

Quick Tips for Polycom® VVX® Phones with Microsoft® Skype™ for Business

3725-49113-005A | UC Software 5.4.0A or later | September 2015

This Quick Tips applies to Polycom® VVX® 201, 300, 310, 400, 410, 500, and 600 business media phones running Polycom UC software 5.4.0A or later and signed in to Microsoft® Skype™ for Business Server.

View the *Polycom VVX Business Media Phones User Guide* on [Polycom Voice Support](#) for more information on Skype for Business features available on VVX phones.

Sign into Skype for Business

The Skype for Business Sign-In screen displays the first time your phone connects to the network and you can sign in using your login credentials or PIN authentication, which are provided by your system administrator. Subsequently, you can access the Sign-In and Sign-Out screens at any time.

To sign into Skype for Business:

- 1 Press the **SignIn** soft key.
- 2 Complete the required sign-in fields with your login credentials or PIN authentication.
- 3 Press the **SignIn** soft key. Your line shows as registered.

To sign out of Skype for Business:

- » Press the **SignOut** soft key.

Add Favorites

You can add Skype for Business contacts as favorites to display on your Home screen.

To add contacts as favorites:

- » In the Skype for Business client on your computer, right-click on a contact and click **Add to Favorites**.

Add Contacts

You can add your Skype for Business contacts to a 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 Contacts' Information

In the contact card, you can view a contact's name, presence status, organization, work number, mobile number, and voicemail.

Note: In order for you to view a contact's detailed information, the contact must change your privacy relationship to Friends and Family in his or her Skype for Business client. If not, you can only view the work number, email address, and voicemail for that contact.

To view the contact card:

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

Update Your Presence Status

Your presence status information displays your availability and activity to your contacts. Your presence automatically updates when you are actively using your phone or it's inactive.

To update your presence status:

- » Press **MyStatus** and select your desired status.

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

Initiate a Conference Call

You can initiate a Skype for Business conference call with Skype for Business contacts or a group of contacts on 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 Calls

You can 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 contacts 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 and Retrieve Calls

You can park up to eight active phone calls.

To park a call:

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

When you park a call, the call is given an orbit number to retrieve the call, as shown next.



You or anyone in your organization can retrieve the call with the orbit number from any Skype for Business registered Polycom 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.

Search the Directory

You can search for contacts in the Skype for Business directory on your phone.

To search the Skype for Business Directory:

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

You can call contacts or add contacts to your Contacts list from the Skype for Business Directory.

To call contacts from the Skype for Business Directory:

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

To save a contact from the Skype for Business Directory:


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

Use Better Together Over Ethernet (BToE)

When BToE is enabled to work with your VVX phone, you can answer, place, pause, and resume calls on your phone and 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.

In audio playback mode, calls display on your VVX phone and in the Skype for Business client, and the PC audio icon  displays next to the Skype for Business call on your phone.

To place a call from the Skype for Business client:

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

When you pause audio or video on your phone, the audio is paused on the phone but not in the Skype for Business client, and video is paused in the Skype for Business client, but not on the phone.

To pause an audio or video call:


- » Press **Pause** on your phone.

To resume a paused call:

- » Press **Resume** on your phone, or click **Resume Call** in your client.

You can move the call audio from 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.

Use Boss-Admin

The Boss-Admin feature enables you to 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**.

To respond to incoming boss calls:

- » Do one of the following:
 - Press **Answer**.
 - Press **Reject** or **Ignore**.
 - Press **Boss VM**.