POLYCOM®

User Guide for the
Polycom® VVX® 1500 C Business Media Phone
for Cisco® Unified Communications Manager (SIP)

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Getting Started with Your Phone

This chapter includes overview information that you may find helpful when you're just starting to learn about your Polycom® VVX® 1500 C Business Media Phone for Cisco® Unified Communications Manager (SIP) or when you have experience, but you need a quick refresher.

> Certain phone settings are configurable by your system administrator and may not be available on your phone.

The topics include:

What's New in this Guide

The following sections have been added to this edition:

The following sections have significant updates in this edition:

- "Phone Icons" on page 9. Several icons that display on the touch screen are new or updated.

- "Navigating Menus, Lists, and Fields" on page 11. You can now navigate the touch screen by pressing the touch screen with your finger and dragging your finger up or down (arrow soft keys no longer display on the touch screen).

- "Recording Calls and Conferences" on page 96. The recording icons that display on the touch screen have been updated.

- "Using the Browser" on page 106. When you're in the browser, you can scroll by pressing the touch screen with your finger and dragging your finger up or down, or to the right or left (arrow soft keys no longer display on the touch screen). In addition, the toolbar that displays when you're in the browser now auto-hides.

- "Changing the Time and Date Display" on page 112. The way the time and date display has been updated.

Introducing Phone Components

The following figure shows the phone's primary hardware features.
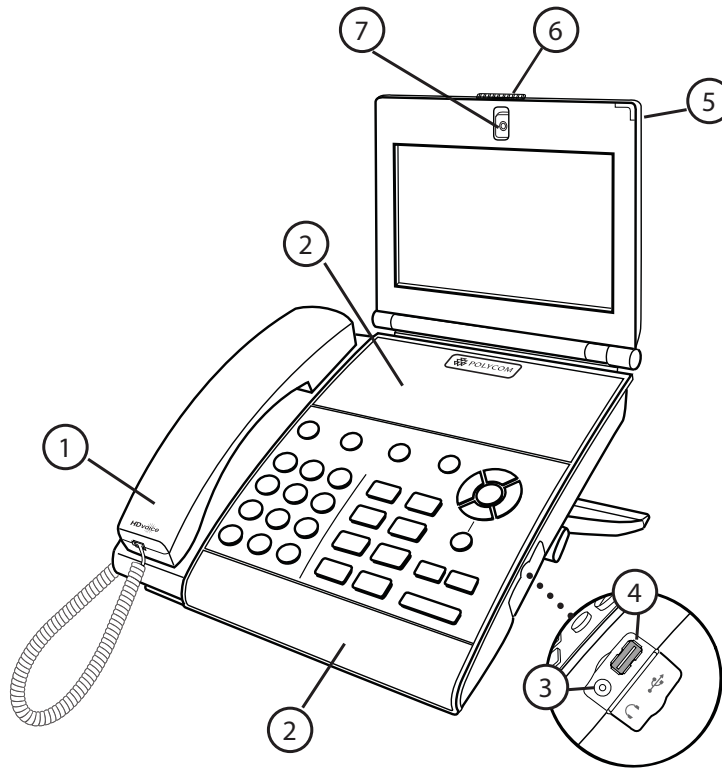
	Feature	Description
1	Handset and Cord	Provides audio output for calls that use the handset.
2	Speakerphone	Provides ringer and hands-free (speakerphone) audio output.
3	Headphone Connector (3.5mm)	Allows you to connect headphones so you can listen to phone audio or recorded calls. The connector is an unamplified line-out connector only.
4	USB Connector	Allows you to connect a USB flash drive to display pictures on your phone, and to record and play back calls.
5	LED Indicator	The LED flashes red to indicate the following: • The software is booting • A message is waiting • The phone is in power-saving mode (slow-flashing red)
6	Privacy Shutter Adjuster	Opens and closes the privacy shutter.
7	Camera	Provides near-site video. **Note**: The camera barrel is located directly behind the camera lens. It adjusts the camera angle.

Understanding the Phone Keypad

The following figure shows the keys on the phone console.
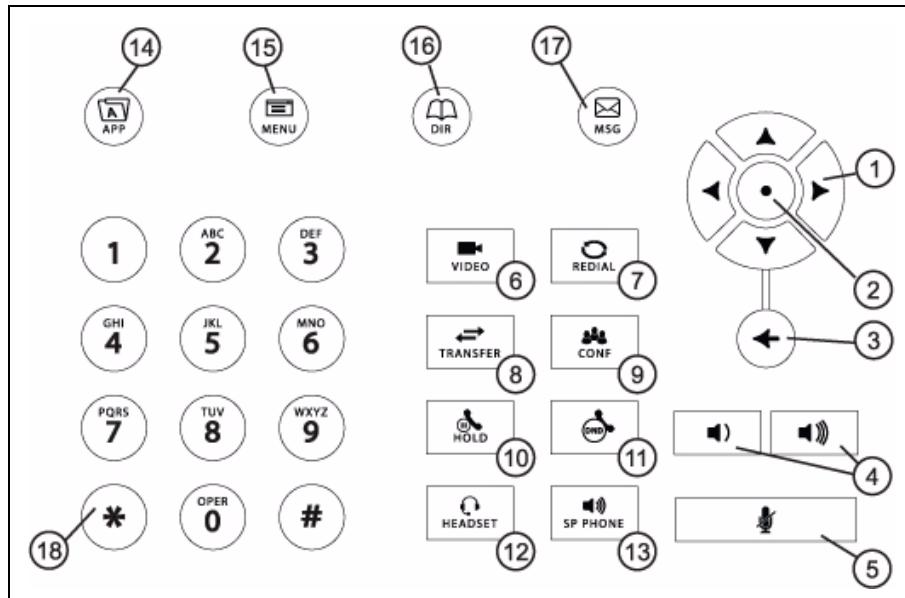
	Key	Description
1	Arrow Keys	Allow you to: • Scroll through lists. • Highlight items before you select them. • Scroll through active and inactive calls.
	Left and Right Arrow Keys	Allow you to: • Enable and disable fields. • Scroll through values for a field. • Position the cursor within text you're updating.
	Left Arrow Key	Returns to the previous menu.
	Right Arrow Key	Selects a highlighted item.
2	Select Key	Selects a highlighted item.
3	Delete Key	Deletes displayed data.
4	Volume Keys	Adjusts the volume of the handset, headset, speaker, and ringer.
5	Mute Key	Mutes audio transmission locally during calls and conferences. The key glows red when activated.
6	Video Key	Controls the size, position, and transmission of video images.
7	Redial Key	Dials the most recently dialed party.

	Key	Description
8	Transfer Key	Transfers the current call to another party.
9	Conference Key	Allows connection with another party for a conference.
10	Hold Key	Holds an active call or resumes a held call.
11	Do Not Disturb Key	Cancels ringing and directs incoming calls to your mailbox. The key glows red when activated.
12	Headset Key	Allows you to place and receive calls through an optionally connected headset. The key glows green when headset mode is selected.
13	Speakerphone Key	Allows for hands-free communication during calls. The key glows green when speakerphone mode is selected.
14	Applications Key	Allows you to access the Web browser.
15	Menu Key	Allows you to access local (your phone) and global (your organization) features.
16	Directories Key	Allows you to access directories and call lists.
17	Messages Key	Allows you to access and manage voice and video messages.
18	Dialpad Keys	Provide the 10 digits, alphabetic characters, and special characters available in context-sensitive applications.

What Displays on the Touch Screen?

Your phone displays video in two windows: a small picture-in-picture (PIP) window located on the top-right of the touch screen, and a larger window centered in the middle of the touch screen. By default, the near site displays in the PIP, and the far site displays in the window in the center of the touch screen. Information about the call, such as the phone number of the party with whom you're talking and the duration of the call, appears next to the far site when it is displayed in the window in the center of the touch screen.

The following figure is an example of what displays on the touch screen during a call.

	Feature	Description
1	Status bar	Displays the time and date, the phone's number, messages, and icons.
		The time and date and phone's number display on the far-right of the status bar, next to the PIP. If there are messages to display (for example, recording, flash drive, or status information), the messages scroll under the time, along with the phone number.

	Feature	Description

1	Status bar (continued)	Icons display along the far-left of the status bar. The following icons can display:
		
		  —Missed calls
		
		  —Do Not Disturb enabled
		
		  —USB flash drive attached and idle
		
		  —USB flash drive attached and playing back
		
		  —USB flash drive attached and recording
		
		  —USB flash drive attached and recording paused
		
		  —Headphones attached
		
		  —Login credentials locked

2	Active call window	Displays the active call. During a video call, the active call window can display the near site or the far site.
3	Inactive call group	Displays calls on hold, as well as incoming calls that are not immediately answered.
4	Soft keys	Keys on the touch screen that you can tap to access phone functions. The keys are automatically labeled to identify their context-sensitive functions.
5	Menu key	Opens the Main Menu.
6	Line Keys and Speed Dial Keys	See Line Key in this table. See Speed Dial Keys in this table.
7	Speed Dial Keys	Use these keys to activate up to five speed dials that can be assigned to your phone. Use a Speed Dial Key to quickly dial a contact. Speed Dial Keys display .

	Feature	Description
8	Line Key status indicator	A Line Key can have one of the following status indicators: • Solid green—A dial tone is available, dialing is in progress, or a call is active. • Flashing green—An incoming call. Or, the far site has placed a call on hold. • Solid red—A remote shared line is active. • Flashing red—You have placed a call (one or more) on hold (on a private or shared line).
9	Line Key	Use these keys to activate up to six lines that can be assigned to your phone. When the phone is idle, Line Keys display one of the following: —Registered, private lines —Registered, shared lines —Unregistered lines —Lines that have the Always call forwarding type enabled —Lines that have Do Not Disturb enabled Line keys are either blue or green: • Green—Indicates that the Line Key has an active call or an incoming call. A green Line Key is associated with the calls that currently display on the touch screen (active or inactive). • Blue—Indicates that the Line Key doesn't have an active call, or has an incoming call that has been minimized and placed in the inactive call group. The calls associated with a blue Line Key don't currently display on the touch screen.
10	Picture-in-Picture window (PIP)	The small window in the corner of the touch screen that displays video. By default, the PIP displays the near site. During a call, you can tap the PIP to toggle it to display the near site or the far site.

Phone Icons

The following table describes the icons that display on the touch screen.

Call counters only display when the icon appears next to the Line Key.

Icon	Description
	Buddy Status when provisioned by a Polycom Converged Management Application™ (CMA™) system (Available for a call)
	Buddy Status when provisioned by a Polycom CMA system (On the phone, but available for a call)
	Buddy Status when provisioned by a Polycom CMA system (In a call or not accepting calls)
	Buddy Status when provisioned by a Polycom CMA system (Available for a call, but currently idle or away)
	Buddy Status when provisioned by a Polycom CMA system (Not available for a call)
	Buddy Status when provisioned by a Polycom CMA system (Invited to join your Buddy Status list. No status information is yet available.)
	Call (audio-only)
	Call with Polycom HD Voice
	Call (video)
	Call (video) with Polycom HD Voice

Icon	Description
	Call on hold (private line)
	Call on hold (shared line)
	Call without Polycom HD Voice (private line)
	Call (shared line)
	Conference call
	Do Not Disturb enabled
	Forward (Always)
	Headphones attached
	Line (registered, private)
	Line (registered, shared)
	Line (unregistered)
	Login credentials locked
	Missed calls indicator
	Mute applied

Icon	Description
	Speed Dial Key
	USB device attached and idle
	USB device attached and playing back
	USB device attached and recording
	USB device attached and recording paused
	Video stopped
	Video stopped and audio muted

Navigating Menus, Lists, and Fields
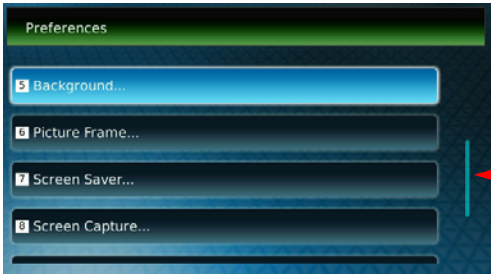
To navigate menus, lists, and fields, you can:

- Tap the soft keys on the touch screen
- Tap the menu items, fields, and arrows on the touch screen
- Press the area of the touch screen where a list displays, and then drag your finger up or down
- Press the keys on the phone console

To operate your phone, follow these tips:

After 40 seconds of inactivity, the menu system automatically exits to the idle screen unless an edit session is in progress.

If you want to ...	Then do this ...
Enter the Main Menu	Tap [icon] or press [MENU].
Return to the idle screen	Tap [home icon] or press [MENU].
Return to the previous menu	Tap the **Back** soft key or press [◄].
Scroll through items	Do one of the following: • Press the area of the touch screen where the list displays, and then drag your finger up (to move down the list) or down (to move up the list). • Press the area of the touch screen above the blue scrolling indicator bar, and then drag your finger up (to move up the list). Or, press the area of the touch screen below the blue scrolling indicator bar, and then drag your finger down (to move down the list). (The location of the scrolling indicator bar is shown in the figure below.) • Tap (to scroll one-by-one) or press (to scroll continuously) [▲] or [▼]. (If you're in Corporate Directory, you can also tap or press [▼] or [▲].) As you scroll, a scrolling indicator bar to the right of the list shows your position in the list:

If you want to ...	Then do this ...
Scroll through items page-by-page	Press ✱ (to Page Up) or # (to Page Down). (If you're in Corporate Directory, you can also tap or press ▽ or △ .)
Go to the top or bottom of a list	Press the area of the touch screen above or below the scrolling indicator bar.
Highlight items	Scroll to the item by tapping (to scroll one-by-one) or pressing (to scroll continuously) ▲ or ▼ .
Scroll through values for a field	Tap the field's highlighted grey box. From the drop-down list, tap (to scroll one-by-one) or press (to scroll continuously) one of the scroll arrows.
Select a value for a field	From the drop-down list, tap the value.
Select an item	Do one of the following: • Tap the item. • Scroll to the item using ▲ or ▼ (so the item is highlighted), and then tap the item, tap the **Select** soft key, or press ● . • Press the dialpad key that corresponds to the item in the numbered list. For example, if an item has a number next to it, press the corresponding number on the dialpad.
Select a soft key	Tap the soft key.
View additional soft keys	Tap the **More** soft key.
Enable or disable fields	Do one of the following: • Tap the field name, and then tap the field's highlighted box. From the drop-down list, tap **Enabled** or **Disabled**. • Scroll to the field using ▲ or ▼ , and then press ◀ or ▶ to toggle between **Enabled** or **Disabled**.

Entering Data and Editing Fields

You can enter data and edit fields in these two ways:

- Using a "keyboard" that displays on the touch screen.
- Using the dialpad keys on the phone console.

Using the Touch Screen Keyboard

You can use the touch screen keyboard to quickly update field information.

To use the touch screen keyboard to update data:

1 To update a field, tap the field.

The keyboard icon, , displays next to the screen title.

The following figure shows the keyboard icon next to the screen title.

2 Tap .

The keyboard displays on the touch screen.

The following figure shows the keyboard that displays on the touch screen when you update a directory entry.

3   Enter the information. Do the following:

If you want to ...	Then do this ...
Enter uppercase (A) characters, lowercase (a) characters, or a combination of uppercase and lowercase characters	1 If a keyboard with characters does not display, tap `abc` (on the keyboard). 2 Tap the **abc**, **ABC**, **123**, or **Abc** soft keys to toggle between lowercase, uppercase, numeric, and titlecase modes. You can also tap ⬆ or ⬆ to toggle between entering characters in uppercase mode or lowercase mode. 3 Using the keyboard on the touch screen, tap the letter(s) you want.

If you want to ...	Then do this ...
Enter numbers	1 If a keyboard with numbers does not display, tap `.&123`. 2 Using the keyboard on the touch screen, tap the number(s) you want. You can also tap the **abc**, **ABC**, **123**, or **Abc** soft keys to toggle between lowercase, uppercase, numeric, and titlecase modes.
Enter special characters	1 If a keyboard with special characters does not display, tap `.&123`. 2 Using the keyboard on the touch screen, tap the special character(s) you want.
Enter text in a particular character encoding	1 Tap the **Latin**, **Katakana**, **Unicode**, **Cyrillic** or **ASCII** soft key to select the encoding you want. The touch screen's keyboard changes to display the encoding you chose. 2 Using the keyboard on the touch screen, tap the character(s) you want.
Enter a URL	1 Tap the **URL** soft key. 2 Using the keyboard on the touch screen, tap the character(s) you want. To access numbers and more special characters, tap `.&123`.
Delete data you entered	Tap `X`.
Delete an entire field of data	Double-tap the field of data, so that the data is highlighted. Then, tap `X`.

4 To confirm the updates, tap ✓.

Using the Dialpad Keys on the Phone Console

You can use the keys on your phone console to update field information.

To use the dialpad keys to enter or edit data:

1 Tap a field to select it.

2 Enter the information. Do the following:

If you want to ...	Then do this ...
Enter only numbers (1), uppercase (A) characters, lowercase (a) characters, or titlecase (Abc) characters	Do one of the following: • Press a dialpad key one or more times to enter the characters (in either lowercase or uppercase mode) or number that display on the dialpad key. or 1 Tap the **abc** soft key one or more times to toggle between and select uppercase (**ABC** soft key), numeric (**123** soft key), titlecase (**Abc** soft key), and lowercase (**abc** soft key) modes. The mode you select displays in the screen title. 2 Press a dialpad key one or more times to enter the characters or number that display on the key. For example: If you're in ABC mode: — To enter "A," press ②ABC once. — To enter "B," press ②ABC two times quickly. — To enter "C," press ②ABC three times quickly. — To enter "2," press ②ABC four times quickly. If you're in 123 mode: — To enter "2," press ②ABC .

If you want to ...	Then do this ...
Enter special characters	Do one of the following: • Press the (**1**), (**✱**), or (**0** OPER) key on the dialpad one or more times. (Each key provides a different set of special characters.) or 1 Tap the **ABC**, **Abc**, or **123** soft key so that you're in either ABC, Abc, or abc mode. (You can't access special characters when you're in **123** mode.) The mode you select displays in the screen title. 2 Press the (**1**), (**✱**), or (**0** OPER) key on the dialpad one or more times quickly. (Each key provides a different set of special characters.)
Enter text in a a particular character encoding	1 Tap the **Latin**, **Katakana**, **Unicode**, **Cyrillic**, or **ASCII** soft key to select the encoding you want. 2 Press a dialpad key one or more times to enter the character you want.
Enter a URL	1 Tap the **URL** soft key. 2 Press a dialpad key one or more times to enter the number or character you want. To enter special characters, press the (**1**), (**✱**), or (**0** OPER) key on the dialpad one or more times quickly. (Each key provides a different set of special characters.)
Delete text you entered	Press (◀) or (▶) to position the cursor to the right of the text you want to delete, and then press (←).

3 Tap the **Save** soft key.

Tips for When You're in Video Calls

Use these tips when you're in a video call or conference:

*   Check the near-site video to make sure it's clear, bright, and sharp. For information on adjusting camera settings, see "Changing the Clarity of Near-Site Video" on page 125.

*   Use the handset or a headset if you're in an open environment.

*   Be aware of latency when speaking.

*   Avoid bright lights or windows behind you (backlight). If the camera faces a window or bright lights, you may have to adjust the camera settings. To adjust camera settings, see "Changing the Clarity of Near-Site Video" on page 125.

*   Avoid wearing bright colors, all-light or all-dark clothing, or "busy" patterns (such as small checks or narrow stripes). Light pastels and muted colors look the best on the screen.

*   In a conference call, mute your microphone when you're not speaking, especially in noisy environments.

*   Avoid tapping the microphone or rustling papers near the microphone.

*   Make sure that you can see and hear the far-site participants.

*   Speak in your normal voice without shouting.

*   Use natural gestures when you speak.

For the top ten do's and don'ts for when you're in a conference call, see *Polycom Conference Call Etiquette*, available from http://www.polycom.com/global/documents/products/voice/conferencing_solutions/conference-call-etiquette.pdf.

Cleaning the Touch Screen

Periodically, you may need to clean the touch screen. Fingerprints tend to show up more on a color display.

Before you clean the touch screen, disable the screen so you don't activate phone features while you wipe the glass. While the touch screen is disabled, all soft keys are disabled. You can enable the touch screen again by pressing any key on the phone console.

To answer a call while the touch screen is disabled, pick up the handset. Or, to use the speakerphone, press [SP PHONE] , and then tap the **Answer** soft key.

To clean the touch screen:

1   Tap > **Settings > Basic > Screen Clean**.

The touch screen is disabled. The message "Touch screen is disabled. Press any key to exit" displays.

2   Wipe the glass with a clean, lint-free cloth.

3   To enable the touch screen again, press any key on the phone console.

2

Using the Basic Features of Your Phone

This chapter shows you how to use the basic features of your Polycom® VVX® 1500 C Business Media Phone for Cisco® Unified Communications Manager (SIP). The topics include:

Calling and Answering

Your phone can exchange video with a video endpoint other than a Polycom VVX 1500 C business media phone. For a list of compatible endpoints, see your system administrator.

At any time, only one active call can be in progress on your phone. The active call is the one that has audio or video associated with it. There may be multiple other calls on hold, or in an "Incoming call" or "Ringing" state.

Your phone can handle a maximum of 24 concurrent calls. At most, your phone can handle one active call with 23 calls on hold, or 24 calls on hold.

Your phone displays all active incoming and outgoing calls in a large window in the center of the touch screen. Inactive calls (calls on hold, or incoming calls that you don't immediately answer) for a particular Line Key display in a row above the soft keys (the "inactive call group").

The following figure shows one active call and two calls on hold for Line Key 2076.

Your phone distributes incoming calls for lines that have multiple Line Keys evenly across all Line Keys.

The touch screen only displays calls for one Line Key at one time. The calls that currently display on the touch screen are associated with the Line Key that is green.

To display and access the calls on another Line Key, tap that Line Key. When you tap a Line Key, the first call on hold in the inactive call group for that Line Key will automatically resume.

The number of calls associated with a Line Key is indicated by a counter (for example,), on the Line Key.

A Line Key will either be green or blue:

- Green—Indicates that the Line Key has an active call or an incoming call. A green Line Key is associated with the calls that currently display on the touch screen (active or inactive).

- Blue—Indicates that the Line Key doesn't have an active call, or has an incoming call that has been minimized and placed in the inactive call group. The calls associated with a blue Line Key don't currently display on the touch screen.

Line Keys also have a status indicator (a vertical bar on the far-right of the Line Key), . The status indicator can be:

- Solid green—A dial tone is available, dialing is in progress, or a call is active.

- Flashing green—An incoming call.

- Solid red—A remote shared line is active.

- Flashing red—A call (one or more) is on hold.

This section explains the following:

- "Answering Calls" on page 23

- "Placing Calls" on page 28

- "Ending Calls" on page 35

- "Using a Headset" on page 36

Answering Calls

If your phone is locked, see "Locking and Unlocking Your Phone" on page 77 for information on answering calls when your phone is locked.

By default, all incoming calls display in a window in the center of the touch screen. The Line Key associated with the call glows green, and the Line Key status indicator flashes green. After 10 seconds, the incoming call window is minimized and placed at the bottom of the touch screen, above the soft keys.

> In addition to the usual incoming call indicators (the incoming call window, green Line Key, and flashing green status indicator), your system administrator can enable your touch screen to flash bright orange when you have an incoming call. The touch screen will continue to flash until the incoming call window is minimized.

This section explains the following:

Answering When Not in Another Call

When you're not in another call, you can answer a call in three ways:

- Using the handset
- Using the speakerphone
- Using the headset

In all cases, the active call displays on the touch screen, together with the call duration and who the call is from.

The following figure shows an active video call.

To answer a call using the handset:

\>> Pick up the handset.

To answer a call using the speakerphone:

> If your speakerphone doesn't work, your system administrator may have disabled the speakerphone on your phone. Handle calls using a handset or headset instead.
>
> If your system administrator disables the speakerphone on your phone, "Handsfree mode disabled" appears on the touch screen after you press [SP PHONE] .

\>> With the handset on-hook, do one of the following:

— Tap the incoming call window that displays in the middle of the touch screen.

(After 10 seconds, the incoming call window is minimized and placed in the inactive call group at the bottom of the touch screen, and you have to tap the **Answer** soft key to answer it.)

— Tap the **Answer** soft key.

— Tap the green Line Key with the status indicator that is flashing green.

— Press [SP PHONE] .

To answer a call using the headset:

\>> Do one of the following:

— Press [HEADSET] .

or

— If Headset Memory Mode is activated, tap the Line Key with the status indicator that is flashing green, or tap the **Answer** soft key.

Answering When in Another Call

If you have an active call and an incoming call arrives (on the same or a different Line Key), the following happens:

• A call waiting tone beeps.

> A "beep" is the default call waiting tone. Your system administrator can change the tone to another sound, or make it silent.

- The status indicator on the Line Key associated with the incoming call flashes green.

- The call counter for the Line Key associated with the incoming call increments by one (showing the number of calls associated with the Line Key, including the incoming call).

- Caller information for the incoming call displays in a window in the center of the touch screen, and the Line Key associated with the incoming call glows green. After ten seconds, the window is minimized and placed in the inactive call group, and the Line Key associated with the call glows blue (if there is an active call on another Line Key).

To answer an incoming call when you're in another call:

>> Tap the Line Key with the status indicator that is flashing green, or tap the **Answer** soft key. The original call is automatically placed on hold, and the incoming call becomes the active call.

> If you wait more than ten seconds, the incoming call window is minimized and placed in the inactive call group (along the bottom of the touch screen), and the active call reappears in the window in the center of the touch screen. To answer the incoming call, tap the Line Key with the status indicator that is flashing green, or tap the **Hold** soft key to place the active call on hold, and then tap the **Answer** soft key.

Answering on a Shared Line

If you share a line with another phone, you can answer the call or wait for someone else to answer it.

To answer an incoming call on a shared line:

>> Tap the Line Key with the status indicator that is flashing green, or tap the **Answer** soft key.

> After ten seconds, the incoming call window is minimized and placed in the inactive call group (along the bottom of the touch screen). To answer the incoming call, tap the Line Key with the status indicator that is flashing green, or tap the **Hold** soft key to place an active call on hold, and then tap the **Answer** soft key.

If you place the call on hold, anyone who shares your line can take the call by tapping the Line Key associated with the held call (represented by a flashing red status indicator).

For more information about shared lines, including what you can and cannot do with shared lines, see "Supporting Shared Lines" on page 75.

Answering Calls Automatically

You can enable the phone to automatically answer a call, so you don't have to tap a soft key, Line Key, or other key to answer the call. If you enable this feature, the call automatically directs to your speakerphone after a certain number of rings. Your system administrator sets how many times your phone rings before the call is auto-answered.

You can choose to mute the phone's microphone (so the caller cannot hear you), as well as mute video (so the caller cannot see you), when your phone automatically answers calls. To unmute the call, press [🎤]. To transmit video, see "Customizing Video During Calls" on page 48.

If you enable auto answer and an incoming calls arrives (indicated by a flashing green status indicator on the Line Key) while you're already in a call, the incoming call will be automatically answered if you end the current call or place it on hold.

To enable your phone to automatically answer calls:

1   Tap [📋] **> Settings > Basic > Preferences > Auto Answer**.

2   From the auto Answer screen, do the following:

   —   To enable your phone to automatically answer SIP calls, tap
      Auto Answer SIP Calls, and then tap the field's highlighted grey box.
      From the drop-down list, tap **Yes**. (The default setting is **No**.)

   —   To enable your phone to automatically answer all H.323 calls, tap
      Auto Answer H.323 Calls, and then tap the field's highlighted grey
      box. From the drop-down list, tap **Yes**. (The default setting is **No**.)
      (This field only displays if your phone supports the H.323 protocol.
      For more information, see "Placing Calls Using the H.323 Protocol" on
      page 81.)

   —   To mute the microphone for all auto-answered calls (so that the
      incoming caller cannot hear you), tap **Microphone Mute**, and then tap
      the field's highlighted grey box. From the drop-down list, tap **Yes**.
      (The default setting is **Yes**.)

   —   To mute the video when video calls are auto-answered (so that the
      incoming caller cannot see you), tap **Video Mute**, and then tap the
      field's highlighted grey box. From the drop-down list, tap **Yes**. (The
      default setting is **No**.)

3   Tap the **Save** soft key.

4   Tap [📋] to return to the idle screen.

Placing Calls

> If your phone is locked, see "Locking and Unlocking Your Phone" on page 77 for information on placing calls when your phone is locked.

You can place a call in various ways using your phone:

- Using the handset
- Using the speakerphone
- Using the headset

You can dial the number first, and then choose the method to speak to the other party (handset, speakerphone, or headset), or choose the method first, and then dial the number. You can also place a call by entering a URL or IP address, by dialing from a list or directory, or using the Speed Dial Key or Redial key.

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

Your phone monitors the duration of all calls through a local call timer. You can view the call timer for the active call and for calls on hold.

In the following figure, the active call to Jack Jones has lasted for 21 minutes, 19 seconds. The calls to Francois and Catherine have lasted for 8 minutes, 33 seconds and 7 minutes, 1 second respectively.

This section explains the following:

Calling by Dialing Numbers, URLs, or IP Addresses

You can dial numbers, URLs, or IP addresses using your handset, speakerphone, or headset.

Calling Using the Handset

You can use the handset to dial a number, URL, or IP address.

To dial a number using the handset:

>> Do one of the following:

— Pick up the handset, and then enter the phone number.

Your system administrator sets up your phone to automatically place the call after you enter a certain number of digits. If your phone does not automatically place the call after you enter a phone number, tap the **Send** soft key.

If the call is placed before you enter all the digits, you have to place the call as follows: enter the phone number, tap the **Dial** soft key, and then pick up the handset.

or

— Enter the phone number, tap the **Dial** soft key, and then pick up the handset.

To dial a URL or IP address using the handset:

1 Pick up the handset.

2 Tap the **URL** soft key.

3 Enter the URL or IP address. (See "Entering Data and Editing Fields" on page 14.)

4 Tap the **Send** soft key.

Calling Using the Speakerphone

You can use the speakerphone to dial a number, URL, or IP address.

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 touch screen after you press [SP PHONE] .

To dial a number using the speakerphone:

\>\> With the handset on-hook, do one of the following:

— Tap the **New Call** soft key or the Line Key, or press [SP PHONE] to obtain a dial tone. Then, enter the phone number.

> Your system administrator sets up your phone to automatically place the call after you enter a certain number of digits. If your phone does not automatically place the call after you enter a phone number, tap the **Send** soft key.
>
> If the call is placed before you enter all the digits, you have to place the call as follows: enter the phone number, and then tap the **Dial** soft key, the LIne Key, or
>
> press [SP PHONE] .

or

— Enter the phone number, and then tap the **Dial** soft key, the Line Key, or press [SP PHONE] .

To dial a URL or IP address using the speakerphone:

1   Tap the **New Call** soft key or the Line Key, or press [SP PHONE] .

2   Tap the **URL** soft key.

3   Enter the URL or IP address. (See "Entering Data and Editing Fields" on page 14.)

4   Tap the **Send** soft key.

Calling Using a Headset

You can use the headset to dial a number, URL, or IP address.

> If you frequently use a headset and want to make it the default call path, see "Enabling Headset Memory Mode" on page 36.

To dial a number using the headset:

>> With the optional headset connected, do one of the following:

— Tap the **New Call** soft key or the Line Key to obtain a dial tone. Then,

press [HEADSET] , and then enter the phone number.

Your system administrator sets up your phone to automatically place the call after you enter a certain number of digits. If your phone does not automatically place the call after you enter a phone number, tap the **Send** soft key.

If the call is placed before you enter all the digits, you have to place the call as

follows: enter the phone number, tap the **Dial** soft key, and then press [HEADSET] .

or

— Enter the phone number, tap the **Dial** soft key, and then press

[HEADSET] .

To dial a URL or IP address using the headset:

1 Tap the **New Call** soft key or the Line Key to obtain a dial tone.

2 Press [HEADSET] .

3 Tap the **URL** soft key.

4 Enter the URL or IP address. (See "Entering Data and Editing Fields" on page 14.)

5 Tap the **Send** soft key.

Calling from Lists, Directories, and Keys

You can place calls from a call list (missed, placed, or received), directory (local Contact Directory or Corporate Directory), or from a Speed Dial Key or list using your handset, speakerphone, or headset.

Calling from Call Lists

You can place calls from your missed, placed, and received call lists.

To place a call from a call list:

1   Display a call list. (See "Viewing Call Lists" on page 58.)

2   From the Received Calls, Missed Calls, or Placed Calls screen, press

⌃ or ⌄ to scroll to the person you want to call, and then

tap the **Dial** soft key, pick up the handset, or press [HEADSET] .

Calling from Directories

You can place calls from your local Contact Directory or Corporate Directory.

To place a call from the local Contact Directory:

1   Tap [☰] **> Features > Contact Directory**.

2   From the Directory screen, tap the contact you want to call. Or, search for the contact (see "Searching Your Local Contact Directory" on page 60).

3   To place the call, tap the **Dial** soft key, pick up the handset, or press [HEADSET] .

To place a call from the Corporate Directory:

1   Tap [☰] **> Features > Corporate Directory**.

The Corporate Directory search screen displays.

> If you have enabled your phone to save the results of your last search, your previous search results will display instead of a blank search screen. To enable this feature, see "Saving Corporate Directory Search Results" on page 67.

2   Search for the contact you want to call (see "Searching Corporate Directory" on page 65).

3   Press ⌃ or ⌄ to scroll to the contact, and then tap the **Dial**

soft key, pick up the handset, or press [HEADSET] .

Calling by Speed Dialing

A contact may not have a speed dial number. To find out what a contact's speed dial index number is, or to assign or update a speed dial index number, see "Updating Your Local Contact Directory" on page 64.

You can quickly "speed dial" a contact by doing one of the following:

- Tapping the contact's Speed Dial Key.

  Not all contacts have a Speed Dial Key. For information on Speed Dial Keys, see "Managing Speed Dials" on page 70.

- Placing a call from the Speed Dial Information screen.

To place a call using speed dial:

>> Do one of the following:

  — Tap the contact's Speed Dial Key.

    In the following figure, Speed Dial Keys are assigned to Lauren Gates, Jack Jones, Milton Stone, Teresa Swift, and Z Wong.

or

— From the idle screen, press 〈 ▲ 〉 . From the Speed Dial
Information screen, scroll to the contact. Then, tap the contact, pick up
the handset, or press [HEADSET] .

(During a call, you cannot access the Speed Dial Information screen
by pressing 〈 ▲ 〉 .)

or

— If the contact has a speed dial index number that is equal to or less than
99, enter the speed dial index number from the idle screen, and then
press (#) (on the phone console). From the Speed Dial Information
screen, tap the **Dial** soft key, pick up the handset, or press [HEADSET] .

The call is placed.

Calling by Redialling

To redial a number, press [REDIAL] . A call to your last placed call is attempted.

Ending Calls

To end a call:

>> Do one of the following:

— Tap the **End Call** soft key.

— If you're in handset mode, replace the handset.

— If you're in speakerphone mode, press [SP PHONE] .

— If you're in headset mode, press [HEADSET] .

> Your phone may be set up so that you can end calls by tapping the Line Key. If your
> phone can do this, you can end an active call by tapping the Line Key associated
> with the call.

Using a Headset

If you use a headset, you can set up your phone so that all calls use your headset. You can also use the hookswitch button on your headset to place, answer, and end calls.

Enabling Headset Memory Mode

For a list of supported headsets, see Technical Bulletin 37477, *SoundPoint IP and Polycom VVX 1500 Headset Compatibility List*, at http://www.polycom.com/support/voice/soundpoint_ip/VoIP_Technical_Bulletins_pub.html.

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.

To use Headset Memory Mode, you must enable, and then activate, Headset Memory Mode. If you switch to handset or speakerphone mode, you deactivate Headset Memory Mode. To switch back to Headset Memory Mode, you must activate it again.

To enable Headset Memory Mode:

1   Tap > **Settings > Basic > Preferences > Headset > Headset Memory**.

2   From the Headset Memory Mode screen, tap **Enabled**, and then tap the **Select** soft key.

3   To activate Headset Memory Mode, press twice.

All calls will now go to your headset. If you tap the Line Key with the flashing green status indicator or the **Answer** soft key to receive a call, the call will connect to your headset automatically.

If you switch to the speakerphone or the handset, you deactivate Headset Memory Mode (calls no longer automatically go to your headset, unless you choose this mode). To have calls go to your headset again, activate

Headset Memory Mode by pressing twice.

Using Electronic Hookswitch

For information on supported headsets to provide electronic hookswitch features to place, answer, and end calls, see Technical Bulletin 37477, *SoundPoint IP and Polycom VVX 1500 Headset Compatibility List,* at http://www.polycom.com/support/voice/soundpoint_ip/VoIP_Technical_Bulletins_pub.html.

If you use a headset that supports electronic hookswitch, you can place, answer, and end calls by pressing the hookswitch button on your headset.

For detailed information about how to use electronic hookswitch, see Technical Bulletin 35150, *Using an Electronic Hookswitch with SoundPoint IP and Polycom VVX 1500 Phones*, at http://www.polycom.com/support/voice/soundpoint_ip/VoIP_Technical_Bulletins_pub.html.

While Your Phone Rings

While your phone rings, you can do the following:

- Temporarily ignore the call before answering it. See "Ignoring or Silencing Incoming Calls" on page 37.

- Terminate the call so you can't answer it. See "Rejecting Incoming Calls" on page 38.

- Forward the call to another party. See "Forwarding Calls While Your Phone Rings" on page 38.

Ignoring or Silencing Incoming Calls

Ignore or silence a call to do the following:

- Minimize the incoming call window so it doesn't display in the large window in the center of the touch screen.

- Stop your phone from ringing.

When you ignore or silence a call, you stop your phone from ringing, but you can still answer the call (the call's visual notification will still display).

To ignore or silence a call:

>> While your phone rings, tap the **Ignore** soft key (for private lines) or the **Silence** soft key (for shared lines).

The incoming call window is minimized and your phone stops ringing.

To answer an ignored or silenced call, tap the **Answer** soft key, or tap the Line key with the flashing green status indicator. To end an ignored call, tap the **Reject** soft key.

Rejecting Incoming Calls

Reject a call to stop your phone from ringing and end the call so you can't answer it. Calls you reject display in your Received Calls list. Rejecting calls is not available for shared lines.

To reject a call:

>> While your phone rings, tap the **Reject** soft key.

The call ends.

Forwarding Calls While Your Phone Rings

- Your company's settings may override this feature. For more information, contact your system administrator.
- Call forwarding is not available on shared lines.

You can manually forward a call to another number while your phone rings.

You can also set up your phone to forward all incoming calls to a third party (see "Forwarding All Calls to Another Party" on page 50), or forward calls from a certain contact to another party (see "Diverting Calls from a Contact to Another Party" on page 53).

To forward an incoming call to another party:

1   While your phone rings, tap the **Forward** soft key.

2   Enter the phone number to forward the incoming call to.

    (Your phone displays the last number you forwarded calls to.)

3   Tap the **Forward** soft key.

The incoming call is forwarded to the other party. If call forwarding is disabled, all future calls will not be forwarded and forwarding will remain disabled.

During Calls

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

- Place the call on hold. See "Holding and Resuming Calls" on page 39.

- Transfer the call to another party. See "Transferring Calls" on page 41.

- Set up a conference call with the call you're in and another party. See "Setting Up Conference Calls" on page 42.

- Change the way you view video for the call. See "Customizing Video During Calls" on page 48.

Holding and Resuming Calls

To place a call on hold, tap the **Hold** soft key or press [HOLD] during an active call. When you place a call on hold, the following happens:

*   The hold icon, [icon], will display on the Line Key.
*   The Line Key status indicator will flash red.
*   The call's window is minimized and placed in the inactive call group (above the soft keys). The inactive call window displays "Hold."

The following figure shows a call on hold. The hold icon, and the flashing red status indicator, display on the Line Key.

Tap the **Resume** soft key, press [HOLD] again, or tap the Line Key, to retrieve the call.

If you have more than one call on hold, tap the call you want to resume, and then tap the **Resume** soft key. If you tap the Line Key, the first call in the inactive call group for the Line Key will automatically resume.

> The Hold feature typically generates music or a beeping tone. Therefore, avoid placing a conference call on hold.
>
> If you're in a conference and don't want anyone to hear you, press
>
> [mic icon] instead of placing the conference on hold.

Handling Multiple Calls on Hold

Your phone displays all calls for a Line Key by displaying multiple windows on the screen. The phone only displays the calls for one Line Key at a time.

The active call (if any) displays in a window in the center of the touch screen. Held calls or incoming calls display in minimized windows above the phone's soft keys (the "inactive call group"). The Line Key associated with the displayed calls is green. The Line Key displays a counter showing the number of calls for the Line Key. If all the calls for a Line Key are inactive, the status indicator for the Line Key glows red. If the Line Key has an active call, the status indicator glows green.

The following figure shows four calls on hold for Line Key 2076.

To select a call on hold, tap the call on hold. New soft keys will display that apply to the selected call. To resume the call, tap the **Resume** soft key or press

 .

If there are more than three calls on hold, tap or to display

additional calls on hold. You can also press or to select a call on

hold.

To access the calls on another Line Key, tap that Line Key. When you tap a Line Key, the first call on hold in the inactive call group for that Line Key will automatically resume.

Transferring Calls

A call can be transferred in one of three ways:

* Consultative—The party to whom you want to transfer the call answers their phone before you transfer the call or hang up.

  — See "Performing a Consultative Transfer" on page 41.

* Blind—The call is automatically transferred after you dial the number of the party to whom you want to transfer the call. You don't have the option of talking to the party.

  — See "Performing a Blind Transfer" on page 42.

* Attended—Conference call parties are automatically connected to each other after you exit a conference.

  — Set up a conference call and then end your participation. For more information, see "Ending Conference Calls" on page 45.

> By default, when you end a conference, the other conference call participants remain connected. However, your system administrator may set up your phone so that when you end a conference, all connections end.

Performing a Consultative Transfer

Perform a consultative transfer if you want to talk to the party to whom you're transferring the call.

To perform a consultative transfer:

1 During a call, tap the **Transfer** soft key or press [TRANSFER]. The active call is placed on hold.

2 From the Transfer to: screen, place a call to the party to whom you want to transfer the call. See "Placing Calls" on page 28.

3 After the party answers, tap the **Transfer** soft key or press [TRANSFER].

   If you're using a handset, the transfer can be completed by putting the handset on the cradle.

   You can cancel the transfer before the call connects by tapping the **Cancel** soft key.

Performing a Blind Transfer

When you use a blind transfer, you transfer a call without speaking to the party to whom you're transferring the call. The call is automatically transferred as soon as you dial the party's number.

To perform a blind transfer:

1 During a call, tap the **Transfer** soft key or press ⇄ TRANSFER .

2 From the Transfer to: screen, tap the **Blind** soft key.

3 From the Blind transfer to: screen, place a call to the party to whom you want to transfer the call. (See "Placing Calls" on page 28.)

   If you want to cancel the transfer (before the call is placed), and return to the original call, tap the **Cancel** soft key.

The call automatically transfers to the party you specified.

Setting Up Conference Calls

> By default, you can create a conference with two other parties. Depending on your phone system, you may be able to host a conference with more than two parties. For more information, see your system administrator.

You can create a conference with two other parties using the phone's local conference feature. During a conference call, your phone can exchange video with only one conference participant (even if more than one participant can send video). The participant with whom you exchange video depends on how you set up the conference. You also have the option of choosing the participant with whom to exchange video.

During a conference, you have access to the conference management feature. This feature allows you to manage each participant in the conference call. You can mute, hold, and remove individual participants, as well as choose the conference participant with whom to exchange video. For more information, see "Managing Conference Call Participants" on page 46.

This section provides the following instructions:

Hosting Conference Calls

> Your system administrator configures the maximum number of parties allowed in a conference call. The default value is three (including yourself).

You can set up a conference in one of two ways:

- Using the Conference soft key or $\boxed{\text{CONF}}$. The participant with whom you will exchange video is the participant you most recently added to the conference (if the party can exchange video).

- Using the **Join** soft key, if you have an active call and one call on hold (on the same or another Line Key). The participant with whom you will exchange video is the party who was previously on hold (if the party can exchange video).

> If the site for which you view video changes to a different site after you set up a conference, the message "Video can only be active with one party at a time" displays.
>
> To choose the participant with whom to exchange video, see "Managing Conference Call Participants" on page 46.

To set up a conference call using the Conference soft key or dialpad key:

1   Call the first party. See "Placing Calls" on page 28.

2   Tap the **Conference** soft key or press $\boxed{\text{CONF}}$ to create a new call. The active call is placed on hold.

    The Conference with: screen displays.

3   Call the second party. See "Placing Calls" on page 28.

4   When the second party answers, tap the **Conference** soft key or press

    $\boxed{\text{CONF}}$ again to join all parties in the conference.

> If configured for single key-press conferences, you don't need to tap the Conference soft key again.

If the second participant can exchange video, you will exchange video with the second participant. If the second participant cannot exchange video, but the first participant can, you will exchange video with the first participant.

The Conference window displays.

To set up a conference call with an active call and a call on hold:

> You can only set up a conference with an active call and a call on hold if you only have one call on hold. If you have more than one call on hold, you have to set up a conference using the Conference key or soft key.

>> If you have an active call and a call on hold (either on the same Line Key or a different Line Key), tap the **Join** soft key.

The Conference screen displays.

A conference is created with the active call, the call on hold, and yourself. The conference call takes place on the Line Key from which you handled the last active call.

If the participant who was previously on hold can exchange video, you will exchange video with that participant. If the participant who was on hold cannot exchange video, you will exchange video with the other participant.

Holding and Resuming Conference Calls

When you place a conference call on hold, you place all other conference participants on hold.

To place a specific participant on hold, see "Managing Conference Call Participants" on page 46.

To place a conference call on hold:

>> During a conference call, tap the **Hold** soft key.

The other participants in the conference call are placed on hold. The Conference window is minimized and placed in the inactive call group.

To resume the conference call, tap the Conference window to make sure it is selected, and then tap the **Resume** soft key. To end the conference call and place all other conference call participants on hold, tap the **Split** soft key.

Ending Conference Calls

You can end a conference, and your connection to the other participants, by tapping the End Call soft key. By default, when you tap the End Call soft key, the other participants remain connected.

- Your system administrator may have set up your phone so that you can end active calls by tapping the Line Key. If your phone is set up to do this, you can end an active conference call by tapping the Line Key associated with the conference call.
- Your system administrator may have set up your phone so that when you tap the **End Call** soft key, all connections end.

To end a conference call:

>> During a conference call, tap the **End Call** soft key.

By default, the other parties remain connected.

Splitting Conference Calls into Two Calls on Hold

When a conference is established, a Split soft key is available. When you split a conference, you end the conference and place all parties on hold. The Split soft key is available during conference calls, and when a conference call is on hold.

To split a conference call:

>> During a conference call, tap the **Split** soft key. (If a conference call is on hold, tap the conference call window, and then tap the **Split** soft key.)

The conference ends, and all calls are split into individual calls and placed on hold.

Managing Conference Call Participants

When you manage conference call participants, you can do the following:

*   Mute a participant.

*   Place a participant on hold.

*   Remove a participant from the conference.

*   Obtain information about a participant.

*   Choose the participant with whom to exchange video.

To manage a participant, tap the window of the participant you want to manage. The participant's window will be highlighted, and the soft keys will update to show Far Mute, Hold, Remove, Information, and Back.

The following figure shows the soft keys that display when you manage a conference call participant (in this case, Jack Jones). If the participant you tapped is not the participant with whom you're exchanging video, the Select Video soft key also displays.

To manage a conference call:

1   During a conference call, tap the window of the conference call
    participant you want to manage.

    The soft keys update so you can manage the participant.

    You can access the following soft keys:

    — **Far Mute**—Mutes the selected participant. The muted participant can
      hear all participants, but no participant can hear the muted
      participant.

    — **Select Video**—Selects the conference call participant as the "active"
      conference participant. This is the participant with whom you will
      exchange video.

      (The Select Video soft key does not display if you're currently
      exchanging video with the selected participant, or if the participant is
      not calling from a video endpoint.)

    — **Hold**—Places a selected conference participant on hold. The held
      party cannot hear any participant, and no participant can hear the
      held party.

    — **Remove**—Removes the selected conference participant from the
      conference, ends the conference call, and creates an active call between
      you and the other participant.

    — **Information**—Provides additional information about the selected
      conference participant.

    — **Back**—Displays the conference call soft keys again (Hold, End Call,
      Manage, Split, Video).

2   Do one of the following:

    — To mute the conference participant, tap the **Far Mute** soft key.

      The muted party can hear all participants, but no participant can hear

      the muted party. The far mute icon, , displays in the muted

      party's window.

      (If you press [ ] instead of tapping the **Far Mute** soft

      key, all other participants can hear each other, but they cannot hear

      you. The red mute icon, , displays next to near-site video.)

      To un-mute the muted party, tap the **UnMute** soft key.

    — To select the conference participant as the "active" participant (the
      participant with whom you will exchange video), tap the **Select Video**
      soft key.

— To place the conference participant on hold, tap the **Hold** soft key.

The held party cannot hear any participant, and no participant can hear the held party.

To return the participant to the conference, tap the **Resume** soft key.

(If the held party taps the Hold soft key or presses [⌀ HOLD] on their phone, the participant will still be held within the conference even if you tap the **Resume** soft key.)

To place a conference call on hold, see "Holding and Resuming Conference Calls" on page 44.

— To remove the conference participant from the conference, tap the **Remove** soft key.

Handling Video During Conference Calls

During a conference call that includes a video endpoint, you can tap the **Video** soft key (if you aren't managing a conference participant) or press

[■ VIDEO] to display soft keys that allow you to start and stop near-site video,

display video on the full screen, or swap the windows that near-site and far-site video display in. For more information, see "Customizing Video During Calls" on page 48.

Customizing Video During Calls

In addition to customizing video during a call, you can set up your phone to handle video for all calls in specific ways (for example, how to display all incoming video calls, or how to stop the transmission of near-site video for all calls). For more information, see "Changing When and How Video Displays" on page 121.

During a video call, you can:

• Start and stop the transmission of near-site video

• Swap the windows video displays in

• View video on the full screen

To handle video during a call:

1 During a video call, tap the **Video** soft key or press [VIDEO] to display the soft keys that allow you to access video features. (The Video soft key is only available when a video call is active. If you press [VIDEO] during an audio-only call, the video soft keys will not display.)

The following video soft keys display:

— **Stop Video/Start Video**—Starts and stops the transmission of near-site video. When you tap the **Stop Video** soft key, the far-site will no longer see you, and the stop video icon, ⊘, displays next to the near site, in either the PIP or in the larger window in the center of the touch screen.

> If you want, you can disable video across all calls, not just for the current call. For information on disabling video for all calls, see "Enabling or Disabling Video" on page 121.
>
> You cannot start and stop far-site video. If your phone receives far-site video, it will always display it.

— **Full Screen**—Displays the video that is in the center of the screen on the full screen. The PIP still displays in the corner, but the soft keys are hidden. (Depending on the video endpoint, you may or may not see the black bars.)

To display the site in the center of the touch screen and to access soft keys again, tap the touch screen outside of the PIP. (If you tap the PIP, you will just swap the windows the sites display in.)

> You don't have to access the video soft keys to display video on the full screen. During a video call, tap the window in the center of the touch screen to display the site on the full screen. To display the site in the center of the touch screen again, tap the touch screen outside of the PIP.

> — **Swap**—Switches the windows the sites display in. For example, the site in the PIP will display in the window in the center of the touch screen, and the site in the window in the center of the touch screen will display in the PIP. When the near site displays in the window in the center of the touch screen, "Local camera" displays next to it.

> You don't have to access the video soft keys to swap the windows the sites display in. During a video call, tap the PIP to swap the windows the sites display in. To swap windows again, tap the PIP again.
>
> If you want, you can set up your phone to automatically display the far site on the full screen. For more information, see "Changing How You View All Video Calls" on page 126.

> — **Back**—Displays the call soft keys again.

For more information on using video and updating video settings, see "Changing When and How Video Displays" on page 121.

Changing the Way Calls are Answered

You can change the way calls are answered by doing the following:

- "Forwarding All Calls to Another Party" on page 50
- "Rejecting Calls from a Contact" on page 53
- "Diverting Calls from a Contact to Another Party" on page 53
- "Temporarily Refusing All Calls (Do Not Disturb)" on page 54

Forwarding All Calls to Another Party

> - Your company's settings may override this feature. For more information, contact your system administrator.
> - Call forwarding is not available on shared lines.

You can set up your phone to forward all calls to another number. Your phone will forward calls even if you enable the Do Not Disturb feature. (You can also forward calls on a call-by-call basis. For more information, see "Forwarding Calls While Your Phone Rings" on page 38.)

To forward all calls to another party:

1   Do one of the following:

    — Tap [📧] **> Features > Forward**.

    or

    — From the idle screen, tap the **Forward** soft key.

    If your phone is set up with a single line, the Forwarding Type Select screen displays.

    If your phone is set up with multiple lines, the Line Select screen displays. Tap the line for which you want to forward calls. The Forwarding Type Select screen displays.

2   From the Forwarding Type Select screen, tap the forwarding type you want. The options are:

    — **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.

3   Do one of the following:

    — If you selected **Always**, enter a number to forward all future incoming calls to.

    — If you selected **No Answer**, do the following:

        » In the **Contact** field, enter a number to forward all unanswered incoming calls to.

        » Tap the **Forward After Rings** field, and then enter how many rings to wait before forwarding the call (one ring is approximately six seconds). A value of 2 is recommended.

    — If you selected **Busy**, enter a number to forward all future incoming calls to when you're already in another call.

> You can also enter a URL or an IP address. For more information on using a URL or an IP address, see "Placing Calls" on page 28.

4   Tap the **Enable** soft key to confirm call forwarding.

If you chose to always forward calls, the Line Key displays the forwarding

icon, [✕] , to indicate that the **Always** forwarding type is enabled. If you

enabled the Busy or No Answer forwarding type, the Line Key icon does not change.

The following figure shows Line 2076 with the **Always** forwarding type enabled.

To disable call forwarding:

1   Do one of the following:

  —   Tap [icon] **> Features > Forward**.

  or

  —   From the idle screen, tap the **Forward** soft key.

  If your phone is set up with a single line, the Forwarding Type Select screen displays.

  If your phone is set up with multiple lines, the Line Select screen displays. Tap the line for which you want to disable call forwarding. The Forwarding Type Select screen displays.

2   From the Forwarding Type Select screen, tap the forwarding type you want to change, and then tap the **Disable** soft key.

Rejecting Calls from a Contact

You can send all incoming calls from a particular contact to your voice and video mail system. (If you don't have one set up, the call will still ring on your phone.)

> You can't reject calls on shared lines. You can only silence them. For more information, see "Supporting Shared Lines" on page 75.

To send incoming calls from a contact to your mail system:

1   Tap [icon] **> Features > Contact Directory**.

2   From the Directory screen, tap the contact whose information you want to update, and then tap the **Edit** soft key.

3   From the Edit Contact screen, tap the **Auto Reject** field, and then tap the field's highlighted grey box. From the drop-down list, tap **Enabled.**

4   Tap the **Save** soft key.

5   Tap [icon] to return to the idle screen.

Diverting Calls from a Contact to Another Party

You can transfer all incoming calls from a particular contact to a third party.

To divert incoming calls from a contact to a third party:

1   Tap [icon] **> Features > Contact Directory**.

2   From the Directory screen, tap the contact for whom you want to transfer calls.

3   From the Edit Contact screen, do the following:

   a   Tap the **Divert Contact** field, and then enter the number of the party to whom you want to divert the call.

   b   Tap the **Auto Divert** field, and then tap the field's highlighted grey box. From the drop-down list, tap **Enabled**.

4   Tap the **Save** soft key.

5   Tap [icon] to return to the idle screen.

Temporarily Refusing All Calls (Do Not Disturb)

> Do Not Disturb is an optional feature that your system administrator sets up. Your system may not support it. For more information, contact your system administrator.

You can prevent your phone from ringing and displaying an incoming call window.

When you enable Do Not Disturb:

*   The Do Not Disturb icon, , displays on the status bar and on each Line Key.

*   The "Do Not Disturb" message scrolls under the time.

*   The Do Not Disturb key, , glows red.

*   All calls you receive while Do Not Disturb is enabled will be logged in your Missed Calls list (see "Viewing Call Lists" on page 58). Missed calls will be identified by the missed call icon, , on the status bar. (If you have chosen to forward your calls to another number, calls will be sent to that number if you enable the Do Not Disturb feature.)

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

The following figure shows the Do Not Disturb icon on the status bar and Line Key, and the "Do Not Disturb" message that scrolls under the time.

To enable Do Not Disturb:

\>\> Press [icon] .

To disable Do Not Disturb:

\>\> Tap [icon] or press [icon] .

Multiple Lines and Do Not Disturb

> By default, the Do Not Disturb feature applies to all lines on your phone. For more information, contact your system administrator.

Your system administrator can enable your phone so that you can enable

Do Not Disturb on a line-by-line basis. The Do Not Disturb icon, [icon] , will

display on each Line Key for which Do Not Disturb is enabled.

To enable Do Not Disturb for a particular line:

1   Press [icon] .

> You can automatically enable or disable Do Not Disturb for all lines. To automatically enable Do Not Disturb for all lines, tap the **Set All** soft key. To automatically disable the feature for all lines, tap the **Clear All** soft key. After you tap the Set All or Clear All soft key, the idle screen displays.

2   From the Line Select screen, tap the line for which you want to apply Do Not Disturb.

3   From the Do Not Disturb screen, tap the **Enable** soft key.

The Do Not Disturb icon, [icon], displays on each Line Key for the line you selected.

The following figure shows Do Not Disturb enabled for one line only.

To disable Do Not Disturb for a particular line:

1   Tap or press .

> You can automatically enable or disable Do Not Disturb for all lines. To automatically enable Do Not Disturb for all lines, tap the **Set All** soft key. To automatically disable the feature for all lines, tap the **Clear All** soft key. After you tap the Set All or Clear All soft key, the idle screen displays.

2   From the Line Select screen, tap the line for which you want to disable Do Not Disturb.

3   From the Do Not Disturb screen, tap the **Disable** soft key.

Working with Call Lists

Your phone maintains lists of missed, received and placed calls. Each list can hold up to 100 entries.

If you miss one or more calls, the status bar will display an icon, , with a counter indicating the number of new missed calls you have. To view information about the missed call(s), tap the icon on the touch screen, or navigate (see), to your Missed Calls list. After you view the missed calls, the icon on the touch screen disappears.

The following figure shows the missed calls icon on the touch screen.

Viewing Call Lists

You can access any call list from the Call Lists menu, or you can quickly access missed calls from the idle screen.

To view a call list:

>> Do one of the following:

— Tap ▤ > **Features > Call Lists > Missed Calls**, **Received Calls**, or **Placed Calls**.

or

— From the idle screen, use these shortcuts:

To view this call list ...	Do this ...
Received Calls	Press ◀ .
Missed Calls	• Press ▼ . or • If you haven't viewed the missed call yet, tap the missed call icon, , that displays on the status bar on the touch screen.
Placed Calls	Press ▶ .

Managing Call Lists

You can clear all the records in a call list, or just one record. You can also choose a record in a list and return the call, store the call details in your local Contact Directory, or view detailed information about the particular call.

To manage a call list:

1   Tap [icon] **> Features > Call Lists**.

2   From the Call Lists screen, do one of the following:

  — To clear the records in a call list, tap **Clear**, and then tap either **Missed Calls**, **Received Calls** or **Placed Calls.**

    A message displays indicating that the call list is cleared. For example, "Missed Calls Cleared!"

> To automatically clear all calls in all call lists, you can restart the phone. See "Restarting Your Phone" on page 109.

  — To view and manage the calls in a call list, tap either **Missed Calls**, **Received Calls** or **Placed Calls**. Your call list information displays.

    Press [▲] or [▼] to scroll to a call. You can do the following:

  — To place the call, tap the **Dial** soft key.

  — To edit the phone number (if necessary) before you place the call or store the call details in your Contact Directory, tap the **Edit** soft key.

  — To return to the Call Lists menu, tap the **Back** soft key.

  — To remove the call from the list, tap the **Clear** soft key.

  — To store the contact in your local Contact Directory, tap the **Save** soft key.

  — To view information about the call, such as the phone number, the time and duration of the call, and the name of the caller, tap the **Information** soft key.

3   Tap [icon] to return to the idle screen**.**

Working with Contact Directory

You can store a large number of contacts in your phone's local Contact Directory. Contact your system administrator for the exact number.

With Contact Directory, you can do the following:

- Dial contacts. See "Calling from Directories" on page 33.

- Search for contacts. See "Searching Your Local Contact Directory" on page 60.

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

- Add contacts manually, from call lists, or from a Corporate Directory. See "Adding Contacts to Your Local Contact Directory" on page 61

- Update contact information. See "Updating Your Local Contact Directory" on page 64.

- Delete contacts. See "Deleting Contacts from Your Local Contact Directory" on page 64.

Searching Your Local Contact Directory

Search for a contact by scrolling through the directory, or entering specific search criteria.

To search for a contact:

1   Do one of the following:

    — Tap [ ] > **Features > Contact Directory**.

    or

    — Press ( ) , and then tap **Contact Directory**.

2   From the Directory screen, tap the **Search** soft key. Then, enter the first few characters of the contact's first or last name, and then tap the **Search** soft key again.

    The screen displays a list of successful matches.

3   Tap [ ] to return to the idle screen.

Adding Contacts to Your Local Contact Directory

You can add contacts to your local Contact Directory in the following ways:

- Manually (if you have permission to update your local Contact Directory). See "Adding Contacts Manually" on page 61.

- From a call list. "Adding Contacts from Call Lists" on page 63.

- From a Corporate Directory (if this is set up on your phone). See "Adding Corporate Directory Contacts to Your Local Contact Directory" on page 66.

Adding Contacts Manually

You can update your local Contact Directory manually, instead of importing contact information from a call list or a Corporate Directory.

To add a contact manually:

1 Tap [▤] > **Features > Contact Directory**.

2 From the Directory screen, tap the **Add** soft key.

3 From the Add To Directory screen, enter the contact information:

    — (Optional.) In the **First Name** field, enter the first name of the contact (see "Entering Data and Editing Fields" on page 14).

    You can enter a maximum of 32 characters.

    — (Optional.) Tap the **Last Name** field, and then enter the last name of the contact (see "Entering Data and Editing Fields" on page 14).

    You can enter a maximum of 32 characters.

    — (Required.) Tap the **Contact** field, and then enter the contact's phone number.

    You can enter a maximum of 128 characters. The phone number must be unique, and must not already exist in the directory. If you save an entry with a non-unique phone number, the entry will not be saved.

    — (Optional.) Tap the **Speed Dial Index** field, and then update the speed dial index number.

    The speed dial index number is automatically assigned to the next available index value. If you want, you can change the speed dial index value. The speed dial index value can be any value between the next available number and a maximum value of 9999.

    If you assign a speed dial index number that is already taken, the message "Speed dial index already exists" displays.

    Contacts with a speed dial index number can be automatically assigned to a Speed Dial Key for one-touch dialing. For more information, see "Managing Speed Dials" on page 70.

— (Optional.) Tap the **Label** field, and then enter a label for the contact. You can enter a maximum of 32 symbols, letters, or numbers.

If you specify a label, the label will be the first item that displays for the contact in the Contact Directory and on the Speed Dial Information screen (before the contact's first and last names, if specified). The label will also display on the contact's Speed Dial Key.

In the following figure, the label "Manager" has been assigned to Lauren Gates. As a result, Lauren Gates' Speed Dial Key displays "Manager" instead of "Lauren Gates."

— (Optional. This field only displays if your phone supports the H.323 protocol. For more information, see "Placing Calls Using the H.323 Protocol" on page 81.) Tap the **Protocol Type** field, and then tap the field's highlighted grey box. From the drop-down list, tap **SIP**, **H.323**, or **Unspecified**. (The default setting is **Unspecified**.)

If you select SIP, the phone will attempt to use the SIP protocol to place calls to this contact. "SIP" will display next to the contact on the Directory screen and Speed Dial Information screens.

If you select H.323, the phone will attempt to use the H.323 protocol to place calls to this contact. "H323" will display next to the contact on the Directory screen and Speed Dial Information screens.

If you select Unspecified, the phone will automatically choose the protocol to use to place calls to this contact.

— (Optional.) Tap the **Ring Type** field, and then tap the field's highlighted grey box. From the drop-down list, tap the ring type you want to use for the contact.

— (Optional.) Tap the **Divert Contact** field, and then enter the phone number of the third party to which you want this contact's calls sent.

You can enter a maximum of 32 characters.

— (Optional.) Tap the **Auto Reject** field, and then tap the field's highlighted grey box. From the drop-down list, tap **Enabled** or **Disabled**. (The default setting is **Disabled**.)

If you set the Auto Reject field to enabled, each time the contact calls, the call will be directed to your mail system (if one is set up).

> If you don't have a mail system set up, enabling the Auto Reject field will have no effect. Each time the contact calls, your phone will ring (unless you choose to divert the contact's calls, or enable call forwarding or Do Not Disturb on your phone).

— (Optional.) Tap the Auto Divert field, and then tap the field's highlighted grey box. From the drop-down list, tap **Enabled** or **Disabled**. (The default setting is **Disabled**.)

If you set the Auto Divert field to enabled, each time the contact calls, the call will be directed to the third party you specified in the Divert Contact field.

4   Tap the **Save** soft key.

5   Tap ⌂ to return to the idle screen.

Adding Contacts from Call Lists

You can save call information from a call list to your local Contact Directory. The contact's first and last names (if available) and contact number are saved.

To add a contact from a call list:

1   Display a call list. (See "Viewing Call Lists" on page 58.)

2   Press ▲ or ▼ to scroll to the call you want to save to your local Contact Directory, and then tap the **Save** soft key.

The message "Saved" displays.

If the contact already exists in your local Contact Directory, "Contact already exists" displays.

3   Tap ⌂ to return to the idle screen.

> You may want to go to the Contact Directory to see if the contact was saved correctly and to add any missing contact information. To find a contact in your Contact Directory, see "Searching Your Local Contact Directory" on page 60. To update missing contact information, see "Adding Contacts Manually" on page 61 (step 3).

Updating Your Local Contact Directory

You can update information for contacts in your local Contact Directory.

To update a contact:

1   Tap   ▢   > **Features** > **Contact Directory**.

2   From the Directory screen, tap the contact whose information you want to update. Or, search for the contact (see "Searching Your Local Contact Directory" on page 60).

3   Tap the **Edit** soft key.

4   From the Edit Contact screen, update the contact information.

     For information on the fields you can update, see "Adding Contacts Manually" on page 61 (step 3).

5   Tap the **Save** soft key.

6   Tap   ⌂   to return to the idle screen.

Deleting Contacts from Your Local Contact Directory

You can delete contacts from your local Contact Directory.

To delete a contact:

1   Tap   ▢   > **Features** > **Contact Directory**.

2   From the Directory screen, tap the contact you want to delete. Or, search for the contact (see "Searching Your Local Contact Directory" on page 60).

3   Tap the **Delete** soft key.

     The contact is deleted from the directory.

4   Tap   ⌂   to return to the idle screen.

Working with Corporate Directory

If your system administrator sets up Corporate Directory on your phone, you may have read-only access to portions of your Corporate Directory. You cannot update the contacts in your Corporate Directory. Your system administrator determines which contacts you can see.

From Corporate Directory, you can do the following:

- Dial contacts. See "Calling from Directories" on page 33.

- Search for contacts. See "Searching Corporate Directory" on page 65.

- Add contacts to your local Contact Directory. See "Adding Corporate Directory Contacts to Your Local Contact Directory" on page 66.

Searching Corporate Directory

When you access Corporate Directory, a search screen displays so you can search for a specific contact. You can perform a quick search or an advanced search.

> Each time you access Corporate Directory, the search screen displays, unless you enable your phone to remember the last search you performed or the last person you selected. To enable this feature, see "Saving Corporate Directory Search Results" on page 67.

To search for a contact in the Corporate Directory:

1   Do one of the following:

   —   Tap [▤   ] > **Features** > **Corporate Directory**.

   or

   —   Press (DIR) , and then tap **Corporate Directory**.

   The Corporate Directory search screen displays.

> If you have enabled your phone to save the results of your last search (or remember the last contact you selected), your previous search results (or the contact), will display instead of a blank search screen. To enable this feature, see "Saving Corporate Directory Search Results" on page 67.

2   From the Corporate Directory search screen, perform a quick search or an advanced search.

   A quick search allows you to search using the contact's last name (if the directory is alphabetized by last name) or first name (if the directory is alphabetized by first name). An advanced search uses any combination of the contact's first and last names, phone numbers, address, and title.

Do one of the following:

— To perform a quick search, in the **Search** box, enter the first few characters of the contact's first or last name (depending on how the directory is organized), and then tap the **Submit** soft key. The screen displays a list of contacts, starting with any successful matches.

or

— To perform an advanced search, tap the **AdvFind** soft key. From the Advanced Find screen, enter your search criteria, and then tap the **Submit** soft key. The screen displays any successful matches.

> If you want to erase all your search criteria and enter new criteria before you submit your search, tap the **Clear** soft key.

3 Tap ⌂ to return to the idle screen.

Adding Corporate Directory Contacts to Your Local Contact Directory

You can save any contact listed in your Corporate Directory to your local Contact Directory. The contact's first and last names (if available) and contact number are saved.

To add a contact to your local Contact Directory:

1 Tap ☰ > **Features > Corporate Directory**.

The Corporate Directory search screen displays.

> If you have enabled your phone to save the results of your last search (or remember the last contact you selected), your previous search results (or the contact), will display instead of a blank search screen. To enable this feature, see "Saving Corporate Directory Search Results" on page 67.

2 Search for the contact. (See "Searching Corporate Directory" on page 65.)

3 Tap the contact's entry.

4 From the Contact screen, tap the **Save** soft key to save the contact to the local Contact Directory.

"Saved" displays on the screen. Only the first name, last name, and phone number are saved.

If the contact already exists in your local Contact Directory, "Contact already exists" displays.

5 Tap ⌂ to return to the idle screen.

> You may want to go to the Contact Directory to see if the contact was saved correctly and to add any missing contact information. To find a contact in your Contact Directory, see "Searching Your Local Contact Directory" on page 60. To update missing contact information, see "Adding Contacts Manually" on page 61 (step 3).

Saving Corporate Directory Search Results

You can enable your phone to save Corporate Directory search results, and to remember the last person you viewed in the directory. Whenever you re-display Corporate Directory, the results of your last search, or the last person you selected, will display. If you don't enable your phone to save search results, each time you access Corporate Directory, a blank search screen will display.

To save Corporate Directory search results:

1   Tap [icon] **> Settings > Basic > Preferences > Corporate Directory > View Persistency**.

2   Tap **Enabled**, and then tap the **Select** soft key.

3   To save the new setting, tap the **Back** soft key.

To view a blank search screen again:

1   Tap [icon] **> Settings > Basic > Preferences > Corporate Directory > View Persistency**.

2   Tap **Disabled**, and then tap the **Select** soft key.

3   To save the new setting, tap the **Back** soft key.

Controlling What is Heard

You can change what you hear by doing the following:

- "Changing the Ring Tone" on page 68
- "Changing the Speaker Volume" on page 69
- "Changing the Ringer Volume" on page 69
- "Muting the Microphone" on page 69
- "Choosing Where You Hear Sound Effects" on page 70

Changing the Ring Tone

You can select from many different ring types to distinguish lines or to distinguish your phone from your neighbor's phone. You can also set distinctive ring tones for contacts in your local directory so you can identify callers when your phone rings.

Changing the Ring Tone for Your Phone

You can choose a distinctive ring tone for your phone to identify it when it rings. Or, you can choose distinctive ring tones for different lines.

To select a ring tone for your phone or a specific line:

1   Tap   **▤**   > **Settings > Basic > Ring Type**.

    The Ring Type screen displays.

    (If multiple lines are configured on your phone, the Line Select screen displays instead, and you have to select the line to which to apply the ring type. Then, the Ring Type screen displays.)

2   From the Ring Type screen, tap the ring type you want, and then tap the **Select** soft key. To hear the ring type before you change it, tap the **Play** soft key.

    The default ring type is **Low Trill**.

3   Tap   **⌂**   to return to the idle screen.

Setting Ring Tones for Contacts

> Your company's settings may override this feature.

You can set a distinctive ring tone for each contact in your Contact Directory so you can distinguish callers.

To set a distinctive ring tone for a contact:

1   Tap   **▤**   > **Features > Contact Directory**.

2   From the Directory screen, tap the contact for whom you want to assign a distinctive ring tone, and then tap the **Edit** soft key.

3   From the Edit Contact screen, tap the **Ring Type** field, and then tap the field's highlighted grey box. From the drop-down list, tap the ring type you want to assign to the contact.

4   Tap the **Save** soft key.

5   Tap   **⌂**   to return to the idle screen.

Changing the Speaker Volume

You can change the volume of what you hear during a call.

To adjust the speaker volume:

>> During a call, press either | ◀) | or | ◀)) | to lower or raise the speaker volume.

> To conform to regulatory requirements, handset and headset volume will return to a preset level after each call, but your system administrator can change this. Speakerphone volume settings will be maintained across calls.

Changing the Ringer Volume

You can change the volume of your phone's ring tone.

To adjust the ringer volume:

>> When your phone is idle, press either | ◀) | or | ◀)) | to lower or raise the ringer volume.

Muting the Microphone

Mute the microphone so that the other party (or parties) cannot hear you. Microphone Mute applies to all modes (handset, headset, and speakerphone). You can still hear all other parties while mute is enabled.

To mute the microphone:

>> During a call (including a conference call), press | 🎤 | .

The Mute key, | 🎤 | , glows red, and 🔇 displays next to near-site video. The other party (or parties) cannot hear you.

To turn off Microphone Mute:

>> Press | 🎤 | again.

The red light behind the Mute key, | 🎤 | , turns off, and 🔇 no longer displays next to near-site video.The other party (or parties) can hear you.

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, all sound effects are heard from the speaker.

To choose where you hear sound effects:

1   Tap ⊞ **> Settings > 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**.

3   Tap 🏠 to return to the idle screen.

Managing Speed Dials

You can associate contacts with Speed Dial Keys for single touch dialing of

frequently used numbers. Speed Dial Keys display .

The following figure shows a phone with two Line Keys (2076 and 1948), and four Speed Dial Keys (assigned to Lauren Gates, Jack Jones, Milton Stone, and Teresa Swift).

When a new entry is added to the Contact Directory, it is automatically assigned a speed dial index number, as well as the next available position under the Line Key(s). The phone populates all available positions with the contacts that have the lowest speed dial index numbers.

Speed Dial Keys display consecutively according to the speed dial index number (the lowest speed dial index number displays first). To re-order Speed Dial Keys, see "Updating Speed Dial Keys" on page 72.

For information on assigning or updating speed dial index numbers, see "Updating Your Local Contact Directory" on page 64. For information on placing calls using speed dials, see "Calling by Speed Dialing" on page 34.

Adding Speed Dial Keys

Each time you add a contact to your Contact Directory, a speed dial index number is automatically assigned to the contact. If a position is available under the Line Key(s), the contact is automatically assigned to it, and you can place a call to the contact by tapping the Speed Dial Key.

To assign a new Speed Dial Key:

1   Tap [icon] > **Features** > **Contact Directory**.

2   Tap the **Add** soft key.

3 Add contact information for the new contact (see "Adding Contacts to Your Local Contact Directory" on page 61).

The speed dial index can be any unused value between the next available number and a maximum value of 9999. If you assign a speed dial index number that is already taken, the message "Speed dial index already exists" displays.

> Polycom recommends that you assign speed dial index values consecutively. For example, if you assign the third position to the speed dial index value "2," assign the fourth position to the speed dial index value "3."

4 Tap the **Save** soft key.

5 Tap [home icon] to return to the idle screen.

Updating Speed Dial Keys

Update a Speed Dial Key to remove or re-order the Speed Dial Keys on your phone. You update a Speed Dial Key by updating a contact's speed dial index number. If you delete a speed dial index number for a contact, the contact's Speed Dial Key is replaced by the contact who has the closest speed dial index number.

To update a speed dial index for an existing contact:

1 Tap [menu icon] **> Features > Contact Directory**.

2 From the Directory screen, tap the contact whose speed dial index you want to update, and then tap the **Edit** soft key.

3 From the Edit Contact screen, tap the **Speed Dial Index** field, and then enter or update the speed dial index number.

The speed dial index can be any value between the next available index value and a maximum value of 9999.

4 Tap the **Save** soft key.

5 Tap [home icon] to return to the idle screen.

Accessing Voice and Video Mail

- Voice and video mail is an optional feature that your system administrator sets up. Your system may not support it.
- Screen options may vary with your application. You may be able to access mail with a single key press.

To access voice or video messages:

>> Press 📧 , and then follow the prompts to access your message(s).

Working with Multiple and Shared Lines

Your system administrator can customize your phone so that you have more than one Line Key. Your phone can also share a line with another phone.

Supporting Multiple Lines

Your phone can support up to six different lines. Lines are assigned to the Line Keys on your phone. Typically, the top-most Line Key is reserved for the principal directory number (DN) of the phone.

When the phone is idle, Line Keys can display the following icons. (For information on icons that display when the phone has a call, see "Phone Icons" on page 9.)

Line Key Icon	Displays for ...
	Registered, private lines.
	Registered, shared lines.

Line Key Icon	Displays for ...
	Unregistered lines.
	Lines that have the **Always** call forwarding type enabled.
	Lines that have Do Not Disturb enabled.

Your phone can handle a maximum of 24 calls, distributed across all lines. If your phone has two lines, and one line has 24 calls, your phone cannot accept any other calls.

You can set up any available key (that is, one that is not assigned to a line) as a Speed Dial Key. Speed Dial Keys display .

The following figure shows a phone set up with one phone line (2076). Since one Line Key is taken, there are five keys available that you can assign as Speed Dial Keys. In this example, five Speed Dial Keys are set up.

Supporting Multiple Line Keys Per Line

Your system administrator can assign each phone line to a single Line Key, or to multiple Line Keys.

Incoming and outgoing calls for a phone line will be distributed evenly across all Line Keys that are assigned to the phone line. For example, if you have two Line Keys set up as 1952, and you have an active call for 1952 on the first Line Key, an incoming call for 1952 will go to the second Line Key.

Your phone can be set up to have a combination of lines with a single Line Key and lines with multiple Line Keys.

Supporting Shared Lines

> Shared lines is an optional feature and may not be supported on your particular system. For more information, contact your system administrator.

> Call Forwarding is not available on shared lines.
>
> Enabling Do Not Disturb on shared lines disables ringing only. You will still see a visual notification of the call and have the option to answer the call.

Your system administrator can set up your phone to support shared lines. If two phones share a line, an incoming call to that number will cause both phones to ring. The call can be answered on either phone, but not on both. Calls on shared lines can be transferred, placed on hold, or added to a conference.

If you have an incoming call on a shared line, you can tap the **Silence** soft key to stop your phone from ringing. The call's visual notification will still display.

The following table shows the Line Key icons and status indicators that display for shared lines.

Line Key Icon	Shared Line Status	Line Key Status Indicator
	Idle	(No indicator)
	Active call	Solid red
	Call or calls on hold	Flashing red

Locking and Unlocking the Phone

- Locking your phone is a feature that your system may not support. For more information, see your system administrator.
- Your system administrator can set up your phone to automatically lock if the phone hasn't been used for a certain period of time, as well as block the phone's browser while the phone is locked.

Lock your phone to do the following:

- Prevent unauthorized outgoing calls.

- Allow only authorized people to answer calls.

- Prevent people from viewing or modifying phone displays or information (for example, menus, directory lists, call records, and Speed Dial Keys).

When your phone is locked:

- You can only make an outgoing call to a number from a list of authorized numbers.

- You have to enter a password to answer incoming calls.

- All keys and soft keys are disabled, except those that allow you to unlock the phone, make an authorized call, redial a number, or view the browser (if enabled).

You unlock the phone by entering your user password. If your phone restarts for any reason while it is locked, it will be locked when the phone starts up again (unless your phone is configured to start up unlocked).

When your phone is locked, the messages "The phone is locked" and "Authorized calls only" scroll on the status bar. Messages that displayed before the phone was locked don't display.

About Your User Password

You are assigned a user password so you can answer calls from your locked phone and unlock the phone. By default, your user password is 123. You can change your user password at any time.

To change your user password, you need to enter the administrator password. For more information, see your system administrator.

Changing Your User Password

By default, your user password is 123. Change your user password so it's unique to your phone.

To change your user password:

1   Tap [icon] **> Settings > Advanced**.

2   From the Password screen, enter the administrator password, and then tap the **Enter** soft key.

3   From the Advanced screen, select **Change User Password**.

4   From the Change User Password screen, enter your password information, and then tap the **Enter** soft key.

Locking and Unlocking Your Phone

You can choose how you want your phone to handle incoming calls when it is locked. If you set up your phone to allow incoming calls when it is locked (the default setting), incoming calls will ring on your phone, and you can answer calls by entering your user password. If you set up your phone to ignore incoming calls, Do Not Disturb will be applied to all lines on your phone, and your phone will not ring.

To lock your phone:

1   Tap [icon] **> Settings > Basic > Lock Phone**.

2   From the Lock Phone screen, select how you want incoming calls handled when your phone is locked.

   — **Allow ringing when locked**—Select this option if you want your phone to ring when you have an incoming call. If you choose this option, you can answer a call by entering your password.

   — **DND when locked**—Select this option if you don't want your phone to ring. You won't have the option to answer incoming calls. All incoming calls will go to your mail system (if enabled) and display in your Missed Calls list.

The default setting is **Allow ringing when locked**.

> Enabling **DND when locked** on shared lines disables ringing only. You will still see a visual notification of the call and have the option to answer it.

3   Tap the **Lock** soft key.

Your phone is locked.

> Your phone may be set up so that you can quickly lock it by tapping the **Lock** soft key from the idle screen. If you do this, however, you cannot choose how to handle incoming calls. Your phone will use the default setting ('Allow ringing when locked'), or the last setting you selected.

To unlock your phone:

1   From the idle screen, tap the **Unlock** soft key.

2   From the Unlock the Phone screen, enter your password, and then tap the **Enter** soft key.

    (For information on your user password, including what to do if you forget your user password, see "About Your User Password" on page 76.)

The phone unlocks.

Calling and Answering from a Locked Phone

From a locked phone, anyone can dial the standard emergency number (for example, 911), and up to five authorized numbers that an administrator can set up. You cannot call any other numbers from a locked phone.

If you set up your phone so you can answer incoming calls when your phone is locked, you can answer calls by entering your user password.

To call an authorized number from a locked phone:

>> Do one of the following:

    —   Tap the **New Call** soft key. From the Place an Authorized Call screen, select the number you want to call, and then tap the **Dial** soft key.

        The following figure shows an example of the Place an Authorized Call screen.

or

— Place a call to an authorized number by using the handset, headset, or speakerphone. For information on using the handset, headset, or speakerphone to place a call, see "Placing Calls" on page 28.

If you try to place a call to an unauthorized number, the message "Unauthorized number" displays. (To view a list of authorized numbers that you can call, tap the **New Call** soft key from the idle screen when your phone is locked.)

The call is placed.

To answer a call on a locked phone:

1   While the phone rings, tap the **Answer** soft key.

2   From the Answer the Call screen, enter your password, and then tap the **Enter** soft key.

(If you press the **Cancel** soft key instead, the Answer the Call screen disappears and the incoming call window displays again.)

(For information on your user password, including what to do if you forget your user password, see "About Your User Password" on page 76.)

The call connects.

3

Using the Advanced Features of Your Phone

This chapter shows you how to use the advanced features of your Polycom® VVX® 1500 C Business Media Phone for Cisco® Unified Communications Manager (SIP). The topics include:

Placing Calls Using the H.323 Protocol

Handling calls that use the H.323 protocol is an optional feature that your system administrator enables. Your system may not support it or have an H.323 license. For more information, contact your system administrator.

If your phone supports the H.323 protocol, be aware of the following limitations:

*   You cannot forward or transfer H.323 calls.

*   You cannot set up forwarding for lines that just use the H.323 protocol.

*   You cannot set up shared lines for lines that use the H.323 protocol.

*   You cannot place a call by just entering an H.323 name. To place a call using an H.323 name, enter URL-dialing mode and enter the following format for the URL:

    <H.323 name>@<server name>

    For example: VVX101@100.100.100.100

Your system administrator can set up your phone so that it can handle calls that use either the SIP or H.323 protocol, or both protocols. Your phone may be set up so that a line can handle one or both protocols.

If your phone can handle calls using both protocols, you may be able to choose the protocol to use before you tap the Dial or Send soft key, or before a call is automatically placed. You may also be able to choose to allow your phone to automatically select the protocol to use.

If your phone is set up to handle both protocols, you may be able to choose a protocol before you place a call using one of the following methods:

• Soft key method

  Soft keys display to allow you to choose the protocol. Tap the **Use SIP**, **Use H.323**, or **Use Auto** soft key one or more times to toggle between **Use SIP** (to place a SIP call), **Use H.323** (to place an H.323 call), or **Use Auto** (to allow your phone to automatically select the protocol to use). The protocol you select displays in the title bar. Your phone will use the selected protocol for all subsequent calls, unless you select a different protocol.

• Dialog box method

  A dialog box displays to allow you to choose the protocol. Tap **Use SIP** (to place a SIP call) or **Use H.323** (to place an H.323 call).

For dual-protocol phones, the protocol displays next to all call IDs, including the call IDs for conference call participants and calls on hold. The following figure shows a SIP call placed to Jack Jones.

When you place calls from call lists or directories, your phone will automatically choose the protocol to use based on the information in the call list or directory. When you set up a contact in your Local Contact Directory, you can specify the protocol the contact uses to handle calls. This allows your phone to automatically use the correct protocol when you dial the contact.

Working with a Polycom CMA System

A Polycom® Converged Management Application™ (CMA™) system is an optional scheduling and endpoint management system that your system administrator may set up. Your system may not support it or have the required H.323 license.

Your phone may be provisioned by a Polycom CMA system so that you can:

• Search for and dial people in a CMA Directory. For more information, see "Searching and Dialing from the CMA Directory" on page 83.

• Monitor the status of people in a CMA Directory. For more information, see "Using Buddy Status Lists with a CMA System" on page 84.

If you can't access the CMA features on your phone, you may have to re-submit your login credentials. For more information, see "About Your Login Credentials" on page 95.

Searching and Dialing from the CMA Directory

If your phone is provisioned by a CMA system, you have access to a CMA Directory that lists people and groups in your organization. You can search for and dial people from this directory.

To search and dial from the CMA Directory:

1 Do one of the following:

   — Tap [▤   ] > **Features** > **CMA Directory**.

   or

   — Press (📖), and then tap **CMA Directory**.

2 From the Search CMA screen, perform a quick search or group search to find a person.

   A quick search allows you to search using the person's first or last name (depending on how the directory is organized). A group search allows you to search for all the groups in an organization (for example, HR, Administration, Payroll, etc.), and then view the people that belong to each group.

— To perform a quick search, start typing a name, and then tap the **Submit** soft key. The screen displays a list of people, starting with any successful matches.

If your search returns too many results to display, the message "Too many results received. Enter more characters" displays. To limit your search results, enter more characters in the **Search** box, and then tap the **Submit** soft key.

or

— To perform a group search, tap the **Groups** soft key. From the Groups screen, tap the group you want to view. All the people in the group will display.

To find a specific person in a group, enter specific characters in the **Search** box, and then tap the **Submit** soft key.

(If you tap the **Submit** soft key and the message "Directory Server not responding" displays, access to the CMA Directory is temporarily unavailable and you won't be able to complete your search.)

3 If the person you want to dial is not already highlighted, scroll to the

person using ⟨ ▲ ⟩ or ⟨ ▼ ⟩ , and then tap the **Dial** soft key.

(If you tap the **Dial** soft key and the message "Resource unavailable" displays, the endpoint you're trying to dial is currently offline and unavailable for a call.)

(If you tap the **Dial** soft key and the message "Directory Server not responding" displays and "CMA Directory not registered" scrolls on the status bar, access to the CMA Directory is unavailable and the call won't be placed.)

Using Buddy Status Lists with a CMA System

The CMA system provides a presence service that allows you to view the status (for example, "available" or "busy") of contacts in a Buddy Status list that you set up. Your Buddy Status list is your personal space for storing information about the people and systems you communicate with most frequently. You invite people in the CMA Directory to join your Buddy Status list. If the person's system supports sharing presence, the person receives an invitation to be in your Buddy Status list.

Entries in your Buddy Status list are automatically assigned a Speed Dial Key (if your phone has Speed Dial Keys available), which also displays an icon to indicate the buddy's status.

- Buddy Status list entries are assigned all available Speed Dial Keys, even if a Speed Dial Key is being used for a non-CMA contact.
- Buddy Status list entries don't display in your Speed Dial Information list.

This section explains the following:

Inviting People in the CMA Directory to Your Buddy Status List

When you invite a person or system from the CMA Directory to your Buddy Status list, the person (if their system supports sharing presence) automatically displays in your Buddy Status List and on a Speed Dial Key (if available).

Depending how the person's system is configured, the following happens:

- If the person's system is configured to accept invitations automatically, the person's status displays (one of , , , , or). As well, you're automatically added to the person's status list.

   (For information about the icons that display to indicate buddy status, see "Seeing Who's Available" on page 87.)

- If the person's system isn't configured to accept invitations automatically, the name in your Buddy Status list is identified with the Invited icon,

    . Then, one of the following will happen:

   — If the person accepts your invitation, your Buddy Status list and Speed Dial Keys update to show the person's status. As well, you're automatically added to the person's status list.

   — If the person rejects your invitation, the person's name is removed from your Buddy Status list and any Speed Dial Keys, and you aren't added to the person's status list.

When you invite a person to your Buddy Status list, all the person's endpoints (for example, "VVX," "HDX," "CMA Desktop," etc.) are added to your list. Each endpoint displays as a separate entry in your list and occupies a different Speed Dial Key.

You can add up to 64 people to your Buddy Status list. Your Buddy Status list displays contacts alphabetically (using the first letter that displays for the buddy's name). Each entry displays the buddy's name, device type, and presence icon.

To invite a person or system in the CMA Directory to your Buddy Status list:

1   Do one of the following:

   —   Tap [icon] > **Features** > **CMA Directory**.

   —   Press [icon], and then tap **CMA Directory**.

   —   From the idle screen, tap the **Buddies** soft key. From the Buddy Status screen, tap the **Add** soft key.

2   From the Search CMA screen, perform a quick search or group search to find the person you want to add to your Buddy Status list.

   A quick search allows you to search using the person's first or last name (depending on how the directory is organized). A group search allows you to search for all the groups in an organization (for example, HR, Administration, or Payroll), and then view the people that belong to each group.

   —   To perform a quick search, start typing a name, and then tap the **Submit** soft key. The screen displays a list of people, starting with any successful matches. If the contact you want to add isn't already

       highlighted, scroll to the person using [icon] or [icon].

       If your search returns too many results to display, the message "Too many results received. Enter more characters" displays. To limit your search results, enter more characters in the **Search** box, and then tap the **Submit** soft key.

   or

   —   To perform a group search, tap the **Groups** soft key. From the Groups screen, tap the group you want to view. All the people in the group will display. If the contact you want to add isn't already highlighted,

       scroll to the contact using [icon] or [icon].

       To find a specific person in a group, enter specific characters in the **Search** box, and then tap the **Submit** soft key.

   (If you tap the **Submit** soft key and the message "Directory Server not responding" displays, access to the CMA Directory is temporarily unavailable.)

3   Tap the **Add Contact** soft key.

An invitation is sent to the person.

If the message "Contact does not support presence. Save to local Contact Directory?" displays after you press the **Add Contact** soft key, you can't add the person to your Buddy Status list, but you can add the person to your local Contact Directory. To add the person to your local Contact Directory, tap the **Yes** soft key. The message "Saved" displays.

If the person already exists in your local Contact Directory, "Contact already exists" displays. (If your local Contact Directory is read-only, you can't add the contact, and the message "Local contact directory is read-only" displays.)

You cannot add yourself to your Buddy Status list. If you try to add yourself, the message "You cannot add yourself to your buddies list" displays.

Removing Buddies from Your Buddy Status List

When you remove a buddy from your Buddy Status list, you remove all the buddy's endpoints from the list and all the buddy's Speed Dial Keys. As well, you remove yourself from your buddy's status list.

> Any entries for the buddy that appear in your local Contact Directory must be removed separately.

To remove a buddy from your Buddy Status list:

1   From the idle screen, do one of the following:

   —   Tap the **Buddies** soft key.

   or

   —   Tap [icon] > **Features** > **Presence** > **Buddy Status**.

2   From the Buddy Status screen, press [▲] or [▼] to select the buddy you want to remove from the list, and then tap the **Delete** soft key.

The buddy's name is removed from your Buddy Status list, and you're removed from the buddy's status list.

Seeing Who's Available

You can view the status of your buddies from the idle screen (if your buddy has a Speed Dial Key), or from your Buddy Status list. Buddies have an icon beside their Speed Dial Key and beside their name in the Buddy Status list that indicates their availability for a call.

The following table shows the icons that indicate a buddy's status.

If a buddy you're monitoring has more than one endpoint, and one endpoint changes to "Offline," then that buddy's endpoint will be removed from your Buddy Status list. When the status changes, the buddy's endpoint will display in your Buddy Status list again.

Buddy's Icon	Buddy Status
	Available for a call.
	On the phone, but available for a call.
	In a call or not accepting calls (Do Not Disturb).
	Available for a call, but currently idle or away.
	Invited to join your Buddy Status list. No status information is yet available.
	Offline and not available for a call.

Viewing Buddies from the Idle Screen

Your phone automatically assigns a buddy to a Speed Dial Key (if one is available). The Speed Dial Key displays an icon that indicates the buddy's status. Buddies are assigned Speed Dial Keys in the order in which they appear in your Buddy Status list. For example, the first contact in your Buddy Status list is assigned the first available Speed Dial Key.

The following figure shows a phone that is monitoring five buddies from their Speed Dial Keys. The buddies have the following status:

• Catherine is on the phone, but can accept another call.

• Jack Jones is available for a call, but is currently idle or away.

• Milton Stone is offline and unavailable for a call.

• Teresa Swift is available for a call.

• Z Wong is busy and not accepting calls.
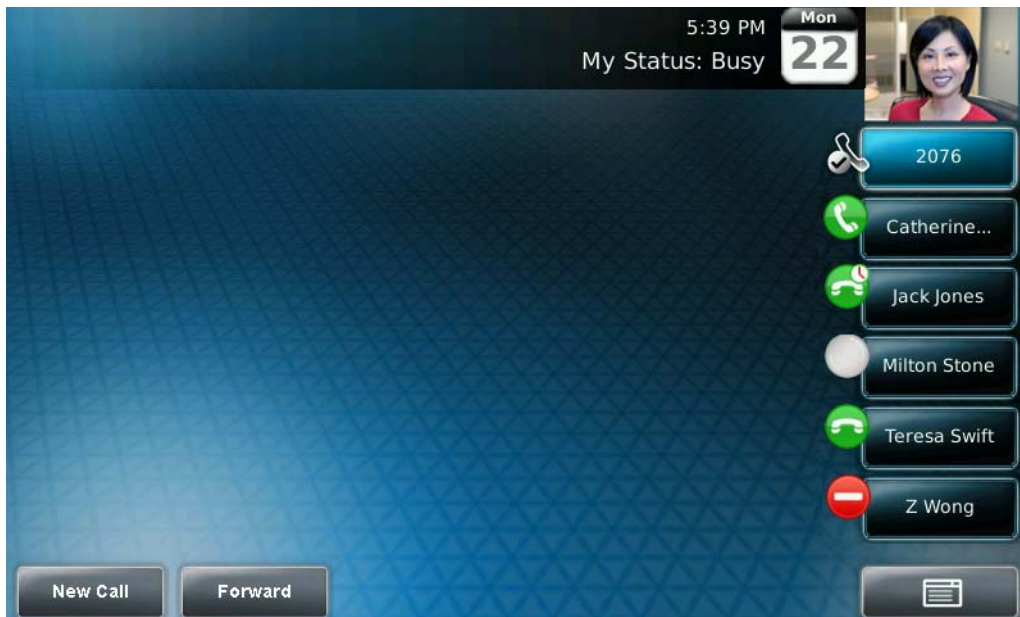
Viewing Buddies from the Buddy Status List

If you can't monitor all your buddies from the idle screen (because you have more buddies than available Speed Dial Keys), use the Buddy Status list.

To view a buddy from your Buddy Status list:

>> From the idle screen, do one of the following:

— Tap the **Buddies** soft key.

or

— Tap [ ] and then select **Features > Presence > Buddy Status**.

The Buddy Status screen displays, listing all your buddies and their status.

The following figure shows a Buddy Status list.

Choosing How You Accept Invitations

Each time a person adds you to their status list, your phone receives an invitation. You can set up your phone to automatically accept all invitations, or prompt you to accept or reject each invitation.

If you set up your phone to automatically accept all invitations, anyone who wants to monitor your status can do so, without your permission. If you set up your phone to prompt you when an invitation arrives, you can accept or reject each invitation that arrives.

By default, your phone prompts you to accept or reject each invitation. For information on how to handle invitations, see "Accepting and Rejecting Invitations" on page 91.

When you accept an invitation (either automatically or through a prompt), the person who sent the invitation automatically populates your Buddy Status list and an available Speed Dial Key. If the person who sent the invitation has multiple devices, all devices will display in your Buddy Status list, and each device will display on a separate Speed Dial Key (if available).

To choose a method to accept invitations:

1   Tap [□] > **Settings** > **Basic** > **Preferences** > **Presence**.

2   From the Presence screen, select one of the following options:

   —   **Prompt**—Choose this option if you want to view each invitation and
        accept or reject each one. If you choose this option, each time a person
        adds you to their status list, you'll receive an invitation that you can
        accept or reject. If you accept, your status will update on the person's
        status list, and the person will join your Buddy Status list. If you reject,
        you'll be removed from the person's status list.

   —   **Automatic**—Choose this option if you want to automatically accept
        all invitations. If you choose this option, you'll automatically join the
        status list of any person who wants to monitor you, and the person
        who sent the invitation will automatically join your Buddy Status list.

Accepting and Rejecting Invitations

If your phone is set up to prompt you each time an invitation arrives (see
"Choosing How You Accept Invitations" on page 90), you can either accept or
reject invitations from people who have added you to their status lists.

You can access a list of invitations from the "Invitations" menu item or from
an "Invitations" soft key that displays on the idle screen. When you tap the
soft key or access the menu item, a list of invitations displays that you can
either accept or reject.

> The "Invitations" menu item and soft key only display when you have one or more
> invitations.

To accept or reject an invitation:

1   From the idle screen, do one of the following:

   —   Tap the **Invitations** soft key (you may have to tap the **More** soft key to
        see it).

   or

   —   Tap [□] > **Features** > **Presence** > **Invitations**.

The Invitations screen displays.

In the following figure, two people, Cath Gates and Milton Stone, have invited you to join their status lists.
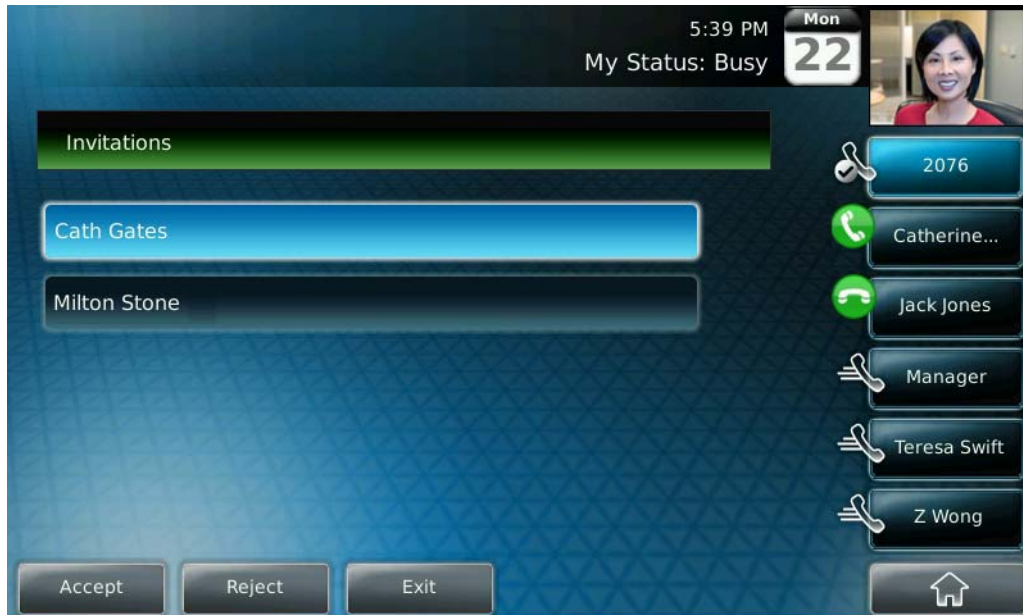
2 Press ⟨▲⟩ or ⟨▼⟩ to select the person whose invitation you want to accept or reject, and then tap the **Accept** or **Reject** soft key.

If you accept the invitation, the person can monitor your status, and the person populates your Buddy Status list and a Speed Dial Key (if available).

If you reject the invitation, you're removed from the person's status list. The person doesn't join your Buddy Status list.

Updating Your Status

Update your status so that your buddies can monitor your status from their phones. You can choose one of the following status options: online, busy, be right back, away, out to lunch, or do not disturb. Your phone sends status to your buddies based on the option you choose.

> Your phone also sends certain status information to your buddies automatically (such as if you're in a call, enabled Do Not Disturb on your phone, or your phone is offline because you restarted it). For example, if you enable Do Not Disturb on your phone, your availability automatically updates to "Do Not Disturb."
>
> If you select the option "Do Not Disturb," and then enable and disable Do Not Disturb on your phone, your status will change to Online.

When you select a status setting (other than online), the setting scrolls under the time display on the status bar.

The following table shows the status you can set, what the status means, and what displays on your buddies' phones.

Status you choose	What the status means	What displays on your buddy's phone
Online	You're available for a call.	
Busy	You're not accepting calls. (Your phone will still ring, unless you've enabled forwarding or Do Not Disturb.)	
Be right back	You're available for a call, but you're currently idle or away from your phone.	
Away	You're available for a call, but you're currently idle or away from your phone.	
On the phone	You're currently on the phone, but you're available for a call.	
Out to lunch	You're available for a call, but you're currently idle or away from your phone.	
Do Not Disturb	You're not accepting calls. (Your phone will still ring, unless you've enabled forwarding or Do Not Disturb.)	

To update your status setting:

1 From the idle screen, do one of the following:

   — Tap the **My Status** soft key.

   or

   — Tap ▤ > **Features** > **Presence** > **My Status**.

2 From the My Status screen, tap the status you want, and then tap the **Select** soft key.

3 Tap ⌂ to return to the idle screen.

The status you selected scrolls under the time display on the status bar (unless you selected Online).

The following figure shows what the touch screen looks like when you select a status setting (in this case, "Busy"). If you assign the status "Online" (the default status), the presence status does not display on the screen.

Dialing Buddies

You can dial a buddy from the Buddy Status list or from the buddy's Speed Dial key.

(You can also dial contacts from the CMA Directory. For more information, see "Searching and Dialing from the CMA Directory" on page 83.)

To dial from the Buddy Status list:

1   From the idle screen, tap the **Buddies** soft key.

2   From the Buddy Status screen, do one of the following:

   —   Tap the buddy you want to call.

   or

   —   Scroll to the buddy you want to call using ⟨▲⟩ or ⟨▼⟩, and then tap the **Dial** soft key.

The call is placed.

To dial from a Speed Dial Key:

>> From the idle screen, tap the buddy's Speed Dial Key.

The call is placed.

About Your Login Credentials

If your phone is provisioned by a CMA system, your system administrator has assigned you a domain, user name, and password on the system and on your phone. This integration allows you to access CMA features (for example, the CMA Directory, Buddies, and your Buddy Status List) on your phone. Your system administrator sets your domain, user name, and password on the system and on your phone.

If there is a problem with the system or your login credentials, you can't access the CMA features on your phone. The following happens:

- An icon, , displays on the status bar. You can tap the icon to access the Login Credentials screen.

- The message "Login Credentials have failed. Please update them if information is incorrect" displays for 10 seconds.

- The messages "CMA authentication failed," "Invalid login credentials," and "CMA Presence not registered" scroll on the status bar.

- When you try to search the CMA Directory, the message "Login Error" displays on the touch screen.

- Your Buddy Status list doesn't list any records.

- The Line Key is unregistered.

To access CMA features again, submit your login credentials again.

To submit your login credentials again:

1   Tap , or tap > **Settings > Basic > Login Credentials**.

    The Login Credentials screen displays with the message "Multiple login failures can lock the user account." (The message displays for five seconds.)

2   Tap the **Submit** soft key.

Your credentials are re-submitted and you have access to CMA features again.

> If you still don't have access to CMA features, or you lock your account, see your system administrator. Your system administrator may ask you to enter new login credentials instead of submitting your old ones.

Recording Calls and Conferences

- Recording calls is an optional feature that your system may not support.
- When you record a video call, your phone will only record the audio component.
- For a list of supported USB flash drives to record phone audio, see Technical Bulletin 38084, *Supported USB Devices for SoundPoint IP 650 and 670 and Polycom VVX 1500 Phones,* at http://www.polycom.com/support/voice/soundpoint_ip/VoIP_Technical_Bulletins_pub.html.
- You may be required by federal, state, and/or local laws to notify some or all called parties when you record calls (either one-party or all-party consent). You can find specific information about US state requirements at http://www.rcfp.org/taping/. Telephone call recording regulations in other countries vary widely. Polycom recommends checking with the local government's telecommunications authority and government legal agencies.

  You can find other information that may be useful at:

  http://www.fcc.gov/cgb/consumerfacts/recordcalls.html

  http://www.privacyrights.org/fs/fs9-wrtp.htm

If the Call Recording and Playback feature is available, and you connect a USB flash drive to the USB port on your phone, you can record active calls (audio component only) on your phone. Recordings are stored as **.wav** files on the USB flash drive. You can record up to four hours in one file. The approximate time remaining for recording (the free space on the USB flash drive) is shown on the phone's status bar.

The following figure shows that you have 15.8 hours of free space on your USB flash drive.

The **Record** soft key controls recording and is available:

- When there are one or more calls connected to your phone
- During an active call
- When calls are on hold
- During a consultative transfer or conference call

(You may have to tap the **More** soft key to see the Record soft key.)

The **Record** soft key is not available:

- When there are no connected calls on your phone
- When you place a new call (to transfer or to conference)
- When the phone prompts you to answer an incoming call

If you put an active call on hold, recording pauses. Recording continues if the called party puts 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 (for example, dialing of digits or ringing from another party's phone) that occur before a call connects are not recorded. Local tones and indications (for example, DTMF tones when dialing) are not recorded. However, tones from another party's phone may be recorded.

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

For example, on October 4, 2007 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 place party A on hold 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 place party A on hold 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:
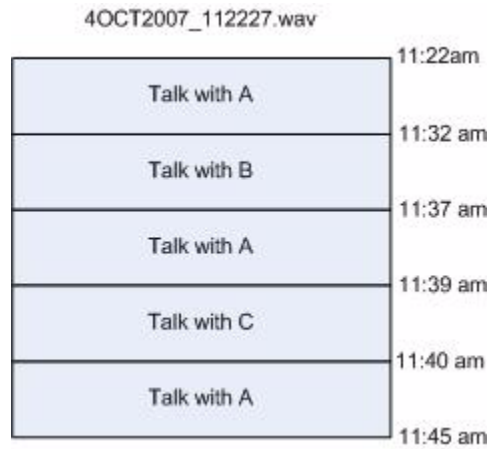
If you record, or attempt to record, a call, the following messages may appear on your screen:

- If there is insufficient free space on the USB flash drive when you tap the Start soft key, recording does not start and the following message displays:

    "USB device is full. Recording cancelled."

- If the USB flash drive becomes full during recording, recording stops and the following message displays:

    "USB device is full. Recording stopped."

- If you remove the USB flash drive during recording, recording stops and the following message displays:

    "USB device removed unsafely. Recording cancelled."

- If you attach an unsupported USB flash drive, the following message displays (along with information about the unsupported product):

    "Unsupported USB device attached."

This section includes the following topics:

Recording Calls

> ⚠️ Polycom recommends that you don't remove the USB flash drive while recording. The file being recorded will be incomplete and cannot be played back later. There is a small probability that the USB flash drive itself may be damaged by this action.

To record a call:

1   During a call, tap the **Record** soft key.

   The Start soft key displays.

2   To start recording, tap the **Start** soft key.

The Recording icon displays on the status bar while the phone records.

To access the top-level soft keys (for example, Hold, End Call, Transfer, and Conference), tap the **Back** soft key. To access the Stop and Pause soft keys again, tap the **Record** soft key.

3   To stop recording, do one of the following:

   —   Tap the **Stop** soft key. Then, tap the **Back** soft key to access the top-level soft keys.

   —   To end the call, tap the **Back** soft key, and then tap the **End Call** soft key.

   —   To end the call, hang up.

Recording Conferences

⚠ Polycom recommends that you don't remove the USB flash drive while recording. The file being recorded will be incomplete and cannot be played back later. There is a small probability that the USB flash drive itself may be damaged by this action.

You can record conference calls 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.

• When a conference call is placed on hold, recording is paused. You can place or answer other calls, which will be recorded in the same file. When the conference call is resumed, recording of the conference resumes.

Pausing and Resuming Recording

You can pause recording by tapping the Pause soft key. When you tap the Resume soft key, recording continues within the same **.wav** file.

To pause a recording:

>> Tap the **Pause** soft key.

The Paused Recording icon displays on the status bar when you pause recording.

To resume a recording:

>> Tap the **Resume** soft key.

The Recording icon displays on the status bar when you restart recording.

Playing Back Recorded Calls

Call Playback is an optional feature and may not be supported on your particular system.

If the Call Recording and Playback feature is available, and a removable USB flash drive is connected to your phone, you can play back 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.

Playback occurs in real time. To adjust the volume of the receiver audio during

playback, press [🔊] or [🔊] .

Playback stops if you tap the **Stop** soft key, or press

 , , , or .

If the handset is off-hook when you tap the **Play** soft key, you will hear audio through the handset. If the handset is on-hook when you tap the **Play** soft key, you will hear audio through the speaker. If you lift the handset while you listen through the speaker, you will hear the audio through the handset.

You cannot open a **.wav** file while a call is in progress or if you have placed a call. The message "Active call, action aborted" displays in either case. If all

calls are on hold, you can start playback. If you press for the selected

call or the particular Line Key for the held call, playback stops and the call resumes.

You cannot place a call while playback is in progress using the dialpad. However, you can place a call using a Speed Dial Key or Line Key. You can answer calls while playback is in progress (see "Answering a Call While Playing Back Recorded Calls" on page 105).

You can also play back 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 playback is in progress, playback stops.

This section includes the following topics:

- "Browsing Recorded Calls" on page 103
- "Playing Back Recorded Calls" on page 104
- "Answering a Call While Playing Back Recorded Calls" on page 105

Browsing Recorded Calls

To browse the recorded files:

1 Do one of the following:

   — Tap > **Browse Recordings**.

   or

   — Tap > **Features** > **Removable Storage Media** > **Browse Recordings**.

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

You can rename, delete, or play back the selected **.wav** file by tapping the **Rename**, **Delete**, or **Open** soft keys.

3 Tap to return to the idle screen.

Playing Back Recorded Calls

To play back a recorded call:

1 Do one of the following:

— Tap > **Browse Recordings**.

or

— Tap > **Features** > **Removable Storage Media** > **Browse Recordings**.

2 From the Browse Recordings screen, tap the file you want to play back, and then tap the **Open** soft key.

The filename you selected displays. The length of the file (in hours, minutes, and seconds) and the size of the file also display.

3 Tap the **Play** soft key.

"Playing" displays on the screen. The position indicator (in hours, minutes, and seconds) above the progress bar changes as the file plays back in real time.

While the recording plays, you can do the following:

— To pause the playback, tap the **Pause** soft key. "Paused" displays below the position indicator.

To resume the playback, tap the **Resume** soft key. "Playing" displays below the position indicator.

— To stop playing back the file and return to the Browse Recordings screen, tap the **Exit** soft key.

4 Tap to return to the idle screen.

Answering a Call While Playing Back Recorded Calls

If you're playing back a file and an incoming call arrives, playback pauses and the phone rings. If you don't answer your phone, playback remains paused, and you must tap the Resume soft key to continue playback.

To answer a call using the speakerphone:

>> Do one of the following:

— If you were listening to the file with the handset or headset, press

 .

or

— If you were listening to the file with the speakerphone, tap the Line Key with the flashing green status indicator.

To answer a call using the handset:

>> Do one of the following:

— If you were listening to the file with the speakerphone or a headset, lift the handset.

or

— If you were listening to the file through the handset, tap the Line Key with the flashing green status indicator.

To answer a call using the headset:

>> Do one of the following:

— If you were listening to the file with the speakerphone or a handset,

press .

or

— If you were listening to the file with the headset, tap the Line Key with the flashing green status indicator.

If you use a digital headset with an answer button, or an analog headset with an electronic switch, use the button or switch to answer the incoming call.

If you decide to reject the incoming call, tap the **Resume** soft key, and playback will resume. For more information, see "Playing Back Recorded Calls" on page 104.

Using the Browser

• Using the Browser is an optional feature that your system may not support.

• If the Browser uses over 30MB of memory and either the amount of free memory on the phone is below 6MB or the real time is between 1 A.M. and 5 A.M, the Browser will restart. Once the Browser has restarted, the last Web page you viewed displays.

Your phone can display a Web page on the idle screen. You may be able to tap hyperlinks on this Web page to view additional Web pages in the main Web Browser. You can also access the main Web Browser by tapping

[icon] > **Applications** or pressing [icon] .

From the main Web Browser, you can tap hyperlinks to view more Web pages. You can also tap a text box and enter information by using the dialpad keys on the phone console or the editing soft keys that display in the main Web Browser.

To move around a Web page, press your finger on the Web page, and then drag your finger up or down, or to the right or left. A scrolling indicator on the far-right of the touch screen indicates your position on the Web page. To stop a scrolling page, tap the touch screen.

From the main Web Browser, you can access navigation and editing soft keys. These soft keys display in a tool bar along the bottom of the touch screen. The tool bar "hides" after it displays for three seconds, unless you've tapped a text box that requires input. You can also display or hide the tool bar by pressing the touch screen until the tool bar displays or hides.

The following sections describe how to use the navigation and editing soft keys.

Using Navigation Soft Keys

Navigation soft keys allow you to view previous Web pages, refresh the current page, return to the home page, or go back to the idle screen.

Tap this soft key ...	To do this ...
◁	Go back to the previous Web page.
↻	Refresh the current Web page.
🏠	Return to the main Web Browser's home page.
⬇	Display the tool bar permanently, without it hiding every three seconds. When the tool bar is permanently enabled, the icon changes to ⬇ .
⬇	Enable the tool bar to hide every three seconds. (**Note**: To display a hidden tool bar, press the touch screen until the tool bar displays.)
✕	Return to the idle screen.

Using Editing Soft Keys

Editing soft keys allow you to enter information in text boxes. To display the editing soft keys, tap a text box in the main Web Browser.

Tap this soft key ...	To do this ...
123 or abc or ABC	Toggle between number, lowercase, or uppercase mode. Tap the soft key one or more times to select the mode you want.
Àâê or マジ or АБД or Unicode or ascii	Toggle between different character encodings. Tap the soft key one or more times to select the encoding you want.
(keyboard icon)	Display a keyboard on the touch screen so you can enter numbers, letters, and characters in a text box. (To hide the keyboard, tap this soft key.)
(pen icon)	Hide the text box tools.

For more information on entering and editing data, see "Entering Data and Editing Fields" on page 14.

Updating Your Phone's Configuration

You can update your phone's configuration without restarting the phone.

To update your phone's configuration:

1   Tap   > **Settings > Basic > Update Configuration**.

The message "Are you sure?"displays.

2   If you still want to update the configuration, tap the **Yes** soft key.

The configuration is updated. Your phone may restart, depending on the configuration parameters that have changed.

3   If the phone doesn't restart, tap   to return to the idle screen.

Restarting Your Phone

- Before you restart your phone, contact your system administrator. If your phone is malfunctioning, you may be able to restore normal operation without restarting the phone. In addition, your administrator may want to troubleshoot your phone before you restart it.

- If you need to update your phone's configuration, don't restart your phone. To update the phone's configuration, see "Updating Your Phone's Configuration" on page 109.

- Call lists are automatically cleared when you restart the phone.

Your system administrator may ask you to restart your phone if your phone malfunctions or to assist in troubleshooting.

To restart the phone:

1   Tap   > **Settings > Basic > Restart Phone**.

The message "Are you sure?" displays.

2   If you still want to restart the phone, tap the **Yes** soft key.

The restart process begins. The process ends when the idle screen displays.

4

Customizing the Phone Display

This chapter shows you how to customize your Polycom® VVX® 1500 C Business Media Phone for Cisco® Unified Communications Manager (SIP) display by adjusting certain settings, such as the time and date display, the brightness of the touch screen, and how video displays. You can also change the background image that displays, enable a screen saver, or use your phone as a picture frame to display your pictures.

The topics include:

- *"Changing the Language"* on page 111
- *"Changing the Time and Date Display"* on page 112
- *"Changing the Brightness of the Touch Screen"* on page 113
- *"Changing the Background Picture"* on page 114
- *"Displaying Screen Savers"* on page 117
- *"Using Your Phone as a Picture Frame"* on page 119
- *"Changing When and How Video Displays"* on page 121
- *"Changing Power Saving Settings"* on page 132

Changing the Language

Your phone supports several languages.

To change the language:

1   Tap [icon] > **Settings** > **Basic** > **Preferences** > **Language**.

2   From the Language screen, tap the language you want, and then tap the **Select** soft key.

    The text on the screen changes to the language that you selected.

3   Tap [icon] to return to the idle screen.

Changing the Time and Date Display

The time and date appear on the phone's touch screen. If the phone cannot obtain a time and date, the display will flash. Contact your system administrator if either the time or date is incorrect.

You can select from various formats for the time and date display, including whether to display the day, month, or year. You can also turn the time and date display off, so it doesn't display on the screen. Select and set options that are right for you.

The following figure shows a phone that uses the 12 AM/PM time format and the Jan,1 date format.

To update the time and date display:

1   Tap [icon] **> Settings > Basic > Preferences > Time & Date**.

2   From the Time & Date screen, do one of the following:

    —   To change the date format, tap **Clock Date**.

    or

    —   To change the time format, tap **Clock Time**.

3   From the Clock Date or Clock Time screen, tap the format you want, and then tap the **Select** soft key.

4   Tap [icon] to return to the idle screen.

To enable or disable the time and date display:

1   Tap [☰] > **Settings** > **Basic** > **Preferences** > **Time & Date**.

2   From the Time & Date screen, do one of the following:

    —   To disable the time and date display, tap **Disable**.

    or

    —   To enable the time and date display, tap **Enable**.

3   Tap [⌂] to return to the idle screen.

Changing the Brightness of the Touch Screen

The brightness of the touch screen has three components:

*   Backlight On
*   Backlight Idle
*   Maximum Intensity

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

When you modify the Maximum Intensity, you modify the entire backlight intensity scale. For example, if you decrease the Maximum Intensity, the low, medium, and high values for the Backlight On intensity and the Backlight Idle intensity will decrease proportionally.

The Backlight On intensity applies to following events:

*   Any key press
*   Incoming calls
*   Ending a call, holding a call, resuming a call by the other party
*   A voice message received

If you don't press any keys on the phone, after 20 seconds of the backlight turning on, the backlight dims (or changes) to medium in the following cases:

*   A call is in progress
*   A call is on hold
*   There is an incoming call (ringing)
*   There is an outgoing call (ringing back)
*   Any menu shows on the display

In all other cases, the Backlight Idle intensity applies.

To modify the backlight intensity:

1   Tap [icon] **> Settings > Basic > Backlight Intensity**.

2   Tap **Backlight On Intensity**.

3   From the Backlight On Intensity screen, tap the intensity you want, tap the **Select** soft key, and then tap the **Save** soft key.

The default level is **High**.

4   Tap **Backlight Idle Intensity**.

5   From the Backlight Idle Intensity screen, tap the intensity you want, tap the **Select** soft key, and then tap the **Save** soft key.

The default level is **Low**.

6   Tap **Maximum Intensity**.

7   From the Maximum Intensity screen, press and drag the slider, or tap the **Up** or **Down** soft keys, to increase or decrease the maximum intensity.

8   Tap the **Ok** soft key.

9   Tap [icon] to return to the idle screen.

Changing the Background Picture

> Updating the background picture is an optional feature and may not be supported on your particular system.

You can change the background picture that displays on your phone. By default, your screen displays a blue-patterned background that is named "Default."

Your system administrator sets up the background images for your phone. If no background images are set up, only the blue-patterned background ("Default") is available. If you want, you can set up a picture of your own as the background image. For more information, see "Using One of Your Own Pictures as the Background Picture" on page 116.

To change the background picture:

1   Tap   [menu icon]   > **Settings** > **Basic** > **Preferences** > **Background**.

The Background screen displays.

[note icon]   Depending on how your system is set up, you may have to tap

[menu icon]   > **Settings** > **Basic** > **Preferences** > **Background** >

Select Background. The Select Background screen displays instead.

The following figure shows a sample Background screen. (Your screen will have the Default option, as well as other options that your system administrator may have added to your phone. If you set an image on your USB flash drive as your background image, the image will display in the list as "Local File.")

2   Tap the background image you want, and then tap the **Select** soft key.

3   Tap   [home icon]   to return to the idle screen.

Using One of Your Own Pictures as the Background Picture

You can use a picture that is stored on your USB flash drive as the background picture on your phone. When you set one of your pictures as the background picture, the picture will display as "Local File" in the Backgrounds list.

Before you can set a picture on your USB flash drive as the background picture, confirm the following:

- The picture is on the USB flash drive, and the USB flash drive is attached to your phone.

- You have specified the folder the picture is in on your USB flash drive.

For more information on placing a picture on your USB flash drive, connecting the USB flash drive to your phone, and specifying a folder, see "Displaying Screen Savers" on page 117.

To use a picture on your USB flash drive as the background picture on your phone:

1   Do one of the following:

  — From the idle screen, tap   > **Picture Frame**.

  or

  — Tap   > **Features > Removable Storage Media > Picture Frame**.

  Your pictures will display, one-by-one.

2   To set a picture as the background picture for your phone, wait for the picture to display, and then tap   . Or, tap   or   to display the picture, and then tap   .

To re-set the default background image, see "Displaying Screen Savers" on page 117, but select **Default** for the background image.

Displaying Screen Savers

- Adding a screen saver to your phone is an optional feature and may not be supported on your system.
- You may want to view your pictures like a slide show (or just view one picture) without setting up a screen saver that automatically starts each time your phone is idle a certain amount of time. This is the Picture Frame feature. For more information, see "Using Your Phone as a Picture Frame" on page 119.

You can set up a screen saver to display the pictures stored on a USB flash drive. The screen saver will automatically start each time your phone is idle a certain amount of time. You can stop the screen saver at any time and return to the idle screen by tapping the touch screen. If your phone is idle again (for a specified period of time), the screen saver will start again.

Setting Up Screen Savers

To set up a screen saver of your pictures, you need to set up certain screen saver settings, place your pictures on a USB flash drive, and attach the USB flash drive to the phone. The phone can only display the screen saver when the USB flash drive is attached to the phone.

For a list of supported USB flash drives, see Technical Bulletin 38084, *Supported USB Devices for SoundPoint IP 650 and 670 and Polycom VVX 1500 Phones*, at http://www.polycom.com/support/voice/soundpoint_ip/VoIP_Technical_Bulletins_pub.html.

For information on stopping and disabling a screen saver, see "Stopping and Disabling Screen Savers" on page 119.

To set up a screen saver of your pictures:

1   Place one or more pictures on a USB flash drive, either in the root directory or in a folder.

The pictures must have the following file type and size:

File type: BMP, JPEG, or PNG

Maximum size: 9999 x 9999 pixels

2   Attach the USB flash drive to your phone. (For information on how to attach a USB flash drive, see the Quick Start Guide for your phone at http://www.polycom.com/support/voice).

The USB icon, , displays on the status bar.

3 Tap ⊟ **> Settings > Basic > Preferences > Picture Frame**.

4 From the Picture Frame screen, specify the folder in which you stored your images on the USB flash drive, and the length of time you want each image to display:

— In the **Folder** field, enter the name of the folder in which you placed your images on the USB flash drive.

If you didn't place the pictures in a folder (that is, you placed your pictures in the root directory), don't enter a folder name.

— Tap the **Time Per Image** field, and then enter the number of seconds you want each picture to display.

You can enter a minimum of 3 seconds and a maximum of 300 seconds. The default is **5** seconds.

5 Tap the **Save** soft key.

If the message "No pictures found" displays after you tap the Save soft key, there are no pictures in the folder you specified, or in the root directory (if you did not enter a folder name). Go back and make sure the information you entered is correct.

6 Tap 🏠 to return to the idle screen.

7 From the idle screen, tap ⊟ **> Settings > Basic > Preferences > Screen Saver**.

8 From the Screen Saver screen, do the following:

— Tap the **Screen Saver** field's highlighted box. From the drop-down list, tap **Enabled** to enable a screen saver.

— Tap the **Wait Time** field, and then enter the number of minutes the phone should wait after no activity before displaying the screen saver.

You can enter a minimum of 1 minute and a maximum of 9999 minutes. The default is **15** minutes.

9 Tap the **Save** soft key.

10 Tap 🏠 to return to the idle screen.

After the number of minutes you specified in the Wait Time field, your phone will display the screen saver.

You can stop the screen saver at any time by tapping the touch screen (but the screen saver will re-start if your phone is idle again).

Stopping and Disabling Screen Savers

You can stop a screen saver at any time, and display the idle screen, by tapping the touch screen. After your phone is idle for the specified period of time, the screen saver will start again.

You can disable a screen saver (that is, prevent it from starting, even if your phone has been idle for the specified period of time) by doing the following:

• Removing the USB flash drive.

The screen saver will not display until you attach the USB flash drive again (and your phone has been idle for the period of time you specified).

• Disabling the **Screen Saver** setting. When you disable the setting, the screen saver will not display, even though the USB flash drive is still attached.

To disable the Screen Saver setting:

1 Tap [▤] > **Settings** > **Basic** > **Preferences** > **Screen Saver**.

2 From the Screen Saver screen, tap the **Screen Saver** field's highlighted box. From the drop-down list, tap **Disabled** to disable the screen saver.

3 Tap the **Save** soft key.

4 Tap [⌂] to return to the idle screen.

Using Your Phone as a Picture Frame

You can view the pictures that are stored on your USB flash drive at any time, without setting up a screen saver that automatically starts each time your phone is idle a certain amount of time. This is called the Picture Frame feature. You can display your pictures as thumbnails, one-by-one (like a slide show), or display just one picture. When you decide to stop viewing your pictures, the idle screen displays, and your pictures will not display again until you choose to display them (unless a screen saver is set up, or you enable a screen saver).

Before you can display your pictures, confirm the following:

• Your pictures are on the USB flash drive, and the USB flash drive is attached to your phone.

• You have specified the folder the pictures are in on your USB flash drive.

For information on how to place pictures on a USB flash drive, connect the USB flash drive to your phone, and specify a folder, see "Displaying Screen Savers" on page 117.

To display the pictures on your USB flash drive:

\>\> Do one of the following:

— From the idle screen, tap > **Picture Frame**.

or

— Tap > **Features** > **Removable Storage Media** > **Picture Frame**.

Your pictures will display one-by-one (like a slide show). Six keys display beneath your pictures.

The following figure shows a picture that is stored on a USB flash drive, and the six keys that display so you can display the pictures on your USB flash drive as thumbnails, one-by-one, or one picture only.

The sixth key, , allows you to set the picture as the background image for your phone (see "Using One of Your Own Pictures as the Background Picture" on page 116).

— To view thumbnails of your pictures, tap .

— To go to the previous picture, tap .

— To go to the next picture, tap .

— To pause and display the current picture only, tap [⏸] . To display

the pictures one-by-one again, tap [▶] .

— To stop displaying the pictures and return to the idle screen, tap [X] .
The pictures will not display again until you access the Picture Frame
feature again (unless you have a screen saver set up, or you enable
one).

— To set the picture that currently displays as the background picture for
your phone, tap [🖼] .

> To remove the six keys from the touch screen, tap the touch screen. To display the
> six keys again, tap the touch screen again.

Changing When and How Video Displays

You can update when and how video displays by doing the following:

- "Enabling or Disabling Video" on page 121
- "Changing the Clarity of Near-Site Video" on page 125
- "Changing How You View All Video Calls" on page 126
- "Setting the Call Rate for Video Calls" on page 132

Enabling or Disabling Video

You can enable or disable the transmission of near-site video. However, you
cannot enable or disable far-site video. If your phone receives far-site video,
your phone always displays far-site video.

By default, your phone always transmits near-site video, unless you do the
following:

- Stop the transmission of near-site video during a call. See "Starting and
  Stopping Near-Site Video During a Call" on page 123.
- Stop the transmission of near-site video for all calls. See "Enabling or
  Disabling Near-Site Video for All Calls" on page 123.

If you stop or disable video, [🚫] will display next to near-site video.

The following figure shows what the touch screen looks like when you stop or disable video.

The following figure shows what the touch screen looks like when the far-site stops or disables video.

Your system administrator can configure your phone so that your phone cannot transmit and receive video at all, even on a call-by-call basis.

Starting and Stopping Near-Site Video During a Call

During a call, you can choose to start and stop the transmission of near-site video at any time.

To start or stop near-site video during a call:

1   During a video call, tap the **Video** soft key or press ⟨📹 VIDEO⟩ to display soft keys that allow you to access video features.

(The Video soft key is only available when a video call is active. If you press ⟨📹 VIDEO⟩ during an audio-only call, the video soft keys will not display.)

2   Tap the **Stop Video** or **Start Video** soft key.

If you tap the Stop Video soft key, the far-site will no longer see you. The stop video icon, 🚫📹, displays next to the near site, in either the PIP or in the larger window in the center of the touch screen.

Enabling or Disabling Near-Site Video for All Calls

Changes you make will apply to the next call.

You can enable or disable your phone from automatically transmitting near-site video at the start of all calls. (If you disable your phone in this way, you still have the option to start and stop video during a call. To start or stop video during a call, see)

To enable or disable near-site video for all calls:

1   Tap ⟨≣⟩ > **Settings** > **Basic** > **Video** > **Video Call Settings**.

2   From the Video Call Settings screen, tap the **Auto Start Video Tx** field's highlighted box. From the drop-down list, tap **Enabled** or **Disabled**.

The default setting is **Enabled**. When enabled, your phone automatically transmits video at the start of all calls. When disabled, your phone will not automatically transmit video at the start of all calls, and 🚫📹 will display next to near-site video during video calls.

The following figure shows what the touch screen looks like during a video call when the setting is disabled.

The following figure shows what the touch screen looks like when the far site has disabled the setting.

If you disable the setting, you can still transmit video on a call-by-call basis. To transmit video during a specific call, see "Starting and Stopping Near-Site Video During a Call" on page 123. However, your phone will not automatically transmit video at the start of the next call, unless you enable the setting beforehand.

Changing the Clarity of Near-Site Video

Changes you make will apply to the next call.

You can change the clarity of near-site video, including the brightness, contrast, and sharpness levels of the video image. These settings affect how near-site video displays on your phone and on other phones.

If you place your phone so that the camera faces a bright light source (for example, a bright window), you may need to increase the camera's brightness, contrast, and sharpness levels so the far site can see you better. To see how you will look to the far site, view the PIP.

To change the clarity of near-site video:

1   Tap ▤ > **Settings** > **Basic** > **Video** > **Camera Settings**.

2   From the Camera Settings screen, tap, and then adjust, the following camera settings:

If your camera points to a bright light source, increase the brightness, contrast, and sharpness levels so the near site will be more clear.

   — **Target Frame Rate**—sets how smooth near-site video displays.

   Press and drag the slider, or tap the **Up** or **Down** soft keys, to set the rate. Then, tap the **Save** soft key.

   You can set a rate between 5 (least smooth) and 30 (most smooth). The default rate is **25**.

   — **Brightness Level**—sets how bright near-site video will be.

   Press and drag the slider, or tap the **Up** or **Down** soft keys, to set the level. Then, tap the **Save** soft key.

   You can set a level between 0 (dimmest) and 6 (brightest). The default level is **3**.

   — **Saturation Level**—sets how much color near-site video displays.

   Press and drag the slider, or tap the **Up** or **Down** soft keys, to set the level. Then, tap the **Save** soft key.

   You can set a level between 0 (lowest) and 6 (highest). The default level is **3**.

— **Contrast Level**—sets the difference in brightness between the light and dark areas of near-site video.

Press and drag the slider, or tap the **Up** or **Down** soft keys, to set the level. Then, tap the **Save** soft key.

You can set a level between 0 (no contrast increase) and 4 (noise reduction contrast). The default level is **0**.

— **Sharpness Level**—sets the clarity of detail in near-site video.

Press and drag the slider, or tap the **Up** or **Down** soft keys, to set the level. Then, tap the **Save** soft key.

You can set a level between 0 (lowest) and 6 (highest). The default level is **3**.

— **Flicker Avoidance**—adjusts the flickering (caused by AC power) of near-site video captured by the camera sensor.

Tap the **Select Environment** field's highlighted box. From the drop-down list, tap **Auto** (to automatically detect flicker), **50 Hz** (flicker avoidance for Europe and Asia), or **60 Hz** (flicker avoidance for North America). Then, tap the **Save** soft key.

The default is **Auto**.

Changing How You View All Video Calls

In addition to setting up your phone to handle all video calls in a certain way, you can customize how you view video on a call-by-call basis. For more information on customizing video during a call, see "Customizing Video During Calls" on page 48.

You can set up your phone so that it handles all video calls in a certain way. You can choose to do the following:

• Display all incoming video calls on the full screen or in the window in the center of the touch screen. See "Displaying Incoming Video Calls in a Large Window" on page 127.

• Change the way video appears in the window in the center of the screen and on the full screen. See "Changing How Non-PIP Video Displays" on page 128.

• View full screen video with or without the PIP, and whether to display the PIP next to, or over, the full screen video. See "Changing How the PIP Displays" on page 129.

Displaying Incoming Video Calls in a Large Window

> Changes you make will apply to the next call.

You can enable your phone to display far-site video on the full screen, rather than in a smaller window in the center of the screen (the default setting).

To display incoming video calls in a large window:

1 Tap ⊟ > **Settings** > **Basic** > **Video** > **Video Call Settings**.

2 From the Video Call Settings screen, tap **Auto Video Full Screen**.

This setting automatically enables your phone to display far-site video on the full screen when you answer a call from a video endpoint. When you disable this setting, far-site video will display in the window in the center of the touch screen.

To enable or disable this setting, tap the field name, and then tap the field's highlighted box. From the drop-down list, tap **Enabled** or **Disabled**.

The following figure shows what displays when you enable your phone to display far-site video on the full screen when you answer a call from a video endpoint. (Depending on the video endpoint, you may or may not see black bars.)

Changing How Non-PIP Video Displays

Changes you make will apply to the next call.

You can adjust the appearance of video images so that the video that displays in the window in the center of the touch screen, and on the full screen, display normal, full, or cropped images.

Depending on the video endpoint, black bars may appear on the top, bottom, or sides of the video image.

To change the way video displays in the window in the center of the screen and on the full screen:

1   Tap [▤] > **Settings** > **Basic** > **Video** > **Video Screen Mode**.

2   From the Video Screen Mode screen, tap, and then adjust the following settings:

— **Video Screen Mode (Window)**

Adjusts the video image that displays in the window in the center of the touch screen. You can select these settings:

Normal—The video image is displayed using correct proportions. If necessary, black bars appear on the top, bottom, or sides of the window to maintain the correct aspect ratio.

Full—The video image is stretched to fill the window.

Crop—Black bars don't appear, and the video image is re-sized to maintain the correct aspect ratio. Any parts of the image that don't fit within the window are cropped.

To select the setting you want, tap the field name, and then tap the field's highlighted box. From the drop-down list, tap the setting you want.

The default setting is **Normal**.

— **Video Screen Mode (Full Screen)**

Adjusts the video image that displays on the full screen. You can select these settings:

Normal—The video image is displayed using correct proportions. If necessary, black bars appear on the top, bottom, or sides of the touch screen to maintain the correct aspect ratio.

Full—The video image is stretched to fill the touch screen.

Crop—Black bars don't appear, and the video image is re-sized to maintain the correct aspect ratio. Any parts of the image that don't fit within the touch screen are cropped.

To select the setting you want, tap the field, and then tap the field's highlighted box. From the drop-down list, tap the setting you want.

The default setting is **Normal**.

3   Tap the **Save** soft key.

Changing How the PIP Displays

> Changes you make affect the next call.

You can update the way the PIP displays. For example, when you're in full screen mode (that is, viewing the far or near site on the full screen), you can disable the PIP so the PIP doesn't display. When you're in full screen mode, you can also enable the PIP to display next to ("side-by-side" mode), rather than over ("PIP" mode), the full screen video.

The following figure shows the PIP disabled in full screen mode. (Depending on the video endpoint, you may or may not see black bars.)

The following figure shows the PIP when it displays next to ("side-by-side" mode), rather than over, full screen video.

The following figure shows the PIP when it displays over ("PIP" mode), rather than next to, full screen video. (Depending on the video endpoint, you may or may not see black bars.)

To change the way the PIP displays:

1   Tap ⬚ > **Settings** > **Basic** > **Video** > **Local Camera View**.

2   From the Local Camera View screen, tap, and then adjust the following settings:

— **Local Camera View (Full Screen)**

Enables or disables the PIP from displaying when you view the near or far site on the full screen.

To select the setting you want, tap the field, and then tap the field's highlighted box. From the drop-down list, tap **Enabled** or **Disabled**.

The default setting is **Enabled**.

— **Local Camera View Mode (Full Screen)**

Sets whether you want the PIP to display over or next to full screen video.

You can select these settings:

Side-by-Side—Displays the PIP next to (rather than over) the full screen video.

PIP—Displays the PIP over the full screen video.

The default setting is **Side-by-Side**.

> If you select "PIP," as well as update the way full screen video displays (by choosing "Full" or "Crop" mode), the full screen video will display on the entire screen (without black sidebars). To choose "Full" or "Crop" mode, see "Changing How Non-PIP Video Displays" on page 128.

To select the setting you want, tap the field, and then tap the field's highlighted box. From the drop-down list, tap **Side-by-Side** or **PIP**.

3   Tap the **Save** soft key.

Setting the Call Rate for Video Calls

> Your system administrator can set a maximum call rate for video calls. If your system administrator sets a call rate limit, you will not be able to select a call rate above this limit.

You can set the maximum bandwidth to use for a video call. The call rate you select applies to your next video call.

To set the maximum bandwidth to use for video calls:

1   Tap [icon] **> Settings > Basic > Call Rate**.

2   From the Call Rate screen, tap the field's highlighted grey box. From the drop-down list, tap the maximum call rate you want to use for video calls. (To scroll through all the call rates, press and drag the slider.)

    You can choose a call rate between 128 kbps and 768 kbps. (The default setting is **768** kbps.)

3   Tap the **Save** soft key.

4   Tap [icon] to return to the idle screen.

Changing Power Saving Settings

Your phone is set up with a power-saving mode that turns off the touch screen to conserve energy. Your phone enters power-saving mode after it has been idle for a certain period of time and its camera doesn't detect motion. Your phone will not enter power-saving mode if it detects motion (for example, if you're near the phone), even if the phone has been idle for the period of time you specified.

You can configure the period of time that the phone is idle ("idle timeout") before the touch screen turns off (if the camera does not detect motion). You can configure different idle timeouts for office hours and off hours (evenings and weekends).

During off hours, the message "Off Hours Mode" scrolls on the status bar.

During power-saving mode, the LED on the top-right of the phone slow-blinks red to indicate that the phone has power and is ready to use, but is in power-saving mode. Your phone will exit power-saving mode if the camera detects motion or a phone event occurs (for example, an incoming call or message).

If a screen saver is enabled on your phone, power-saving mode will still occur. For example, if a screen saver is set up to display after the phone is idle for five minutes, and power-saving mode is set up to turn off the touch screen after the phone is idle for 15 minutes, the touch screen will turn off 10 minutes after the screen saver starts (if the camera doesn't detect motion).

The power-saving settings you can update are:

- Office Hours—When you start work and how long you're in the office each day. For more information, see "Changing Your Office Hours" on page 133.

- Timeouts—The period of time the phone should be idle before the touch screen turns off. For more information, see "Changing Timeouts" on page 134.

- User Detection—The sensitivity of the camera to detect motion so that the phone can enter power-saving mode (if it doesn't detect motion) or exit power-saving mode and display the idle screen (if it detects motion). For more information, see "Changing User Detection Settings" on page 135.

Changing Your Office Hours

Update your office hours so the phone will know when you're in the office. Your office hours determine when the phone applies certain timeouts and when the camera should be most sensitive at detecting your presence. When you update your office hours, you specify when you start, and how long you work each day.

To change your office hours:

1   Tap [☰] > **Settings > Basic > Power Saving > Office Hours > Start Hour**.

2   From the Start Hour screen, tap the day(s) of the week you want to update, and then enter your start time(s).

    Enter a start time using the 24-hour clock. You can enter a start time from 0 to 23. The default start time is **8**.

3   Tap the **Save** soft key.

4   Tap **Duration**.

5   From the Duration screen, tap the day(s) of the week you want to update, and then enter the number of hours you work for a particular day.

    You can enter a duration of 0 to 12 hours per day. The default duration is **10** hours per day (for Monday to Friday) and **0** hours per day (for Saturday and Sunday).

6   Tap the **Save** soft key.

Changing Timeouts

You can update the period of time the phone will be idle before the touch screen turns off (if the camera doesn't detect motion). 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 soft key on the phone (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.

> If you press a key or tap a soft key (user input) on your phone, the idle timeout period that applies (User Input Idle Timeout or Office Hours/Off Hours Idle Timeout) will be the timeout with the highest value.

To change timeouts:

1 Tap ⬛ > **Settings > Basic > Power Saving > Timeouts**.

2 From the Timeouts screen, do the following:

   — For the **Office Hours Idle Timeout** field, enter the number of minutes the phone should wait after being idle (during office hours) before starting power-saving mode.

   You can enter a number between 1 minute and 600 minutes. The default is **10** minutes.

   — Tap **Off Hours Idle Timeout**, and then enter the number of minutes the phone should wait after being idle (during off-hours) before starting power-saving mode.

   You can enter a number between 1 minute and 10 minutes. The default is **1** minute.

   — Tap **User Input Idle Timeout**, and then enter the number of minutes the phone should wait after being idle after a key press (during office hours or off-hours) before starting power-saving mode.

   You can enter a number between 1 minute and 10 minutes. The default is **10** minutes.

3 Tap the **Save** soft key.

Changing User Detection Settings

You can specify how sensitive the camera should be at detecting motion. If the camera detects motion (for example, if you're near the phone), your phone will not initiate power-saving mode, even if an idle timeout has been reached.

If the camera detects motion, power-saving mode will terminate and the idle screen will display. If the camera sensitivity is high (five or higher), the phone will display the idle screen when you're near the phone. If the camera sensitivity is low (between one and four), you will have to wave your hand at the camera for the idle screen to display. By default, camera sensitivity is set higher during office hours. If you want, you can disable the user detection feature altogether.

> The camera will detect any source of motion in front of it, not just a person or people nearby. For example, the camera will detect flying objects or rapidly-changing light conditions. Therefore, even if you're away from the phone, your phone may detect other sources of motion, and won't initiate power-saving mode.
>
> In addition, since your phone's camera detects motion, if you close the camera shutter, point the camera at the ceiling, or set the camera sensitivity to 0, the phone will not detect your presence (even if you're nearby).

To change user detection settings:

1 Tap [≡] > **Settings > Basic > Power Saving > User Detection**.

2 From the User Detection screen, do the following:

   — For the **Office Hours Sensitivity** field, enter how sensitive you want the camera to be while you're in your office.

      You can enter a number between 0 (no sensitivity) and 10 (high sensitivity). The default sensitivity is **7**.

      If you set a sensitivity between 1 and 4, you will have to wave your hand at the camera to exit power-saving mode. As well, power-saving mode may be initiated when you're in your office, but not close to your phone. (If you enter 0, the user detection feature is disabled and you will have to press a key on your phone to exit power-saving mode.)

   — Tap **Off Hours Sensitivity**, and then enter how sensitive you want the camera to be while you're not in the office.

      You can enter a number between 0 (no sensitivity) and 10 (high sensitivity). The default sensitivity is **2**.

      If you set a sensitivity between 1 and 4, you will have to wave your hand at the camera to exit power-saving mode. As well, power-saving mode may be initiated when you're in your office, but not close to your phone. (If you enter 0, the user detection feature is disabled and you will have to press a key on your phone to exit power-saving mode.)

3 Tap the **Save** soft key.

Safety Notices

Service Agreements
Please contact your Polycom Authorized Reseller for information about service agreements applicable to your product.

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Polycom's sole obligation under this express warranty is at Polycom's option and expense, to repair the defective product or part, deliver to Customer an equivalent product or part to replace the defective item, or if neither of the two foregoing options are reasonably available, Polycom may, on its sole discretion, refund to Customer the purchase price paid for the defective product. All products that are replaced will become the property of Polycom. Replacement products or parts may be new or reconditioned.

Polycom is expected to warrant any replaced or repaired product or part for ninety (90) days from shipment, or the remainder of the initial warranty period, whichever is longer. Products returned to Polycom must be sent prepaid and packaged appropriately for safe shipment, and it is recommended that they be insured or sent by a method that provides for tracking of the package. Responsibility for loss or damage does not transfer to Polycom until the returned item is received by Polycom. The repaired or replaced item will be shipped to Customer, at Polycom's expense, not later than thirty (30) days after Polycom receives the defective product, and Polycom will retain risk of loss or damage until the item is delivered to Customer.

The product software comes with 90-day software warranty, providing for software updates (minor releases/bug fixes). To continue to receive support, purchasing a maintenance contract is the most economical solution.

Exclusions

Polycom will not be liable under this limited warranty if its testing and examination disclose that the alleged defect or malfunction in the product does not exist or results from:

• Failure to follow Polycom's installation, operation, or maintenance instructions.

• Unauthorized product modification or alteration.

• Unauthorized use of common carrier communication services accessed through the product.

• Abuse, misuse, negligent acts or omissions of Customer and persons under Customer's control; or

• Acts of third parties, acts of God, accident, fire, lightening, power surges or outages, or other hazards.

Warranty Exclusive

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Safety and Compliance

Part 15 FCC Rules

This device is compliant with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and

2. This device must accept any interferences received, including interference that may cause undesired operation.

Class B Digital Device or Peripheral

Note: This equipment is tested and complies with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

1. Reorient or relocate the receiving antenna.

2. Increase the separation between the equipment and receiver.

3. Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

4. Consult the dealer or an experienced radio/TV technician for help.

Modifications

In accordance with Part 15 of the FCC Rules, the user is cautioned that any changes or modifications not expressly approved by Polycom, Inc. could void the user's authority to operate the equipment. This equipment may not be used on a coin service or party line.

Installation Instructions

Installation must be performed in accordance with all relevant national wiring rules.

L'Installation doit être exécutée conformément à tous les règlements nationaux applicable au filage électrique.

When using Power over Ethernet (PoE), the equipment is to be connected only to PoE networks without connections to the outside plant.

Plugs Acts as Disconnect Device

The socket outlet to which this apparatus is connected must be installed near the equipment and must always be readily accessible.

La prise électrique à laquelle l'appareil est branché doit être installée près de l'équipement et doit toujours être facilement accessible.

Industry Canada (IC)

This Class [B] digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe [B] est conforme à la norme NMB-003 du Canada.

CE and VCCI Mark

This Polycom VVX 1500 phone is marked with the CE mark. This mark indicates compliance with EC Directives 2006/95/EC and 2004/108/EC. A full copy of the Declaration of Conformity can be obtained from Polycom Ltd., 270 Bath Road, Slough, Berkshire, SL1 4DX, UK.

> この装置は、情報処理装置等電波障害自主規制協議
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> 取扱説明書に従って正しい取り扱いをして下さい。

Safety and Compliance (continued)

WARNING Electrical Safety

To avoid electric shock, do not connect safety extra low voltage (SELV) circuits to teleconference station network (TNV) circuits. LAN ports contain SELV circuit, and WAN ports contain TNV circuits. Some LAN and WAN ports both use RJ-45 connectors. Use caution when connecting cables.

This product is rated 48Vdc, 0.375A. When used with the optional external power supply, the power supply shall be a Listed power supply with a LPS output, rated 48V, min. 0.375A.

Russian Compliance

Ministry of Information Technologies & Communication of the Russian Federation - Declaration of Conformity DoC # Д-СПД-2626. Expiry 17/11/2011.

Ukrainian Compliance

Инструкции по установке
Установка должна быть выполнена в полном соответствии со всеми действующими
государственными нормами прокладки кабелей.
При питании оборудования по сети Ethernet (PoE), оборудование должно подключаться только к
сетям, поддерживающим PoE. Оборудование
нельзя подключать к цепям линейных сооружений.

Вилки в качестве разъединителя
Розетка, к которой подключается данный аппарат, должна устанавливаться вблизи
соответствующего оборудования
и всегда быть легко доступной для подключения.

ПРЕДУПРЕЖДЕНИЕ. Электробезопасность
Во избежание поражения электрическим током не подключайте цепи с малым по условиям
безопасности напряжение (БСНН) к сети станции телеконференции.
Цепи (НТС). Порты LAN содержат цепи БСНН, порты WAN содержат цепи НТС. Для некоторых
портов LAN и WAN
используются разъемы RJ-45. Соблюдайте осторожность при подключении кабелей.
Напряжение питания данного изделия составляет 48 В, 0,375 А постоянного тока. При
использовании дополнительного внешнего источника питания, он должен быть
внесен в списки UL, иметь ограниченную выходную мощность (LPS), номинальное напряжение
48 В и минимальный ток 0,375 А.

Safety and Compliance (continued)
New Zealand Telepermit **PTC General Warning** The grant of a Telepermit for any item of terminal equipment indicates only that Telecom has accepted that the item complies with minimum conditions for connection to its network. It indicates no endorsement of the product by Telecom, nor does it provide any sort of warranty. Above all, it provides no assurance that any item will work correctly in all respects with another item of Telepermitted equipment of a different make or model, nor does it imply that any product is compatible with all of Telecom's network services. **The Use of IP Networks through the PSTN** Internet Protocol (IP) by its nature introduces delay into speech signals as each data packet is formulated and addressed. Telecom Access Standards recommends that suppliers, designers and installers using this technology for calls to or from the PSTN refer to ITU E Model requirements in the design of their networks. The overall aim is to minimise delay, distortion and other transmission impairments, particularly for those calls involving cellular and international networks, which already suffer extensive delay. **Echo cancellation** Echo cancellers are not normally required in the Telecom PSTN because geographic delays are acceptable where CPE return loss is maintained within Telepermit limits. However, those private networks making use of Voice over IP technology are required to provide echo cancellation for all voice calls. The combined effect of audio / VoIP conversion delay and IP routing delay can cause the echo cancellation time of 64 mS to be required. **Connection of this Polycom VVX 1500 VoIP Video Telephone to the Telecom network** All samples of this Polycom VVX 1500 VoIP Video Telephone connected to the Telecom network must be modified as described in KTL Test Report number 8A1710ANZ1 failure to do so will lead to the cancellation of this Telepermit.
UAE TRA Registered No: 0017802/09 Dealer No: 0017133/09

Appendix: Menu System

1	Features					
		Forward				If enabled
			Always			
			No Answer			
			Busy			
		Contact Directory				
		Corporate Directory				If enabled and license available
		CMA Directory				If enabled and license available
		Call Lists				
			Missed Calls			
			Received Calls			
			Placed Calls			
			Clear			
				Missed Calls		
				Received Calls		
				Placed Calls		
		Messages				Organization dependant
			Message Center			

				Line 1 (if applicable)		
				Line 2 (if applicable)		
				...		
		Removable Storage Media				If enabled
			Browse Recordings			
			Picture Frame			
			Storage Media Properties			

2	**Status**					
		Platform				
			Phone			
			Application			
				Main		
				Components		
			Configuration			
		Network				
			TCP/IP Parameters			
			Ethernet			
			Network Statistics			
		Lines				
			Line 1 (if applicable)			
			Line 2 (if applicable)			
			...			
		Diagnostics				
			Test Hardware			

				Audio Diagnostics		
				Keypad Diagnostics		
				Display Diagnostics		
				Touch Screen Diagnostics		
			Graphs			
				CPU Load		
				Network Load		
				Memory Usage		
			Media Statistics			
		CD Status				If enabled and license available
		Licenses				If licenses available
		Device Certificates				
		CMA Status				

3	Settings						
		Basic					
			Preferences				
				Language			
				Time & Date			
					Clock Date		
					Clock Time		
					Disable		
				Headset			
					Headset Memory		
					Analog Headset		

				Echo Cancellation	
			Corporate Directory		If enabled and license available
				View Persistency	
			Background		
			Picture Frame		
			Screen Saver		
			Screen Capture		If enabled
			Audible Ringer		
			Auto Answer		
		Call Rate			
		Backlight Intensity			
			Backlight On Intensity		
			Backlight Idle Intensity		
			Maximum Intensity		
		Ring Type			
			Line 1 (if applicable)		
			Line 2 (if applicable)		
			...		
		Lock Phone			If enabled
		Video			
			Video Call Settings		
			Video Screen Mode		
			Local Camera View		

				Camera Settings		
					Target Frame Rate	
					Brightness Level	
					Saturation Level	
					Contrast Level	
					Sharpness Level	
					Flicker Avoidance	
			Login Credentials			
			Screen Clean			
			Power Saving			
				Office Hours		
					Start Hour	
					Duration	
				Timeouts		
				User Detection		
			Update Configuration			
			Restart Phone			
	2	Advanced				Requires administrative password

4	**Applications**					Organization dependent

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