



# Quick Tips for Using Polycom® VVX® Business Media Phones with Skype® for Business

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These Quick Tips apply to VVX 201, 300, 301, 310, 311, 400, 401, 410, 411, 500, 501, 600, and 601 business media phones with Polycom UC software 5.6.0 or later with Skype for Business.

The *Polycom VVX Business Media Phones for Skype for Business User Guide* on [Polycom Support](#) includes more information on available features.

## Sign into Skype for Business

You can sign into your Skype for Business account on the phone.

### To sign into Skype for Business:

- 1 Press the **Sign In** soft key or navigate to **Settings > Features > Skype**.
- 2 Select one of the following sign in options:
  - **User ID**
  - **PIN**
  - **Via PC or Paired Lync Client**
  - **Web Sign In**
- 3 Complete the required sign-in fields or follow the onscreen prompts.

### To sign out of Skype for Business:

- » Press the **Sign Out** soft key.

## Create a Lock Code

After you sign in, create a lock code that you can use to unlock your phone.

### To create a lock code:

- » When prompted, enter a 4 to 15 digit number, then confirm your lock code.

## Unlock Your Phone

Use your lock code to unlock your phone.

### To unlock your phone:

- » Enter your lock code and click .

## Adding Favorites

When you add contacts as favorites in a Skype for Business client, those favorites display on the Home screen on the phone.

## Add a Contact

Add Skype for Business contacts to the Contacts list on your phone.

### To add contacts to your phone:

- 1 Press **Contacts > Add**.
- 2 Enter your contact's email address and press **Submit**.

## View a Contact's Information

You can view a contact's name, presence status, organization, work number, mobile number, and voicemail.

### To view a contact's information:

- » Press **Contacts**, select a contact, and press **Info**.

## Update Your Presence Status

Your presence status information automatically updates when you are actively using your phone or it's inactive. You can also update your presence status at any time.

### To update your presence status:

- » Press **My Status** and select your desired status.

You can change your status to Available from any other status by selecting **Reset**.

## Initiate a Conference Call

Initiate a Skype for Business conference call with Skype for Business contacts or a group of contacts from your phone.

### To initiate a conference call:

- 1 Press **Meet Now > Invite**.
- 2 Select a contact and press **Dial**.
- 3 Press **Invite** to add additional contacts.

### To initiate a conference call with a group:

- 1 Press **Contacts > Groups**.
- 2 Select a group and press **Dial All**.

## Forward a Call

Forward your incoming calls to another contact or to your voicemail.

### To forward incoming calls to a contact:

- 1 Press **Forward > Forward to Contact**.
- 2 Enter your contact's number and press **OK**, or press **Contacts**, choose a contact, and press **Forward**.

### To forward incoming calls to voicemail:

- » Press **Forward > Forward to Voicemail**.

## Park a Call

You can park up to eight active phone calls.

**Note:** Call Park is not available on Office 365 Cloud PBX.

### To park a call:

- » During an active call, press **Park**.

Parked calls are given orbit numbers to retrieve the calls. For example, #1023.

## Retrieve a Call

Anyone in your organization can retrieve the call with the orbit number from any Skype for Business phone.

### To retrieve a parked call:

- » Do one of the following:
  - On your phone, press **Retrieve**.
  - On another phone, press **New Call** and dial the call's orbit number.

## Use the Directory

You can search, call, and save contacts in the Skype for Business Directory on your phone.

### To search the directory:

- 1 Select **Directories > Skype for Business Directory**.
- 2 Enter your contact's first or last name. The phone automatically displays search results.

### To call contacts from the directory:

- » After you find your contact, press **Dial**.


### To save a contact from the directory:

- » After you find your contact, press **Add to Contacts**.

## Use Boss-Admin

You can assign delegates to manage your calls, set distinct ringtones for boss calls, and interact with assigned lines.

### To assign delegates:

- 1 In your Skype for Business client, click  and click **Tools > Options > Call Forwarding**.
- 2 Click **Simultaneous Ring > My Delegates** and add contacts as delegates for your line.

### To view a list of delegates on your phone:


- » Press **Contacts > Groups > Delegates**.

### To view a list of bosses on your phone:

- » Press **Contacts > Groups > People I Manage Calls For**.

## Use Better Together Over Ethernet (BToE)

BToE enables you to sign into your Skype for Business account on a Polycom VVX business media phone and use the phone to handle calls on your phone and in the Skype for Business client.

When signed into different accounts, the PC audio icon  displays on your phone for calls answered in the Skype for Business client.

### To answer an incoming call:

- » Press **Answer** on your phone or click **Answer** in the Skype for Business client.

Calls placed in the Skype for Business client are also placed on the phone.

### To place a call from the Skype for Business client:

- » Right-click a contact and click **Call**.

You can pause active audio and video Skype for Business calls on your phone when you are signed into different user accounts on your phone and the Skype for Business client. You can also pause video calls when you are signed into the same user account on the phone and in the client.

However, when you pause an audio or video call on your phone, the call remains active in the Skype for Business client on your computer.

### To pause an audio or video call:


- » Press **Pause** on your phone.

### To resume a paused call:

- » Press **Resume** on your phone.

You can move the call audio between your phone and your computer.

### To move call audio between the computer and phone:

- 1 In the Skype for Business client, click .
- 2 Click **Devices** and do one of the following:
  - Click **Handset** to move call audio to your phone.
  - Click **PC Mic and Speakers** to move call audio to your computer.