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

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 5.5.1 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:
1. Select Unlock or tap 📞.
2. Enter your lock code and select Enter.

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.

For more information about setting up and using the system, refer to the Support pages at support.polycom.com
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:
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 answer, place, pause, and resume calls on your phone and in the Skype for Business client.

Calls display on your phone and in the Skype for Business client, and the PC audio icon displays next to the call on your phone.

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.

Pausing audio on your phone pauses the audio on the phone but not in the Skype for Business client.

Pausing video on your phone pauses the video 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 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.