# Start up guide

Polycom VVX150 handset

# KAT

# Your quick start guide
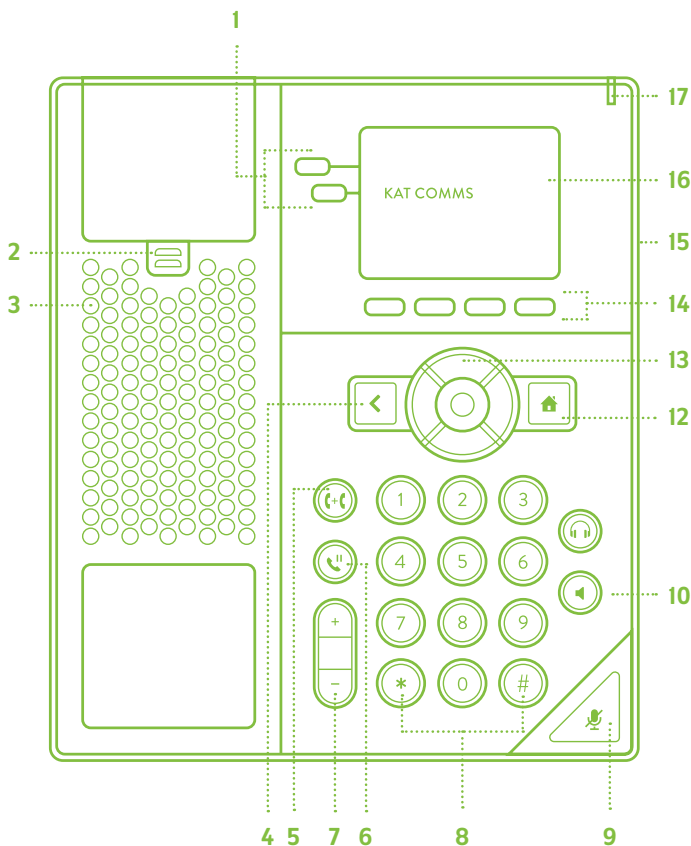


| | |
|---|---|
| 1 | Line Keys |
| 2 | Reversible Tab |
| 3 | Speaker |
| 4 | Back Key |
| 5 | Transfer Key |
| 6 | Hold Key |
| 7 | Volume Keys |
| 8 | Dial Pad |
| 9 | Mute Key |
| 10 | Speakerphone Key |
| 11 | Headset Key |
| 12 | Home Key |
| 13 | Navigation keys / Select Key |
| 14 | Soft Keys |
| 15 | Security slot (on back) |
| 16 | Screen |
| 17 | Message Waiting Indicator |

## Installing Your DECT Phone

The box for your handset will contain a number of items:

- The main phone chassis
- A plastic 'foot' which should be attached to the base of the chassis
- A handset receiver
- A curly wire to attach the receiver to the main chassis
- An RJ45 Ethernet cable to connect the handset to your local network

If you have ordered a power supply unit (PSU) then this will be provided separately. Note that the phone does not need a PSU if your network supports power over Ethernet (POE).

The phone has a second Ethernet port which can be used to attach another device (e.g. your PC) to the same network port in your office.

The phone also supports the use of a headset which should be attached using an RJ9 square type connecting cable to the appropriate socket on the rear of the chassis.

Once the handset is powered and connected to your network it should boot up ready for use, with the correct extension number, date and time displayed on the screen. In the event that the handset does not boot up correctly then please contact our Support team.

# Your quick start guide
## Using Your Handset

## To Make a Call

Lift the handset and enter the target telephone number or VoIP Extension number.

Many numbers – including most Extension numbers – will auto dial as soon as you have entered all the digits.

If the number does not dial immediately, you can press **Send/Dial**, or wait 3 seconds and it should then dial automatically.

N.B. UK calls should be dialed using the full STD area code, and all international calls should be dialed with 00 and then the country code.

## Directory

On your Polycom handset you can press **Dir > Group Directory** to search for the names of your colleagues, so that you can dial them without having to remember their number.

If you use the **KAT phone manager** portal to manage your Extension, any Private or Shared Contacts you enter here will also be visible under **Dir > Personal Directory** for Personal contacts or **Dir > Group Common** for Shared contacts.

## Speakerphone/Headset Modes

Dial a new call by pressing the speakerphone or headset buttons instead of lifting the receiver.

While on an active call press the speakerphone or headset buttons to change the mode of the call.

## On/Off Hold

Whilst on an active call press the physical Hold button, or the **Hold** soft key. To resume the call press the Hold button again, or **Resume** on the screen.

## Call Transfer

Whilst on an active call press the Transfer button or the **Trans** soft key, and the caller is placed on hold. Enter the target telephone number or VoIP Extension number of the new party. Wait for this call to connect, announce the call and press Transfer or **Trans** a second time to complete the call transfer.

N.B. You can press **Cancel** to cancel the transfer and return to the original caller.
N.B. You can also make a blind transfer by holding down **Trans** the first time you press it.

## Three-Way Call (Simple Conference)

Whilst on an active call press the **Conf** soft key, and the caller is placed on hold. Enter the target telephone number or VoIP Extension number of the new party. Wait for this call to connect, announce the conference and press **Conf** to join all three parties together. You can press **Split** to separate the two calls again.

N.B. If you choose to hang up on the three-way call then the other two parties will stay connected.

## Call Lists & Redial

Press the **Calrs** soft key to see a list of the calls you have received recently. You can toggle the type of calls listed here by clicking the **Type** soft key. Use the Up and Down navigation keys to search through the list. To redial, select the appropriate call in the list and then press the **Dial** soft key.

Alternatively pressing the down Navigation key while on the idle screen will display your recent missed calls, whilst pressing the right key will display your placed calls.

## Do Not Disturb

To reject calls from your handset, press the **DND** soft key. To return the handset to normal ringing status, press **DND** again.

N.B. if you have active Follow Me or Voicemail then the caller will hear this instead.

## Handset Volume

When the receiver in on-hook press the − and + volume keys to change the ringing volume. When the receiver is off-hook press the − and + volume keys to change the volume of the receiver.

## Call Pickup

If you see another VoIP phone within your Group ringing, but your phone is not ringing, you can dial ***98** to intercept that call on your handset.

## Line Keys

The VVX150 has a spare Line Key that can be assigned via the SMT portal to perform a specific action.

This spare Line Key can be assigned to perform one of the below actions:

**Group Pickup:** Performs the same action as dialling *98.
**Directed Pickup:** Intercept an inbound call to specific user.
**Speed Dial:** Dials a number that has been set up within the Phone Manager portal and assigned to a specific speed dial command.
**Quick Dial:** Dials a number manually entered within the SMT portal.

N.B. Line Monitors/BLF's are not supported on the VVX150 handset.

## Personal Voicemail

The handset display will change to alert you when you have voice messages waiting. You can retrieve these messages by dialling **1571**.

N.B. If you are away from your handset you can also check your messages by dialling **08456999003** from any other phone.