



Hosted VoIP Polycom VVX600 Quick Reference Guide

Let's Get Started

Common Actions When Using Your IP Phone


Placing or Answering Calls

To place or answer a call, you can pick up the handset, press the Speaker  or Headset  button, or press a line button. When the speaker is on, the button glows green.

Putting a Call on Hold

To put a call on hold, press the Hold button. If in Calls view, highlight the call first. The caller will hear music while on hold, if enabled. To resume the call, press the hold button.



Muting a Call

To mute the phone, speaker, or headset, press the Mute  button. The button glows red when muted. Press the Mute button again to unmute.

Ending a Call

If you are using the handset, hang up or press the End Call button from the Active Call, Lines, or Calls screens. If you are using the speakerphone, press the Speaker button. If you are using the headset, either press the Headset button (wired) or replace the handset (wireless).

Adjusting Volume

To adjust the volume of the handset or speaker, lift the handset or press the speaker button. Press  to increase the volume, or press  to decrease the volume. Press Save.

To adjust the ringer volume, press the Volume button when the handset is on the phone and the speaker button is off. Press Save.

Call Forward

To enable call forwarding, press Forward from the Home or Lines view. Select the forwarding type to enable, enter a forwarding number, and press Enable. To disable call forwarding, press Forward from Home or Lines view, select the forwarding type to disable, and press Disable. To enable per-call forwarding: As your phone rings, press Forward, enter the forwarding number, and press Forward.

Call Transfer

From Calls view, press Transfer, select Consultative, and call the other party. When you hear the ringback tone, or after you talk with the other party, press Transfer again. To transfer a call without waiting for the other extension to answer, press and hold Transfer until the menu appears and then select Blind.

Parking Calls

To park a live call, select Park. Listen to the message which identifies the extension the call is parked on, then notify the intended recipient(s). To pick up the parked call, the recipient dials the extension that the call was parked on.

A detailed Hosted VoIP User Guide can be found at: <http://www.wowforbusiness.com/support>

WARNING: You will not be able to access E911: (i) in the event of a power outage; (ii) in the event of a Company network outage; (iii) if you use your VoIP phone service outside of the Company's network; or (iv) during periods when your broadband connection is unavailable. Also, any E911 call placed from this phone will be linked to the authorized address where your VoIP phone service was originally provisioned. If you move the physical location of your VoIP phone from the original service location, a call placed to E911 from the new location will still be linked back to, and identify, the original service location.

POPULAR FEATURES

#	Phone Feature	Description
1	Home View screen	Displays icons to access phone functions. Touch and hold the Page Indicator, or swipe the screen to display more icons.
2	Messages icon	Tap to access voicemail. A red notification icon will appear when a message is available.
3	Mute button	Tap to mute or unmute the phone. The Mute button will glow red when muted.

Calls View

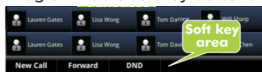


- Active and highlighted
- Incoming
- Held
- Held

Call color indicates status:

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

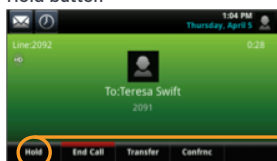
Programmable softkey buttons



Soft key area

Tap a softkey button to perform the action shown on the LCD screen.

Hold button



Tap to place a call on hold. The Mute button will glow red when muted.

Hold button



The photo above shows the Polycom VVX600. Other models differ.

Getting Started

Setup Your Voicemail

1. Tap the Messages icon
2. Follow prompts to set password and personal outgoing messages

Access Your Voicemail

1. Tap the Messages icon
2. Tap Message Center, then Connect
3. Follow the prompts to listen to messages

Configure Online Voicemail Access

1. Visit <https://voice2.wowway.com/wow>
2. Login with default welcome password
3. Immediately change your password

Common Shortcuts

- 7 Skip Back Through Prompts
- 8 Pause / Resume
- 9 Skip Forward Through Prompts
- * Cancel input or move up a level
- # End input or move forward in a list
- 11 Return to previous menu item or message

Voicemail Navigation Menu

Review Voicemails

(press)

1

- 1 Repeat
- 5 Reply
- 6 Send a Copy
- 7 Erase
- 9 Save
- # Leave as New

Send Message

(press)

2

- 1 Review Message
- 3 Mark as Private
- 4 Re-Record
- 5 Delivery Report
- 6 Request Read Report
- 7 Add/Remove Recipients
- # Send As Is

Greetings

(press)

3

Mailbox Settings

(press)

4

Erasd Messages

(press)

6

Leave Mailbox & Logon as Other Subscriber

(press)

7

Help

(press)

0

Enter phone number, then #