



# Using iiNet Lync Desk Phones



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**Polycom VVX 300**



**Polycom VVX 500**

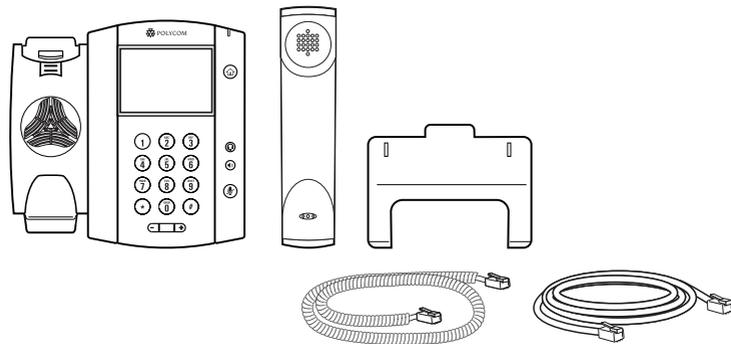


**Polycom VVX 600**

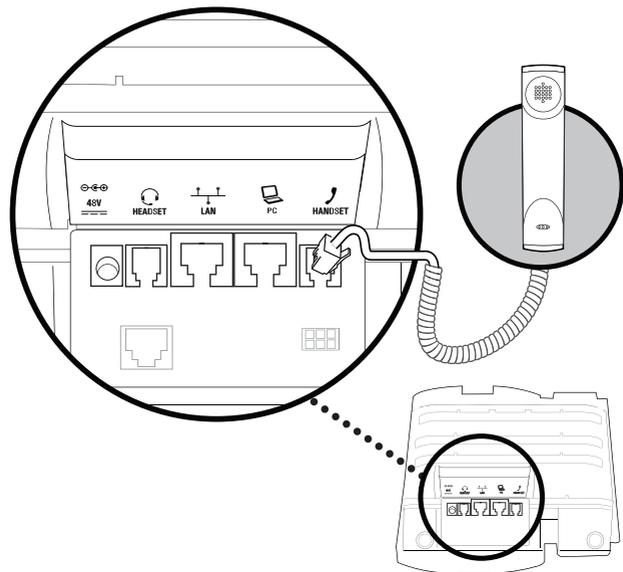
## Polycom VVX Phone Quickstart Guide

Before you can start using your services, please step through the following installation process. **Please do not power on your phone (step D) until you have completed the first three steps.**

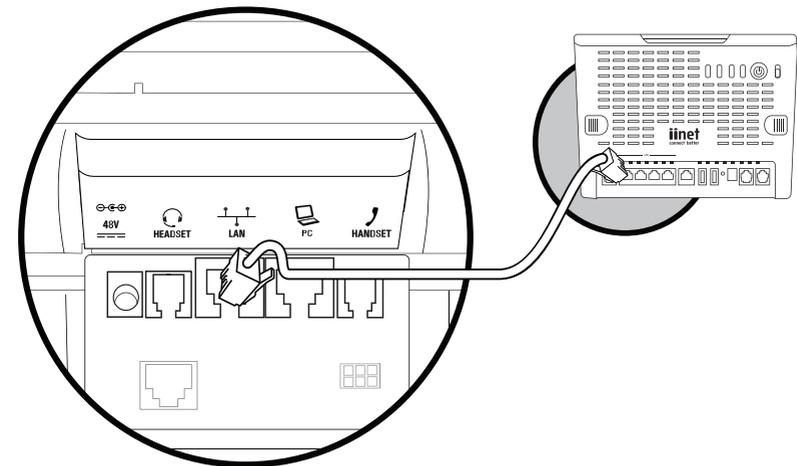
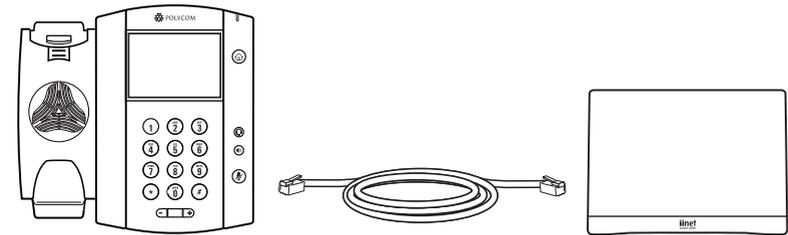
A. Unbox phone, handset, stand and cables.



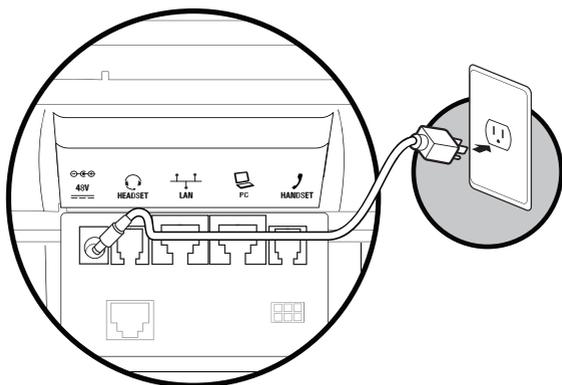
B. Plug handset into phone.



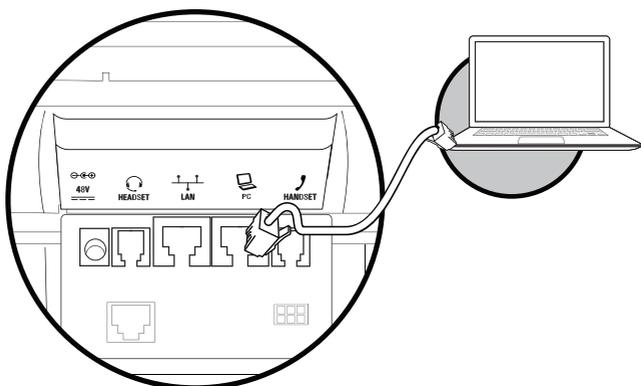
C. Plug Ethernet cable into phone, and the other end of the cable into modem (modem not included).



- D. Plug power cable into phone and connect to power socket. Your phone should now be powered on.

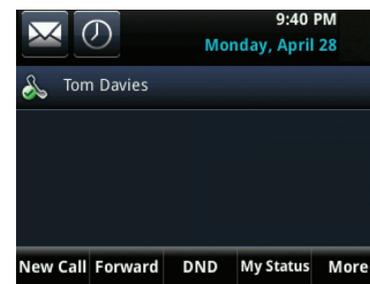


- E. OPTIONAL: Plug your computer cable from your PC to your phone.



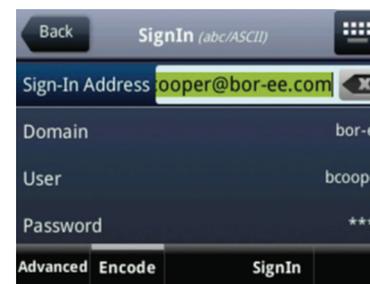
## Switching on your Polycom Phone

When you first plug in your Polycom phone, it should automatically switch on. Your screen should look like this:



## Sign In and Out of Lync

If your phone is not already configured, you can sign into Lync on your phone with your login credentials – your sign-in address, domain, user name and password.



To sign into Lync on your phone:

1. Select the **SignIn** soft key or press the **Home** key and select **Settings > Features > Microsoft Lync > User Credentials**.
2. Enter your login credentials.

A confirmation message displays when your phone successfully signs into Lync.

To sign out of Lync on your phone:

- Press the **SignOut** soft key or select **Settings > Features > Microsoft Lync > SignOut**.

After you sign out of Lync, you cannot contact or view your Lync contacts.

For information on viewing your Lync contact list, see Manage Your Microsoft Lync Contacts on page 25.

## Using Lync on your Polycom Phone

Microsoft Lync on Polycom VVX business media phones enables you to communicate with customers, colleagues and business partners by voice or video.

When Polycom VVX series phones are registered with iiNet's Lync Server, you can use Lync directly from your phone to interact with your Lync contacts using presence-based, real-time multimedia communications.

The following features are available on Polycom VVX series phones registered with iiNet Hosted Lync:

- **Basic Phone Functions** – Place, answer and end calls, as well as hold and resume calls.
- **Advanced Phone Functions** – Transfer and forward incoming calls, manage conference calls and access voicemail.
- **Shared Line Appearance** – Assign administrative delegates to answer, hold, and transfer calls, set distinctive ringtones and make calls on behalf of Boss lines.
- **Lync Management** – Sign in and out of Lync using your login credentials, set your presence status and manage your Lync contacts.
- **Address Book Service** – View detailed contact information, presence status and save contacts to your local contact directory.
- **Better Together over Ethernet** – Connect your computer to your phone and use your computer to control your phone.



## Use Lync-Enabled Call Functions

After you sign into your Polycom phone, you can perform basic and advanced phone functions.

### Use Basic Call Functions

This section shows the basic call functions available on Polycom phones.

Polycom phones registered with Lync can display all call types including calls on hold, incoming calls and active calls on your phone's screen at the same time; however, you can have only one active call in progress at a time. VVX phones can maintain a maximum number of 24 calls.

### Answer Calls

The following figure shows an incoming call from Tom Davies on a Polycom VVX phone. When you answer an incoming call, the call becomes active and displays on the phone's screen.

**The Incoming Call screen shows who is calling:**



**To answer an incoming call:**

- » Do one of the following:
  - Press **Answer**
  - Lift the handset
  - Press the **speakerphone** button
  - Press the **headset** button.

When you are in an active call or have a call on hold and receive an incoming call, the phone alerts you in the following ways:

- Alerts you with tone beeps that indicate that a call is incoming.
- Displays an incoming call screen and sounds a call waiting tone. The prompt identifying the incoming caller displays for 10 seconds during which you can ignore, answer, or reject the call.
- Highlights the active call. Scroll to the incoming call screen to answer.

You can also receive calls from a private line. Calls from a private line display as “Private Call” on the incoming call screen.

### End Calls

You can end an active call on your phone at any time. Note that you must resume a held call before you end it.

#### To end a call:

- » Do one of the following:
  - Press the **End Call** soft key or the **End** key
  - Return the handset to the cradle
  - If you're in handsfree speakerphone mode, press the **Speakerphone** key
  - If you're in headset mode, press the **Headset** key
  - Press the corresponding line key, if configured.

### Place Calls

You can place a call on your phone from Home or Lines view, the dialer, or your Contact List.

#### To place a call:

- » Do one of the following:
  - Press a line key
  - Press the New Call soft key and dial a contact's number
  - Dial a contact's number using the dial pad
  - Select a favorite in Home or Lines view
  - Select a contact from the Recent Calls list or the Contact Directory
  - Select a contact from your Lync contact list (see Manage Your Microsoft Lync Contacts, on page 25).

### Change Your Communication Methods

During a call, you can switch your communication method among the handset, headset, or speakerphone by pressing the Speakerphone or Headset keys.

### Hold and Resume Calls

You can hold and resume calls at any time during an active call on your Polycom phone.

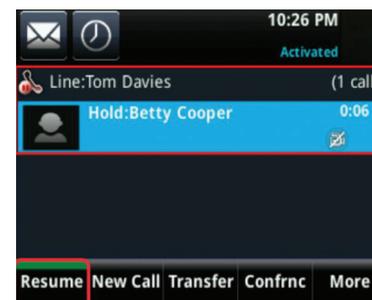
#### To place an active call on hold:

- » Press the **Hold** key.
  - For VVX 500 and 600 phones, a flashing red bar on the call's line indicates a call is on hold. For VVX 300 phones, a flashing red LED light on the line key indicates a call is on hold.

When you place a call on hold, the Resume soft key displays.

#### To resume a held call:

- » Press the **Hold** key or the **Resume** soft key.



## Use Advanced Call Functions

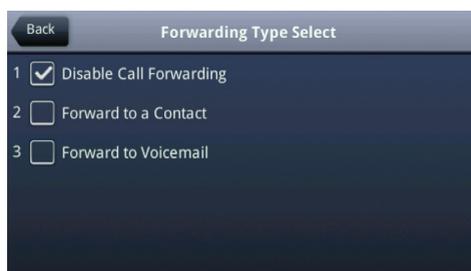
This section shows you how to use the advanced call functions available on your phone: forwarding calls, transferring calls, accessing voicemail and managing conference calls.

### Forward Calls

You can forward all calls from your line to another contact or to your voicemail.

The following figure shows the Forwarding Type Select screen, where you can choose one of three forwarding types.

#### Forwarding Type Select screen



#### To forward calls to another contact:

1. From Home, choose **Forward > Forward to a Contact**.
2. Dial the number of the contact you want to forward calls to.  
A scrolling message showing that you have forwarded all incoming calls to your contact displays on your phone.

#### To forward calls to voicemail:

- » From Home, select **Forward > Forward to Voicemail**.  
All incoming calls are sent to your voicemail.

## Transfer Calls

You can transfer an active or held call in two ways:

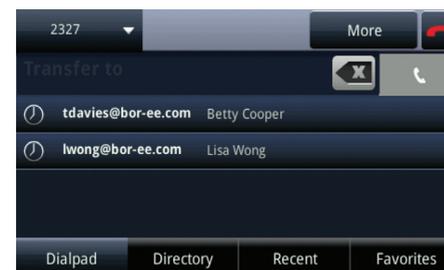
- **Blind transfer** – Transfer calls directly to another line without speaking with the other party first.
- **Consultative transfer** – Speak with the other party before transferring the call.

#### To perform a blind transfer:

1. Press the **Transfer** soft key and select **More > Blind**.
2. Dial the number or choose a contact.  
The call is transferred directly to the contact.

#### To perform a consultative transfer:

1. Press the **Transfer** soft key.
2. Dial the number or choose a recent contact.



The phone rings the contact and you can speak with the contact before completely transferring the call.

## Access Voicemail

The following occurs on your phone when you have new voicemail messages:

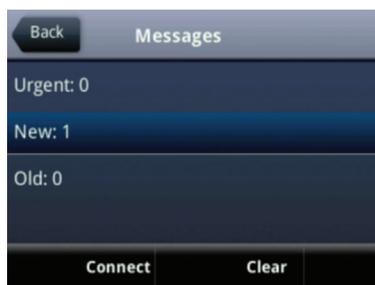
- A flashing red LED light
- The number of voicemails displaying on the Messages soft key, as shown in the next figure
- The messages icon displays in the status bar on the Idle screen
- A stutter tone

### Voicemail notification from Home view



### To access your voicemail:

1. From Home view, select **Messages** > **Message Center**.
2. Choose to access **Urgent**, **New**, or **Old** messages, as shown next.



3. Press the **Connect** soft key.  
Your phone connects to your voicemail.
4. Follow the prompts to listen to your voicemail messages.

## Manage Conference Calls

You can initiate a conference call to talk with multiple participants in one call on your Polycom phone. You cannot initiate a Microsoft Lync-hosted conference call on a Polycom phone, but you can join a Lync-hosted conference call on your phone. Three participants is the default number of participants that can be included in one conference call.

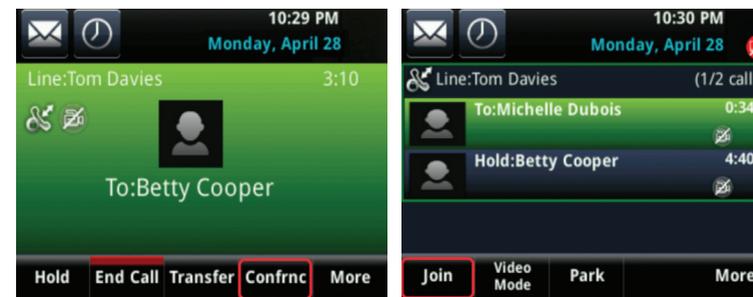
Polycom's conference feature enables you to do the following:

- Initiate a conference call
- Split a conference call
- Hold and resume a conference call
- End a conference call

### Initiate Conference Calls

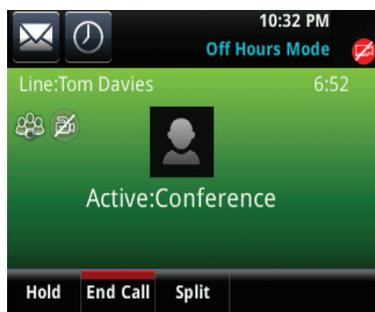
You can initiate a conference call in two ways. You can use the **Conference** soft key and add your contacts or use the **Join** soft key when you have an active call and a call on hold. The following figures show the Conference and Join soft keys.

### Conference and Join soft keys



### To initiate a conference call:

1. Call a contact.
2. When your contact answers, select the **Conference** soft key and select another contact to call.
3. After your second contact answers the call, press the **Conference** soft key. "Active: Conference" displays in the Call screen.

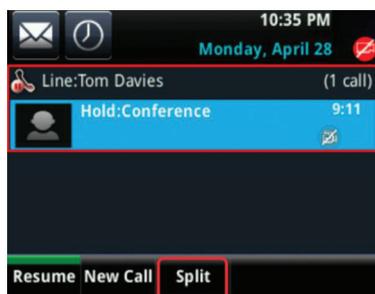


### Split Conference Calls

You can split a conference call into separate calls. When you split a conference call, all participants are placed on hold. After you split the conference call, you can resume a call with an individual contact while keeping the other participants on hold.

#### To split a conference call:

- » Press the **Split** soft key during an active or held conference call, as shown next. All participants in the conference call are split into individual calls on hold.



#### To resume a call with one conference participant:

- » Select the line you want and press **Resume**. You can resume one call while the other call remains on hold.

### Hold and Resume Conference Calls

You can place a conference call on hold, which places all conference participants on hold including yourself.

#### To place a conference call on hold:

- » Press the **Hold** soft key.

#### To resume the conference call:

- » Press the **Resume** soft key.

### End Conference Calls

By default, you can leave a conference and end your connection to the call while the other participants remain connected.

#### To end your connection to a conference call:

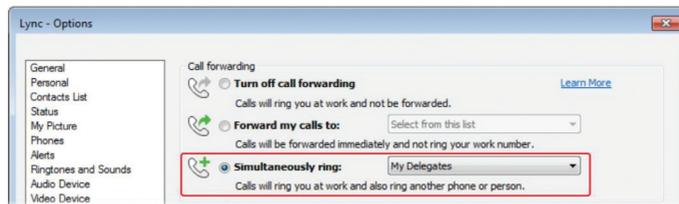
- » Press the **End Call** soft key. Your connection to the conference call ends and the other participants remain connected.

## Use Shared Line Appearance

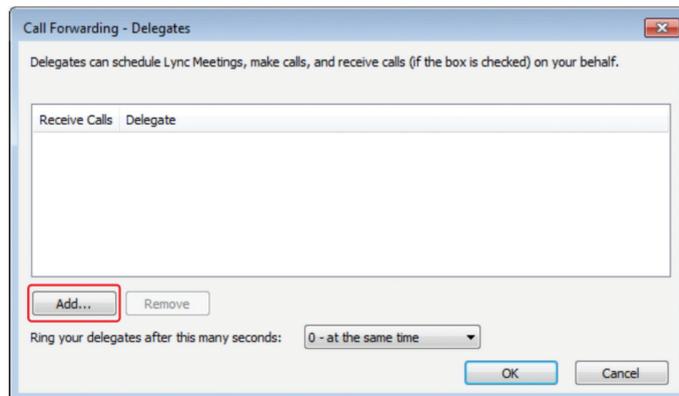
The Shared Line Appearance (SLA) feature enables you to manage phones on your network and see when there is an answered call, when a call is on hold, or when a call has ended on a boss or delegate line. A boss can assign delegates and manage calls on the delegate's line. Delegates can place, answer, hold, or transfer calls on behalf of the boss's line. Microsoft refers to this feature as Boss-Admin.

### Assign Delegates

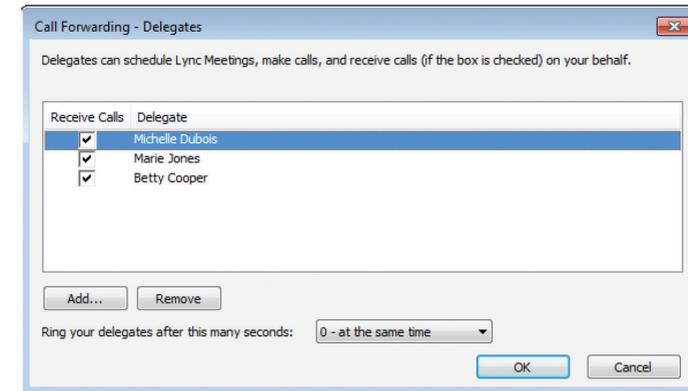
1. In your Lync client, click  and select **Tools > Call Forwarding Settings**.
2. Select **Simultaneously Ring > My Delegates**.



3. In the **Call Forwarding - Delegates** dialog, click Add to add contacts as delegates for your calls.



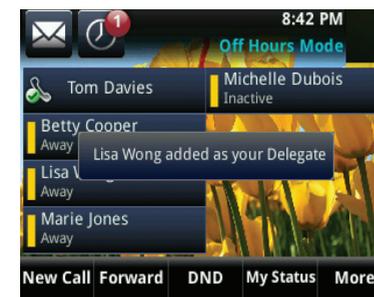
4. In the **Choose a Delegate** dialog, select the contact you want to add as a delegate and click **OK**.  
The contacts you add as delegates display in the **Call Forwarding - Delegates** dialog.



5. Click **OK** when you have finished assigning contacts as delegates.  
Simultaneous ringing is enabled for all assigned delegates. If the boss's line receives an incoming call, both the boss and delegate's phones ring. You can choose to change when your delegates' phones ring in the **Call Forwarding - Delegates** dialog.

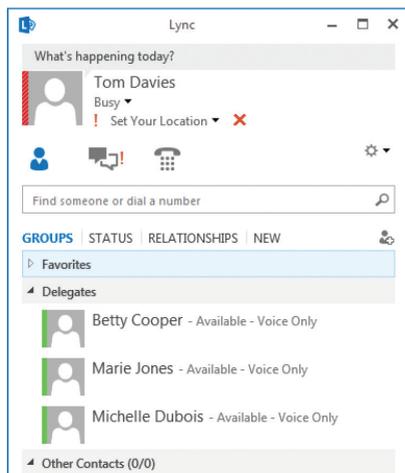
When you assign delegates, your phone displays a notification that you have added a contact as a delegate, and a scrolling message "Simultaneous Ringing is Activated" displays in the status bar. The next figure shows the added delegate notification on a VVX 500 phone.

### Delegate notification on a boss's phone



Your delegates are automatically added to the Delegates group on your phone and in Lync. The next figure displays the Delegates group in Lync.

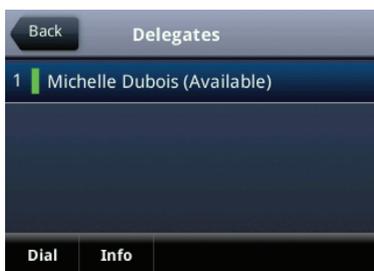
### Delegates group in Lync client



### To view the delegates group on your phone:

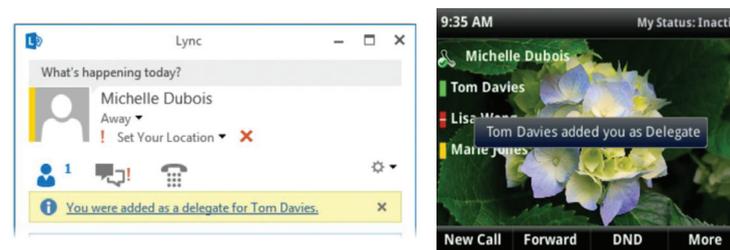
» Press **Contacts > Groups > Delegates**.

All assigned delegates are displayed.



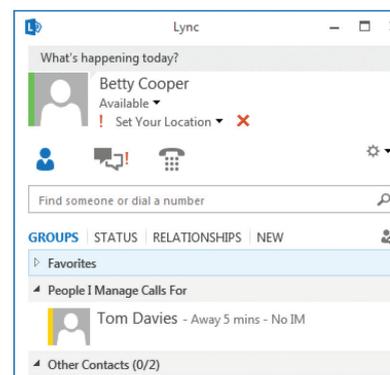
When you are added as a delegate, a notification displays on your phone and in the Lync client. The next figure shows the notification that displays in Lync client and on your VVX phone when you are added as a delegate.

### Delegate notification in Lync client and on VVX phones



You see the contacts you are assigned as a delegate for by viewing the group 'People I Manage Calls For' on your phone and in Lync client. The next figure shows the 'People I Manage Calls For' group in Lync client.

### 'People I Manage Calls For' group in Lync client



### To view the People I Manage Calls For group on your phone:

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

All assigned bosses are displayed.



As a delegate, you can set a distinct ring tone for incoming delegation calls.

### To set a ringtone for delegate calls:

1. Select **Settings > Basic > Ring Type**.

The **Line Type** screen displays, as shown next.



2. Select **Delegation Ring Type** and then select a one of the following ring tones:

- Default
- Silent Ring
- Low Trill
- Low Double Trill.

### To edit the Delegates group:

1. In Lync client, click  and select **Tools > Call Forwarding Settings**.
2. Select **Edit my delegate members**, as shown in the next figure.

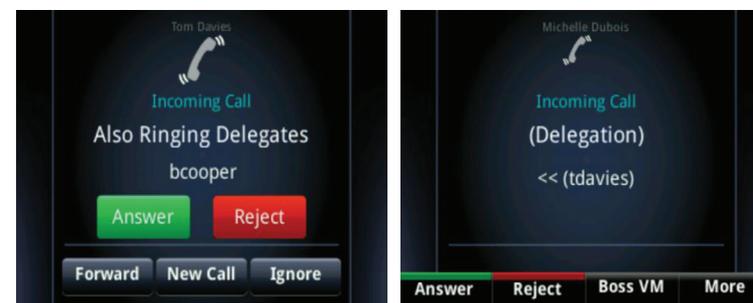
3. Do one of the following:

- Select **Add** to add additional delegates.
- Select a delegate and click **Remove** to delete the delegate from the group. Delegates removed from the Delegates group can no longer monitor call activity on a boss's line.

### Answer and Hold Incoming Calls

When a call is placed to the boss's line, the call displays on the boss and delegate's phones. The boss's phone displays the incoming call and the message "Also Ringing Delegates." An incoming call on the boss's line displays with the message "Delegation" on the delegates' phones. The next figure shows an incoming call on a boss and delegate's phone.

#### Incoming call notification on boss and delegate's phones



As a delegate, you can answer an incoming call on a boss's line, reject the call, or forward the call directly to the boss's voicemail by pressing the Boss VM soft key. If an incoming call for a boss is answered by a delegate, a notification displays on the boss's phone. In the next figure, a call from Betty Cooper to the boss's line is answered by Michelle Dubois.

#### Answered call notification on the boss's phone



## Transfer Calls

When you answer an incoming call for a boss, you can transfer the call to a boss or another delegate. You have two options for transferring a call:

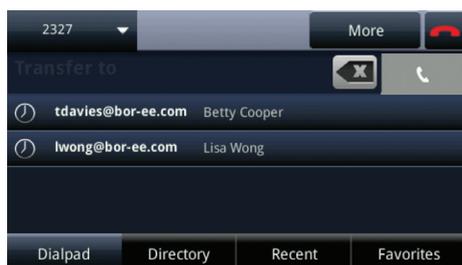
- **Blind transfer** – Transfers the call without speaking with the boss or delegate.
- **Consultative transfer** – Transfers the call after speaking with the boss or delegate.

### To perform a blind transfer:

1. Press **Transfer > More > Blind**.
2. Dial the number or choose a contact.  
The call is transferred immediately to your contact.

### To perform a consultative transfer:

1. Press the **Transfer** soft key.
2. Dial the number or choose a contact.



3. After speaking with the contact, select **Transfer**.  
The call is transferred to your contact.

## Join Conference Calls

You can join an incoming conference call on behalf of a boss's line and add the boss to the conference call.

### To add a boss's line to a conference call:

1. Press the **Conference** soft key.
2. Dial the boss's number or select the contact.
3. Once the call is answered, press the **Conference** soft key.

The message "Active: Conference" displays. After you have connected the boss's line to the conference call, press **End Call** to leave the conference call.

## Manage your Microsoft Lync Contacts

This section shows you how to set your presence status, manage your Lync contact list and view all of the available information for your Lync contacts.

### Set Your Presence Status

Your presence status information includes your availability and an activity description. Any Lync contact can view your presence information. You can change your presence status and presence information on your phone or in Lync client. When your presence information changes on any device it is automatically updated on your phone and in the Lync client.

### Presence Icons on VVX 500 and 600 Phones

Icons	Description
	Available
	Busy, In a Call, In a Meeting, In a Conference Call
	Away, Be Right Back, Inactive, Off Work
	Do Not Disturb, Presenting, In Presentation
	Offline
	Unknown
	Blocked

## Presence Icons on VVX 300 Phones

Icons	Description
	Available
	Busy, In a Call, In a Meeting, In a Conference Call
	Away, Be Right Back, Inactive, Off Work
	Do Not Disturb, Presenting, In Presentation
	Offline
	Unknown
	Blocked

### To change your presence status:

1. Press the **MyStatus** soft key or select **Settings > Features > Presence > My Status**.
2. Choose your desired presence status.



Note that you can change your status to Available from any other status by pressing **Reset**.

## View Contacts Presence Information

You can view a contact's presence information in the Idle screen on your phone or in your Lync client on your computer. Presence information includes your contact's availability and activity description. In the next figure, Betty Cooper is available, Lisa Wong is Do Not Disturb, Marie Jones is away, and Michelle Dubois is in a call.

### Presence information for Lync contacts



Note that only a contact's presence status displays in Lines view on VVX 300 phones.

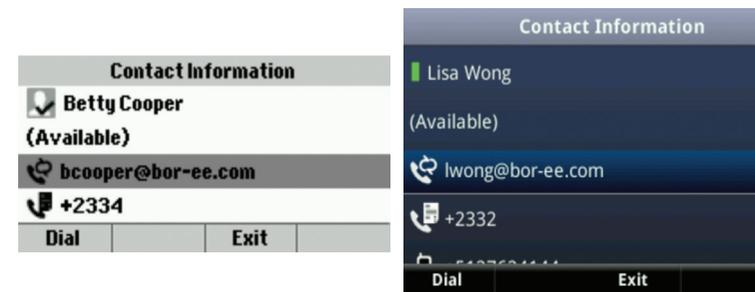
### To view your contact's activity description on VVX 300 phones:

- » Press and hold the contact's line key for one second.

### To view the Contact Information screen on VVX 500 and 600 phones:

- » Press and hold a contact's line key for 1 second.

The Contact Information screen displays your contact's presence status and activity description, as shown in the next figures.



## Manage Your Microsoft Lync Contact List

You can add Lync contacts from the Lync directory to your contact list and call Lync contacts on your phone. Contacts you add to your Lync client display alphabetically in the Lync contact list on your phone until the maximum number of contacts is reached.

See the table below for the maximum number of contacts you can add to your phone. Note that when you delete a Lync contact on your phone, the contact is deleted from your Lync client as well.

### Maximum Number of Contacts Permitted

Phone Models	Max. Displayed Contacts
VVX 300	100
VVX 500/600	200

### To add a Lync contact to your contact list:

1. Select **Contacts** or press **Settings > Features > Presence > Contacts**.
2. Select **Add**, enter your contact's email address, and press **Submit**.

Your contact is added to your contact list. The following example shows the Contact List screen on the VVX 300 and VVX 500 phones.



You can also view the Lync contacts you save as favorites in Lines view. In the next figure, Betty, Lisa, Michelle, Marie, and Tom are Lync contacts. Note that you can view presence information only for contacts you add as favorites in Lync client. If you add a Lync contact as a favorite on your phone, presence information for that contact does not display on the idle screen.

### Favorite Lync contacts in Lines view on VVX 300 and VVX 500 phones



You can also view groups created in your Lync client on your phone. However, you cannot create new groups, delete existing groups, or move contacts between groups on your phone.

### To view your Lync groups on your phone:

- » Select **Contacts > Groups** or Select **Settings > Features > Presence > Contacts > Groups**.

All your Lync contact groups display, as shown in the next figure.



## Connect to 'Better Together over Ethernet'

The Lync 'Better Together over Ethernet' (BToE) feature enables you to place, answer and hold calls with your Lync contacts on your Polycom phone and in the Lync client on your computer. You can connect your phone to your computer using your Lync client, an Ethernet cable, and the Polycom BToE Connector application. **Please note this is not available for Mac.**

### Enable 'Better Together over Ethernet'

To use BToE, you must download and install the Polycom BToE Connector and connect your phone to your computer. You can find the Polycom BToE Connector application on the Polycom website at [www.polycom.com.au](http://www.polycom.com.au).

After you download and install the Polycom BToE Connector on your computer, you can start the application.

#### To start the BToE application:

- » Do one of the following:
  - Click the Polycom BToE Connector desktop icon.
  - From the **Start** menu, select **Polycom > Polycom BToE Connector**.

After you install and run the application it will automatically load each time you start your computer, and the icon displays in the notification area of your system tray.



After the application is running on your computer, you can pair your phone with your computer.

#### To pair your computer and phone and enable BToE:

- » Connect an Ethernet cable from your computer to the PC port on your Polycom phone.

The messages "Successfully Paired" and "Better Together Activated" display on your phone. The BTOE soft key also displays in Lines view.



If your phone does not pair with your computer, a warning message displays in the status bar.

#### To view warning messages:

- » Select **Settings > Status > Diagnostics > Warnings**.

## Use 'Better Together over Ethernet'

After your Polycom phone is paired with your computer, you can answer, place, hold and resume calls with Lync contacts on your phone and in the Lync client on your computer. BToE enables you to answer and place calls using your Lync client while still providing you with quality audio through your Polycom phone.

#### To answer an incoming call:

- » Press the Answer soft key on your phone or click Answer in the Lync client.  
The call displays on your Polycom phone and the Lync client. Note that when you answer incoming calls in your Lync client, the audio plays through your computer's speakers. If you want to play the audio from incoming calls on your phone's handset or speakerphone, answer incoming calls on your phone.

#### To make a call from your Lync client:

- » Choose a contact and select **Call**.

#### To hold a call:

- » Select **Hold** on your phone or click **Hold** in your Lync client.  
The call is on hold on your computer and your Polycom phone.

#### To resume a call:

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

## Troubleshooting

### Local Conference Calling Not Available on VVX Phone with BToE Activated

When BToE is activated on Polycom phones, conference calling is disabled and the Conference and Join soft keys do not display. However, you can still make conference calls with BTOE paired or using your Lync client.

To make a conference call in your Lync client, add a participant during an active call. To make a conference call on your phone disable BToE. To disable BToE, press the BTOE soft key and press **Disable**.

### Video Calls on Paired Devices Not Compatible with Microsoft Lync 2013

BToE-enabled Polycom phones cannot receive incoming video calls sent from contacts using Microsoft Lync 2013. If you receive an incoming video call from a contact using Lync 2013, the call drops.

For more information call our Hosting and Domains Team or visit our website:



**1300 378 638**



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