeout period that applies after you press a key or press the screen. This is called the User Input Idle Timeout. You can choose to set a higher User Input Idle Timeout than the Office Hours and Off Hours Idle Timeouts so that when you're actively using the phone, power-saving mode won't initiate as often.

To change timeouts:

1. Select **Settings** from Home view, and select **Basic > Power Saving > Timeouts**.
2. Select **Office Hours Idle Timeout**, and enter the number of minutes the phone should wait, during office hours, before starting power-saving mode. Enter a number between 1 minute and 600 minutes. The default is 10 hours (600 minutes).
3. Select **Off Hours Idle Timeout**, and enter the number of minutes the phone should wait, during off-hours, before starting power-saving mode. Enter a number between 1 minute and 10 minutes. The default is 1 minute.
4. Select **User Input Idle Timeout**, and enter the number of minutes the phone should wait after no activity on the display screen/touchscreen before starting power-saving mode. Enter a number between 1 minute and 20 minutes. The default is 20 minutes.
5. Press **Save**.

> Note: Default settings are generally appropriate for standard business hours (e.g., 8:00 a.m. to 5:00 p.m.). If your business has non-standard hours (e.g., 24 x 7 or extended hours into the evening), you may with to either change the setting above OR disable this feature. The power save feature may be disabled on a per device (phone) basis. Contact your *managed*IP Administrator to have this feature disabled via the "Modify Tags" function in the Administrator web portal.

Additional Support
  • Contact the *managed*IP Administrator at your company or
  • Visit support.tdsmanagedip.com/hosted for additional resources