

## Quick Tips for Using Polycom® VVX® Phones in a Microsoft® Lync® Environment

3725-49113-004A | UC Software 5.4.0 or later | June 2015

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

View the *Polycom VVX Business Media Phones User Guide* on *Polycom Voice Support* for more information on Lync features available on VVX phones.

## Sign into Lync

The Lync 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 Lync:

- 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 Lync:

» Press the **SignOut** soft key.

## **Add Lync Favorites**

You can add Lync contacts as favorites to display on your Home screen.

#### To add Lync contacts as favorites:

» In the Lync client on your computer, rightclick on a contact and click Add to Favorites.

## **Add Lync Contacts**

You can add your Lync contacts to a Contacts list on your phone.

#### To add Lync contacts to your phone:

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

## **View Lync Contacts' Information**

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

**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 Lync 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.
- » Press and hold a contact's line key.

## **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 Lync Conference Call**

You can initiate a Lync conference call with Lync contacts or a group of contacts on your phone.

#### To initiate a Lync 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 Lync 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.

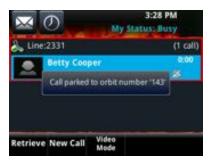
### **Park and Retrieve Calls**

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 Lync 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 Lync Directory**

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

#### To search the Lync Directory:

- 1 Select Directories > Lync Directory.
- 2 Enter your contacts first or last name. The search automatically displays search results.

You can call contacts or add contacts to your Lync Contacts list from the Lync Directory.

#### To call contacts from the Lync Directory:

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

#### To save a contact from the Lync Directory:

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

# Use Better Together Over Ethernet (BToE)

When you have enabled BToE to work with your VVX phone, you can answer, place, pause, and resume calls on your phone and in the Lync client. You can also move call audio between your computer and phone.

#### To answer an incoming call:

» Press Answer on your phone or click Answer in the Lync client.

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

#### To place a call from the Lync 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 Lync client, and video is paused in the Lync client, but not on the phone.

#### To pause a Lync 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 your phone to your computer or from your computer to your phone.

# To move call audio between the computer and phone:

- 1 In the Lync 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 Lync Boss-Admin**

The Lync 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:

- In your Lync 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 set a distinctive ringtone for boss calls:

- 1 On your phone, press Settings > Basic > Ring Type > Boss Ring Type.
- **2** Select a boss and select a ringtone.

#### To respond to incoming boss calls:

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

