



Getting Started with Your Digital Voice Polycom Phone

The Polycom VVX 501 is the supported handset for the University's digital voice-over-IP telephone service. The VVX 501 integrates with the University's Skype for Business unified communications environment, which combines voice, video, web conferencing, instant messaging, desktop sharing, real-time presence, and more into a powerful communications tool.

The VVX 501 operates like a traditional phone in that you can pick up the receiver, hear a dial tone and use the keypad to enter a five or ten-digit number in order to place a call. But the phone has many other useful features such as call transferring, speed dialing and conferencing that can be accessed with a simple tap on the screen, which is touch sensitive and can be navigated in the same fashion as a smart phone.

The VVX 501 can be set up to integrate with a PC so that the computer can help sign into the phone quickly. This integration will also give you the option to transfer conversations back and forth between the two with only a few simple steps. The phone however, does not require a PC in order to operate.

The following instructions will help you get signed into the phone and will go over steps for some basic functions such as checking voicemail and creating your voicemail message.

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Signing In to a Polycom Phone Using the Web

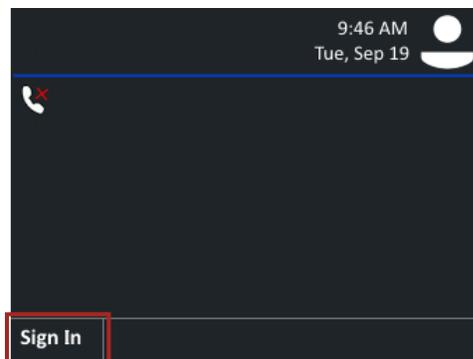
The Need: A Polycom phone running Skype for Business needs to be activated with a University username and password in order to make and receive calls. This is because Skype phones are tied to a University ID, not a jack in the wall. Because the phone is not tied to a physical location, it is much easier to move voice service to a new location.

A phone will need to be signed in if it displays a red X in the left corner of its screen and has no dial tone. Once a phone has been signed in with a valid account ID, it should be able to operate for about six months, depending on when the password for the account changes. A Skype phone will also need to be signed in if it is in a building that has recently had an extended power outage.

These steps require an Internet-connected device with a web browser. This could be a PC, tablet or smartphone.

How to Do It in Five Easy Steps:

1. Tap the **"Sign In"** button at the bottom left of the phone's screen. You may have to pick up the receiver first in order to wake the phone from hibernation.



2. Tap the **"Web Sign-in"** icon on the screen.

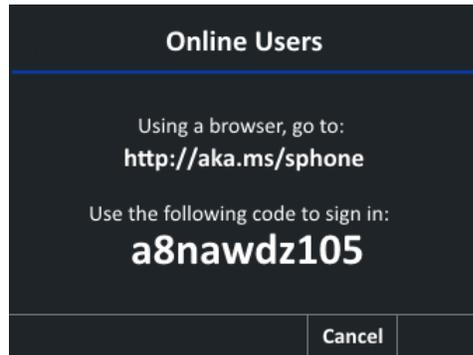




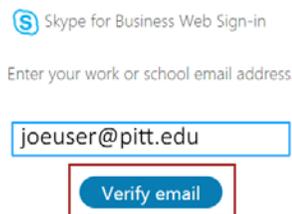
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- The phone will display a code with instructions to go to the URL <http://aka.ms/sphone>.



Open a web browser and go to the site listed on the phone screen. The browser will redirect to a Skype for Business authentication page. Enter your University email address in the "Email address" field and click **Verify email**.



- Your web browser will redirect to the University's Office 365 login page. After you enter your email address, you will be directed to the Pitt Passport login page. Log in with your user name, password and preferred multifactor method.
- A Skype authentication "Device Login" page will appear. Enter the code from your phone screen in the field under "Enter the code that you received from the application on your device." Click **Continue**.





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Your browser may require you to click on a tile with your University username on the Office 365 login page in order to complete the phone login process. The phone should be logged in after your credentials are accepted.

If you are running a Windows PC next to your phone and are able to install applications, consider installing Better Together over Ethernet to pair your phone and your PC. This will enable you to move conversations between your PC and your phone. It can also help you sign into the phone quickly.





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Signing In to a Polycom Phone Using a Windows PC

The Need: A Polycom phone running Skype for Business needs to be activated with a University username and password in order to make and receive calls. This is because Skype phones are tied to a University ID, not a jack in the wall.

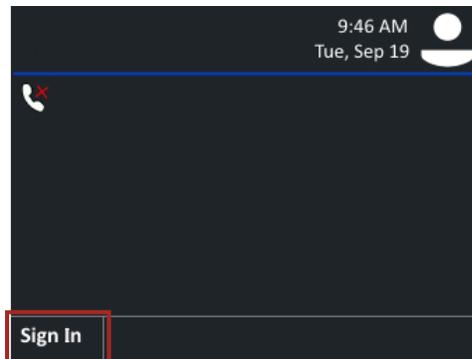
A phone will need to be signed in if it displays a red X in the left corner of its screen and has no dial tone. Once a phone has been signed in with a valid account ID, it should be able to operate for about six months, depending on when the password for the account changes.

A Skype phone will also need to be signed in if it is in a building that has recently had an extended power outage.

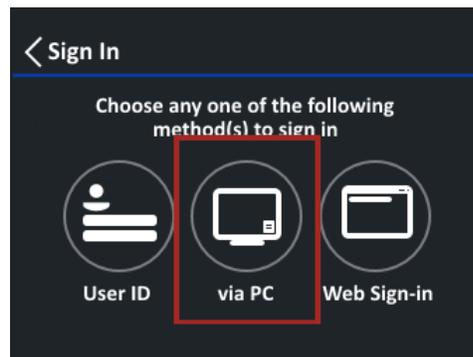
These steps require a Windows PC paired with a Skype phone using Better Together over Ethernet.

How to Do It in Three Easy Steps:

1. Tap the **"Sign In"** button at the bottom left of the phone's screen. You may have to pick up the receiver or tap the bank screen first in order to wake the phone from hibernation.



2. Tap the **"via PC"** icon on the screen.





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- The Skype client on the PC will prompt that a connection has been detected between the phone and the PC. Enter your University email address in the "Sign-in address" and "User name" fields along with your password and click **OK**.

Logon information needed

A connection has been detected between your desk phone and Skype for Business. To complete the connection, type your network logon password.

Sign-in address:

User name:

Password:

The phone should be signed in after your credentials are accepted.





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Restarting Your Polycom Phone

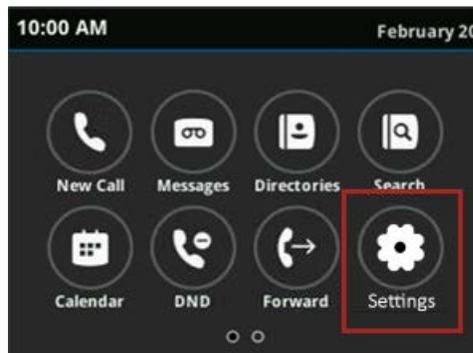
The Need: Your phone needs to be restarted in order to apply a recently-installed software update or as a first step to resolve a persistent problem.

How to Do It in Four Easy Steps:

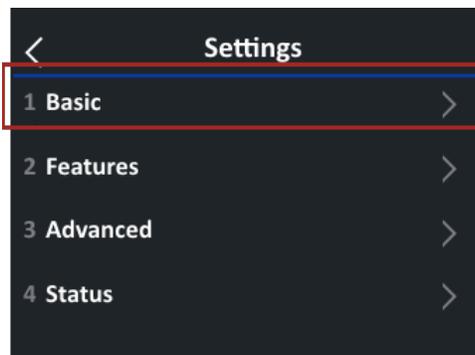
1. Press the Home button on the right side of your phone.



2. Tap the "**Settings**" (gear) icon. You may need to swipe right on the screen to make it visible.



3. Tap **Basic**.

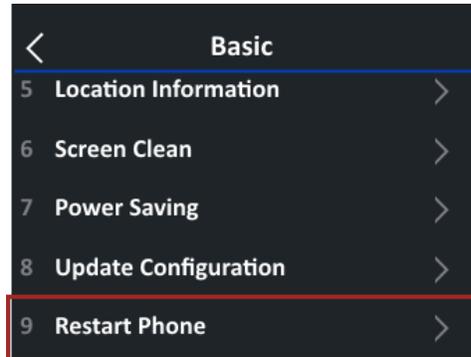




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4. Swipe down on the screen to make **Restart Phone** visible and tap it. Press **Yes** to confirm.





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Checking Your Voicemail

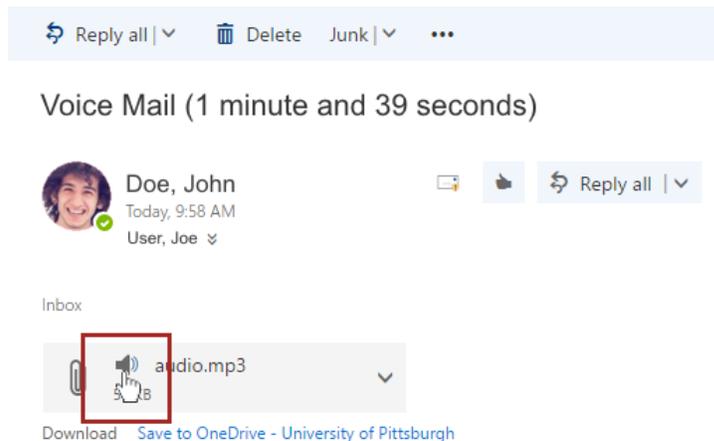
The Need: A voicemail message has been left for a digital voice phone number.

Unlike the old phone system, you do not dial 4-0003 to access voicemail. Instead, there are three easy options for accessing Skype voicemail messages.

Option 1: From Email

All Skype for Business phone extensions are set up for voicemail over email. For an individual, this means that any voicemail messages left at a person's phone extension will be saved as an audio file that is sent to that person's University email address. For a phone that multiple people use, voicemail messages will go to the email address of the University resource account that supports the shared number.

To listen to a voicemail message via email, open the message on a PC, tablet or smartphone that can play audio. Click on the audio attachment in the header of the email to play the voicemail message.

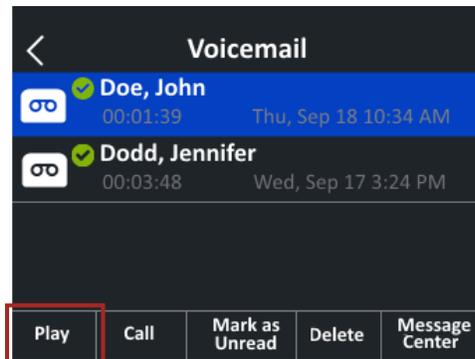


Option 2: From the Phone Handset:

1. Tap the voicemail icon in the upper left corner of the phone screen. It may disappear when you pick up the receiver but will reappear if you tap the back icon (the white < character in the upper left corner).



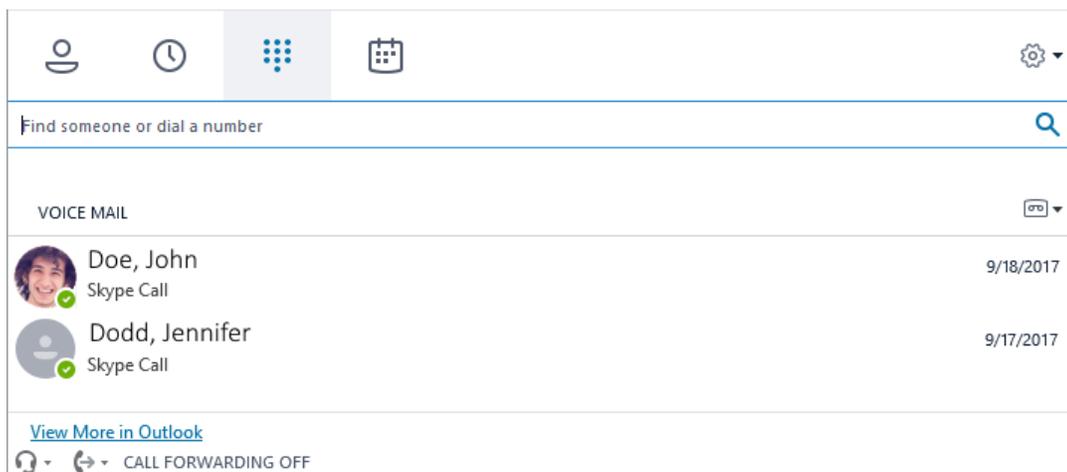
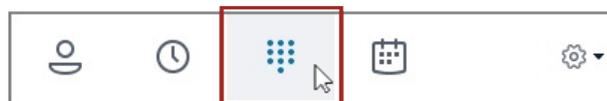
2. A listing of available voicemail listings will appear. Tap the listing that you wish to hear so that it is highlighted and then tap **Play**. Your phone will connect to the Skype message center and will play the message. Tap **End Call** at any time to stop listening.



Option 3: From the Skype Application:

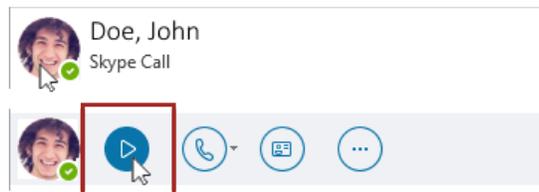
Windows

1. Click on the keypad icon at the top of the Skype for Business application. The application will display a list of voicemail messages.



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2. To listen to any of the messages, move the mouse so that it hovers over the gray avatar circle on the left (or the avatar image itself) until the name is replaced by a series of icons. Then click on the play icon (the triangle) to play the message on your computer's speakers or your headset.

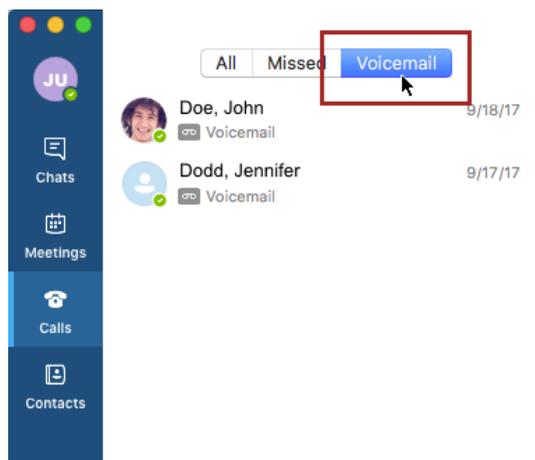


Macintosh

1. Click on the **Calls** icon on the left side of the Skype for Business application. The application will display a list of voicemail messages.

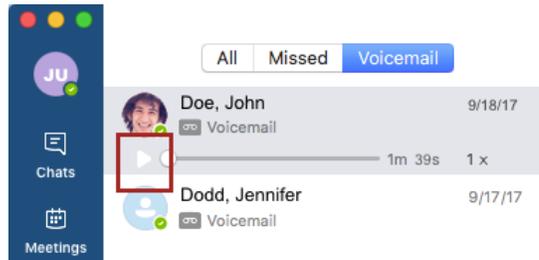


2. Then click on **Voicemail**. A list of voicemail messages will be listed below.



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- To listen to any of the messages, click on a message listing to expand the play options. Then click on the play icon (the triangle) to play the message on your computer's speakers or your headset.





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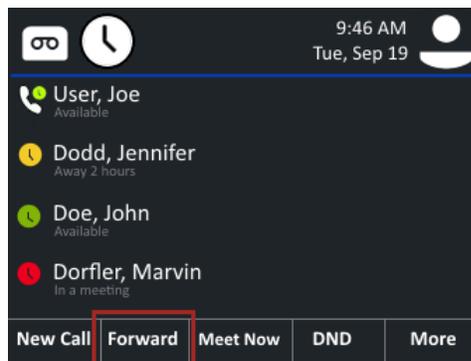
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Forwarding Your Calls to Another Extension or to Voicemail

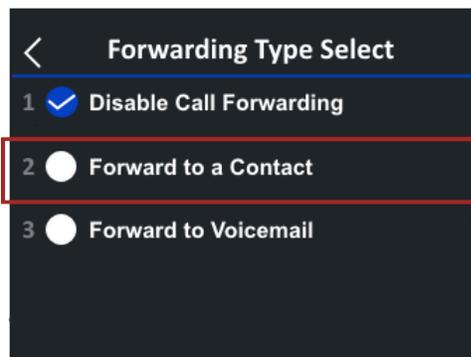
The Need: You need to forward your incoming calls to another University extension or to a personal number such as a mobile phone. Calls to your University extension will ring at the forwarded number, not on your Skype phone or Skype application.

How to Do It in Three Easy Steps:

1. Tap the "**Forward**" button at the bottom of the default Skype phone screen.



2. On the following screen, tap the "**Forward to a Contact**" option. If you wish to forward calls to voicemail, tap the "**Forward to Voicemail**" option.



3. The "**Forward to a Contact**" screen will appear immediately. From this point, you can set forwarding to a five or ten-digit phone number or a listing from your Skype Contacts.

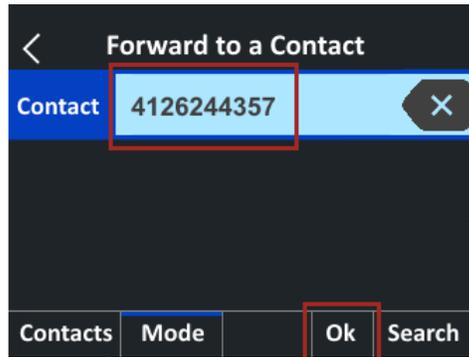




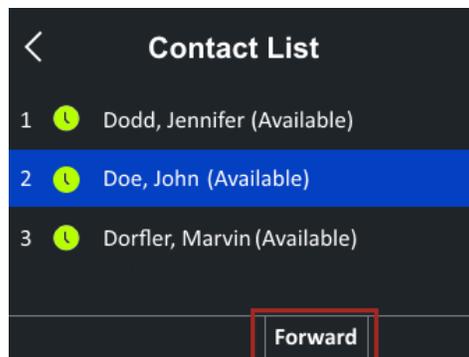
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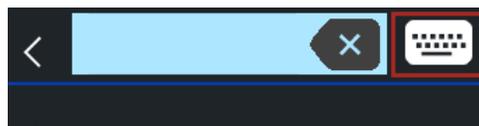
- To forward your calls to another number, tap once inside the "**Contact**" field so that a cursor appears. Use the phone keypad to enter a five or ten-digit number and tap **Ok**.



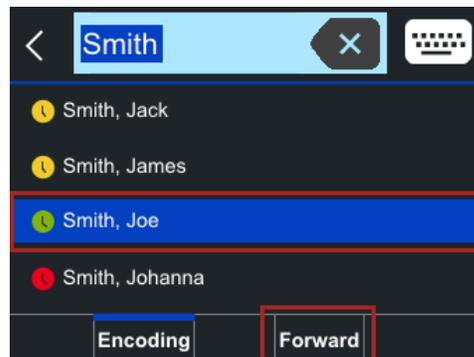
- To forward to one of your Skype contacts, tap **Contacts** and then select one of your Skype contacts by tapping on their listing so that it is highlighted. Then tap **Forward**.



- You can also use the **Search** button on the "Forward to a Contact" screen to look for a contact by last name, email address or username. This will bring up a blank screen with a gray search field on top. Tap the keyboard icon to the right of the field to bring up a QWERTY display that you can use to enter a name.



Tap the checkmark after you enter a last name, email address or username. The phone will present possible matches from the global University directory on the screen. When you see the listing that you want, tap once on it so it is highlighted and tap **Forward**.



To turn off forwarding, repeat step 1 and select the "**Disable Call Forwarding**" option at step 2.



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Recording or Changing Your Voicemail Greeting

The Need: You would like to record a personalized greeting for voicemail. That way, callers that go to your voicemail will hear your voice instead of a generic greeting that identifies you as last name - first name. You can also follow these steps to record a new greeting.

Recording a message requires logging into a Skype application running on a Windows or Macintosh PC with a headset or a microphone and speakers. At this time, you cannot record a personalized voicemail greeting directly from your Skype phone.

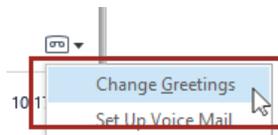
Make sure you are wearing your headset or know the location of your computer's microphone before starting.

How to Do It (on a Windows System) in Five Easy Steps:

1. Click on the keypad icon at the top of the Skype for Business application.



2. Click on the voicemail icon on the right side of the display until a pop-up menu appears. From this menu, select the **Change Greetings** option.



3. Your Skype application will connect to the Microsoft Message Center. You will hear through your headset or PC speakers that you can press 1 to record a new voicemail greeting or 2 to record an alternate greeting. Use the virtual phone keypad in your Skype application to click either 1 or 2.



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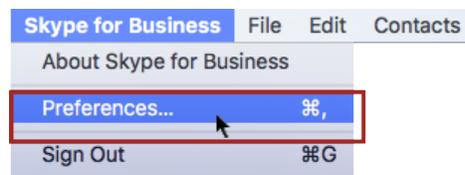
- Click 1 on the virtual phone keypad again to confirm that you wish to record a greeting. Then use the headset or PC microphone to record your greeting. Click the pound sign (#) on the virtual phone keypad when you are finished speaking.



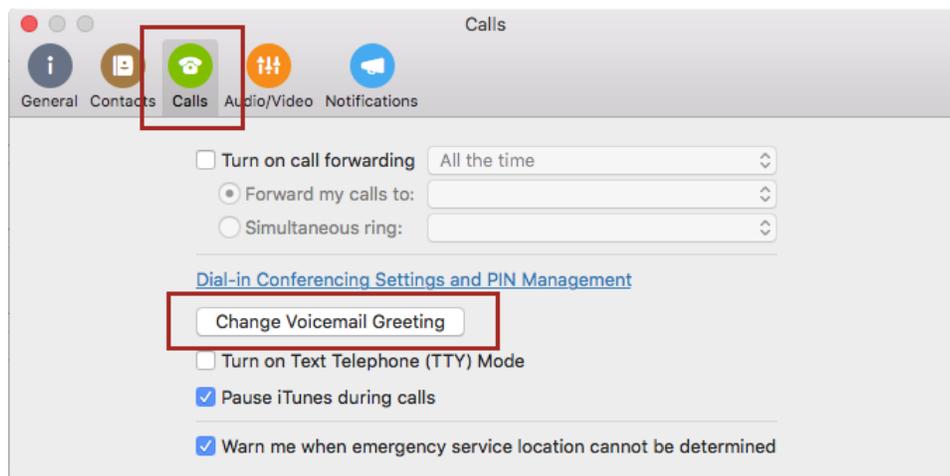
- The message center will play back the greeting to you. Click on 1 to accept it, click 2 to record something different, or click 3 to reset your greeting back to the default greeting.

How to Do It (on a Macintosh System) in Six Easy Steps:

- Select the "**Preferences**" command under "**Skype for Business**."



- Click on the "**Calls**" icon in the preferences window and then click the "**Change Voicemail Greeting**" button.



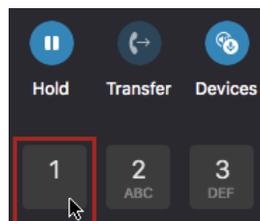
- Your Skype application will connect to the Microsoft Message Center. You will hear through your headset or computer speakers that you can press 1 to record a new voicemail greeting or 2 to record an alternate greeting. You will need to make the virtual dial pad visible in the

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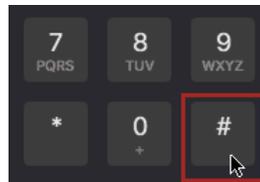
call window in order to make a selection. Click on the phone icon in the upper right corner of the call window to make the dial pad visible (the main Skype window keypad will not work).



4. Use the virtual phone keypad in your Skype call window to click either 1 or 2.



5. Click 1 on the virtual phone keypad again to confirm that you wish to record a greeting. Then use the headset or PC microphone to record your greeting. Click the pound sign (#) on the Skype call window virtual keypad when you are finished speaking.



6. The message center will play back the greeting to you. Click on 1 to accept it, click 2 to record something different, or click 3 to reset your greeting back to the default greeting.



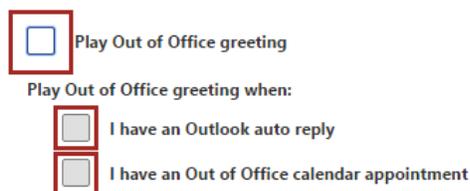
Using an Alternate Voicemail Greeting

The Need: You would like an alternate voicemail greeting to be presented to callers. The alternate greeting can be used to inform callers that they have attempted to contact you outside of your regular working hours. It can also let them know that you will be away for a period of time.

Setting up an alternate voicemail greeting requires managing your calendar using the Outlook application on a PC or using the Office 365 calendar functions (Outlook Online).

How to Do It in Four Easy Steps:

1. Follow the steps in the previous section that document how to record a voicemail greeting. Make sure to select 2 for the "greeting for when you are away" option before recording.
2. Once you have saved your alternate greeting. Use a web browser to go to the site <https://aka.ms/vmsettings>. You will need to log onto the site using your University username, password, and preferred multifactor method.
3. The "Skype for Business Settings" page will appear with the "Voicemail" tab selected. You have three options on this page:
 - Click the box next to "Play Out of Office greeting" to switch your voicemail greeting to the alternate greeting. This setting will put the alternate message into effect immediately and at all times of the day.
 - Click the box next to "I have an Outlook auto reply" if you want your alternate voicemail greeting to play only when you have activated an auto-reply message for incoming emails.
 - Click the box next to "I have an Out of Office calendar appointment" if you want your alternate greeting to play when you have an appointment or meeting that is tracked on your Outlook calendar.



4. Click "**Save**" at the top of the page to put the alternate voicemail greeting settings into effect.

Repeat steps 2 and 3 to turn off alternate voicemail greeting settings.

Adding Favorites to Your Polycom Phone Display

The Need: You want to set up quick dialing to numbers you contact frequently. The Polycom VVX 501 phone make this easy by listing your Skype Favorites on the phone display. Tapping one of these listings will initiate a call to that number without having to enter numbers on the keypad or even lifting up the receiver.

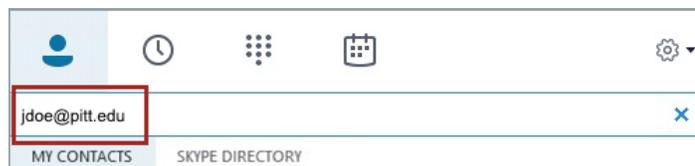
You can make up to seven listings appear on your phone screen by adding names/numbers to your list of Skype Favorites. This has to be done using a Windows or Macintosh version of the Skype for Business application. Currently, you cannot add names/numbers to your Skype Favorites listings just using your phone.

How to Do It (on a Windows System) in Two Easy Steps:

1. Type the last name of the person that you wish to add into the "Find someone or dial a number" field at the top of the Skype application. You can also enter their University username or email address.

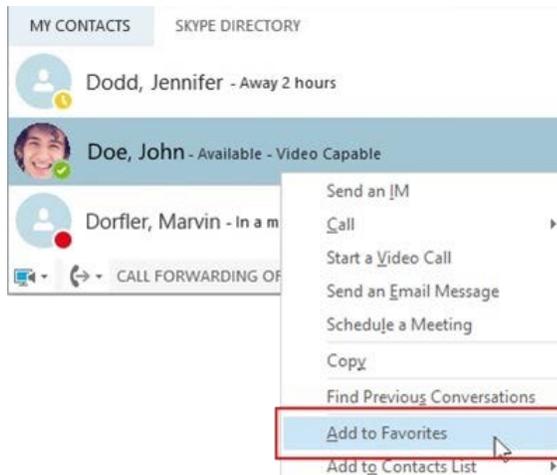


As you type, the view automatically changes to **My Contacts**, which lets you search your organization's address book.



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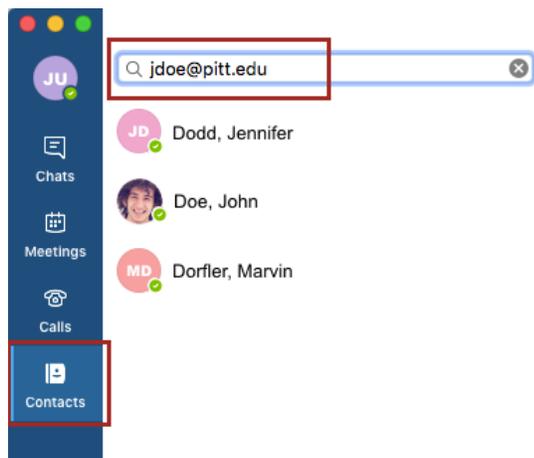
2. As you type, the Skype application will present possible matches in the space under the search field. This list will become smaller as you enter more characters. Once the listing for the person you wish to add appears, hover your mouse pointer over the listing and then right click so the secondary menu appears. Select **Add to Favorites** from this list.



The name that you just selected should appear as a quick dial option on your phone screen.

How to Do It (on a Macintosh System) in Three Easy Steps:

1. Click the **Contacts** icon on the left side of the Skype window to make the search field appear. Enter the last name of the person that you wish to add into the field. You can also enter their University username or email address.

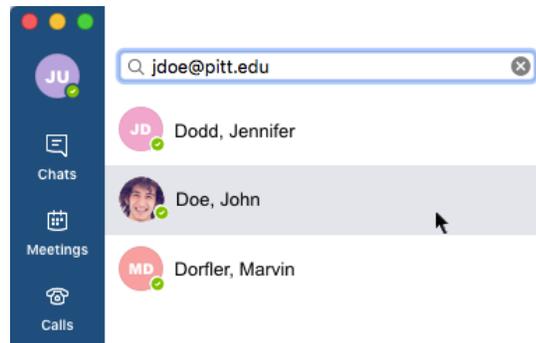




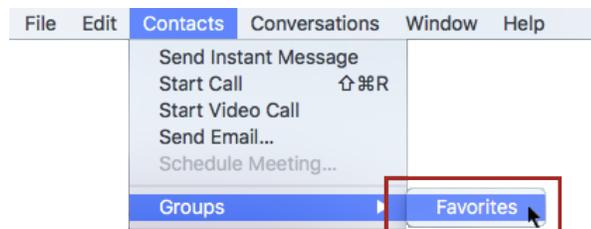
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2. As you type, the Skype application will present possible matches in the space under the search field. This list will become smaller as you enter more characters. Once the listing for the person you wish to add appears, click the listing so that it is highlighted.



3. Select **Groups** under the **Contacts** menu heading until **Favorites** appears. Select **Favorites**.



The name that you just selected should appear as a quick dial option on your phone screen.



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Increasing the Number of Favorites Your Phone Can Display

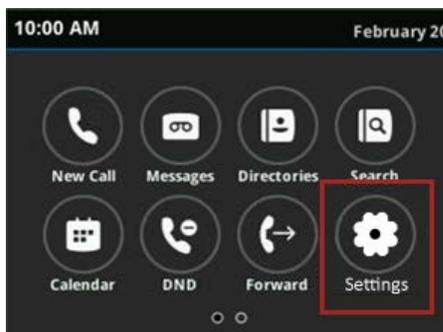
The Need: You want your phone to display 11 Skype Favorites listings on the touch screen so that you have four additional single-tap dialing options.

How to Do It in Five Easy Steps:

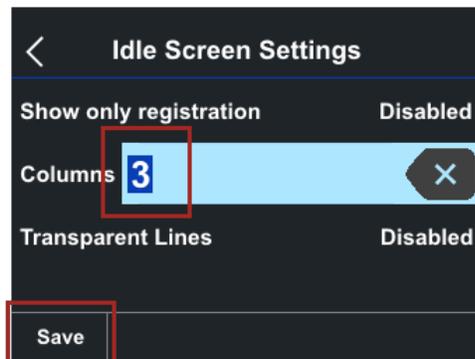
1. Press the Home button on the right side of your phone.



2. Tap the "**Settings**" (gear) icon. You may need to swipe right on the screen to make it visible.



3. Tap **Basic**, and then **Preferences**, followed by **Idle Screen Settings**. You will have to scroll down on the "Preferences" screen to make **Idle Screen Settings** visible.
4. On the "Idle Screen Settings" screen, tap the **Columns** line so that the "2" appears in a field. Press the 3 on the phone keypad and tap **Save**.



5. Tap **Yes** to confirm. Your phone will restart.



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Reviewing Your Call History

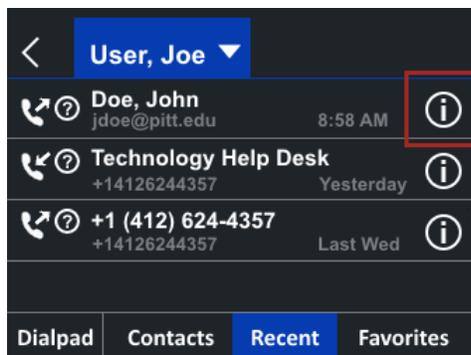
The Need: You want to review your digital voice calls.

How to Do It in Two Easy Steps:

1. Tap the conversations (clock) icon in the upper left corner of the phone display.



2. An inventory of calls will be listed under your name. Tap the information icon (the "i") next to a call for more details on any conversation.





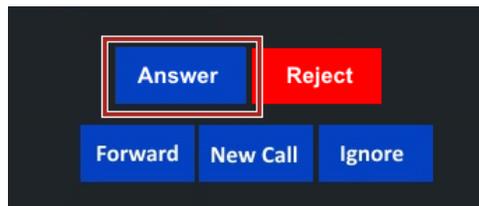
Merging Two Calls (Creating a Conference Call)

The Need: An incoming call registers on your phone while you are already on a call. You decide to use your phone to merge the two calls in order to create a three-way conference call.

These steps can also be used to create a conference call out of a one-one-one conversation that you initiate. You can repeat this process to add as many as 249 other people to your call.

How to Do It in Four Easy Steps (with a Call Already in Progress):

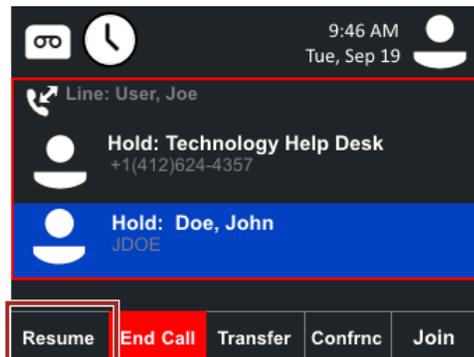
1. Tap **Answer** to pick up the new call. This will place the current caller on hold.



2. After you are done speaking to new caller, tap the **"Hold"** button to put them on hold as well.



3. Tap the listing for the first call so that it is highlighted and then tap **Resume**.



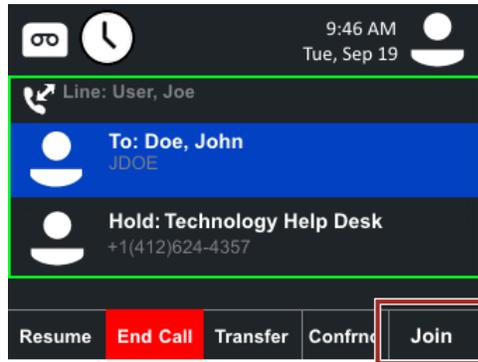
This will re-engage with the first caller so you can let them know you are setting up the conference call.



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4. Finally, tap the **Join** button at the bottom of the call status screen to merge the two calls.





Setting up Simultaneous Ring at Another Number

The Need: You want incoming calls to your University extension to ring at another number. This could be another office extension or a personal phone number such as a mobile phone.

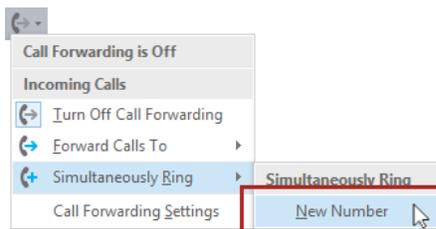
Simultaneous ring is different than forwarding. With forwarding, incoming calls will not ring at your Skype phone or any of your Skype applications. Simultaneous ring will have your Skype phone and applications alerting you as usual when an incoming call comes in, but the call will ring at an additional number as well.

Setting up simultaneous ring has to be done using a Windows, Macintosh or mobile version of the Skype for Business application. Currently, you cannot configure simultaneous ring just using your Skype handset.

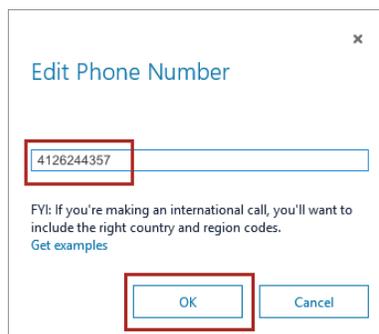
These instructions cover how to set up simultaneous ring to a single phone number. More complex simultaneous ring options are documented in the Boss-Admin Call Coverage Procedures document.

How to Do It (on a Windows System) in Three Easy Steps:

1. Click the forwarding icon (↔) at the bottom right of the Skype display.
2. Navigate down to **Simultaneous Ring** and then **New Number**.



3. An "Edit Phone Number" dialog box will appear. Enter the five or ten-digit number of the phone extension where you want calls to simultaneously ring into the field. Click **OK** when you are finished.



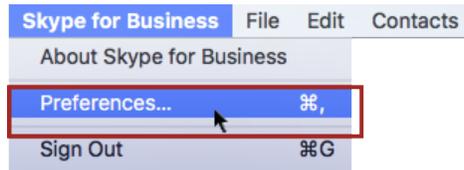


Skype for Business

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How to Do It (on a Macintosh System) in Five Easy Steps:

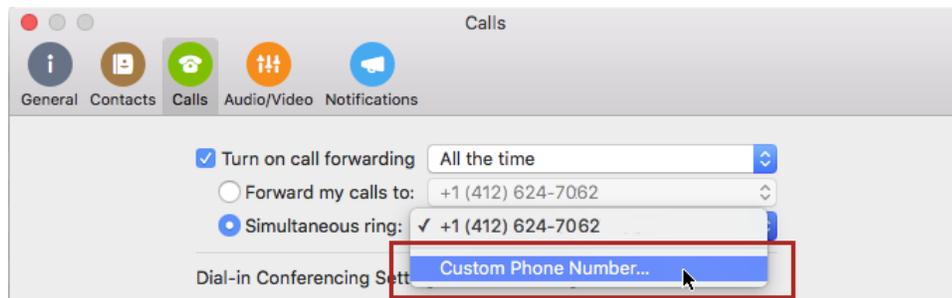
1. Select the "**Preferences**" command under "**Skype for Business**."



2. Click on the "**Calls**" icon in the preferences window and then click the checkbox next to "**Turn on call forwarding**."

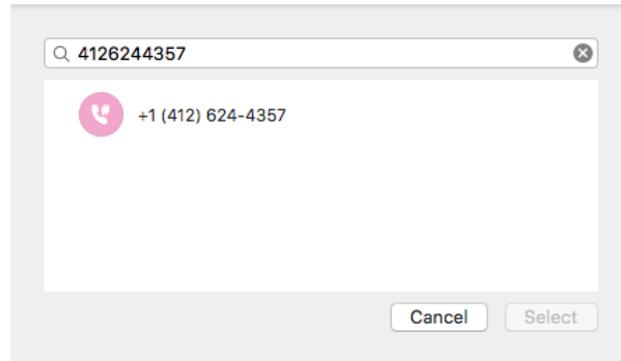


3. Click on the radio button next to "**Simultaneous ring**." Select **Custom Phone Number** from the pop-up menu that will become available.



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4. A new window appears with "Search for Contacts" in a search field. Enter the number where you want calls to simultaneously ring in the field. Once you enter ten digits, the Skype client will create a profile listing for the phone under the field



5. Click **Select** to set simultaneous call forwarding to the number in the field.



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Disable Reminders on Your Phone

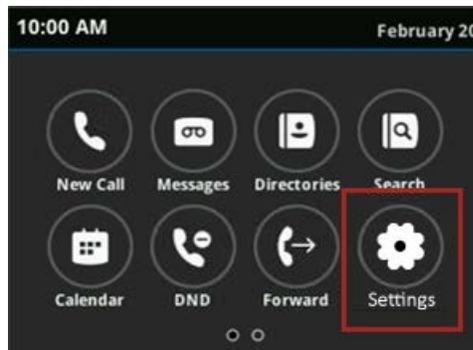
The Need: You would like to disable the Exchange/Office 365 calendar reminders that appear on your Skype phone.

How to Do It in Seven Easy Steps:

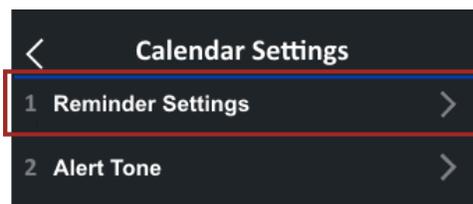
1. Press the Home button on the right side of your phone.



2. Tap the "**Settings**" (gear) icon. You may need to swipe right on the screen to make it visible.

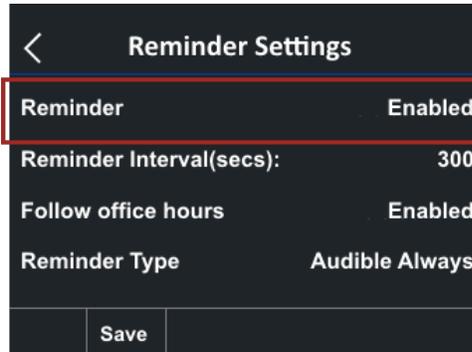


3. Tap **Basic**, and then **Preferences**, followed by **Calendar Settings**. You will have to scroll down on the "Preferences" screen to make **Calendar Settings** visible.
4. Tap **Reminder Settings**.

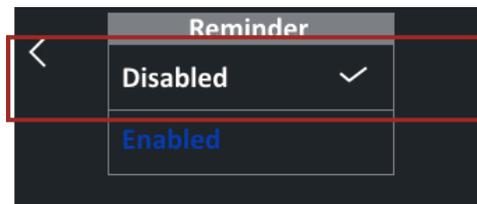




5. On the "Reminder Settings" screen tap **Reminder**.



6. On the "Reminder" screen, tap **Disabled**.



7. The "Reminder Settings" screen will reappear with the "Reminder" setting listed as "Disabled." Click **Save** and then the Home button to save this setting.