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

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This Quick Tips applies to Polycom® VVX® 300, 310, 400, 410, 500, and 600 business media phones running Polycom UC software 5.3.0 or later and signed in to Microsoft® Lync® Server.

View the *User Guide for Polycom VVX Business Media Phones* 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, right-click 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:

1 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**.

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