Polycom VVX Quick Reference Guide

Warm Transferring Calls

A warm transfer involves speaking with the person to whom you are transferring the call.

1. While on a call, press the ⊕ button.
2. Dial the party to whom you are transferring.
3. After speaking with the receiving party, press the ⊕ softkey again to complete the transfer.

Blind Transferring Calls

A blind transfer involves transferring the call to another number without speaking to the receiving party, regardless of whether or not they answer.

1. While on a call, press the **BlindX** softkey.
2. Dial the extension or the phone number of the party to whom you are transferring.
3. Press the **Send** softkey to complete the transfer.

Initiating a Conference Call

1. While on a call, press the **Conf** softkey.
2. Call the party you want to add to the conference.
3. After they answer, press the **Conf** softkey to merge the calls.

Accessing Call History

Received Calls: Press the **Left** ← navigation key.
Missed Calls: Press the **Down** ↓ navigation key.
Placed Calls: Press the **Right** → navigation key.

Checking Voicemail

You must not have a call on the line when attempting to check your voicemail.

1. Dial ***86** or press the ✉ on your phone.
2. Enter your voicemail passcode.
3. Select the option to listen to new or saved voicemails.

Checking Voicemail from a Cell Phone

1. Call into your phone number, or dial your auto attendant and enter your extension.
2. Let the call go to voicemail.
3. Interrupt your voicemail greeting by pressing *****
4. Enter your voicemail passcode.
5. Select the option to listen to new or saved voicemails.

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