

# Polycom VVX D60 Cordless Handset

## Basic User Guide

This Basic User Guide has detailed information on the most popular features. To view an Initial Setup Guide, Frequently Asked Questions and video, please visit [impulse.net/d60-support](http://impulse.net/d60-support).

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## Phone Layout



- *Softkeys*: There are two context-sensitive softkeys lined up along the bottom of the display. *Softkeys* will be *italicized* and labeled softkeys
- Pre-programmed and keypad buttons: These are hard keys on the phone, like Speakerphone. We will refer to it by the printed name on the button.
- On-Screen objects will be in **bold print**, like **Hold**

## How to Use Your ClearStar Phone

The phone is menu driven. There are two softkeys below the display and a set of arrow buttons arranged around the OK button.

### Placing a Call

To place a call or dial an extension when the phone is idle, dial the extension or telephone number. Press the green Call button.

To use speakerphone, place the call and then press the Speakerphone button.

### Answering the Phone

When you are receiving a call, the phone will ring and the display will identify the incoming caller by name and number when available. To answer, press the green Call button.

To mute a call, press the Mute button. The Mute button will turn red.

#### TO ANSWER A SECOND CALL/CALL WAITING

A second incoming call will be indicated by both an audible beep and an onscreen display of **Incoming Call**. To answer the second call, let your first caller know you want to pick up another call, then:

- Press the green Call button
- The active call will be displayed on the screen above the held call
- To resume the original call, press the *Swap* softkey
- Again, the active call will be displayed above the held call
- To disconnect an active call, press the red Hang Up button

### Call Hold

- To put an active call on hold, press the *Options* softkey
- While **Hold** is highlighted, press the *Select* softkey
- To pick up the call from hold, press the *Options* softkey
- While **Resume** is highlighted, press the *Select* softkey

## Voicemail

### FROM YOUR CORDLESS HANDSET

- Press the *Menu* softkey
- Press the down arrow button to highlight **Messages**
- Press the *Select* softkey
- You may need to press the *Select* softkey again
- You may need to press the *Select* softkey a third time
- Enter your passcode and press Pound (#)

## Call Transfer

Call Transfer is used to move an active call to another phone or into voicemail. There are three types of Call Transfer:

- Consulted/Regular Transfer
- Blind Transfer
- Direct Transfer to Voicemail

You choose which one is best for the business scenario at hand.

### CONSULTED TRANSFER

This allows you to let the person receiving the call know who is on the line before completing the transfer. YOUR Caller ID information will be presented to the receiving party.

- While on a call, press the *Options* softkey
- Press the down arrow button to highlight **Transfer**
- While **Transfer** is highlighted, press the *Select* softkey
- Dial extension (or phone number) you want to send the held call to
- Press the *Call* softkey
- Remain on the line until the person answers
- Announce the name of the person who would like to be transferred
- If accepted, press the *Transfer* softkey to complete transfer
- If not accepted, press the red Hang Up button
- You'll see the call on Hold
- To pick up the call from Hold, press the *Options* softkey
- While **Resume** is highlighted, press the *Select* softkey
- Ask if the caller wishes to be transferred into voicemail

## BLIND TRANSFER

This will allow you to send a call directly without any introduction. If unanswered, the call will go into voicemail (or forward, if that is programmed). This transfer will pass through the Caller ID information of the caller (NOT yours).

- While on a call, press the *Options* softkey
- Press the down arrow button to highlight **Blind Transfer**
- While **Blind Transfer** is highlighted, press the *Select* softkey
- Dial extension (or phone number) you want to send the held call to
- Press the *Transfer* softkey

## DIRECT TRANSFER TO VOICEMAIL

If a coworker is out of the office or does not want to be interrupted, you may send a call directly into voicemail. The receiving extension will not ring and will not show a missed call. If the caller leaves a message, the message will be delivered in the usual way.

- While on a call, press the *Options* softkey
- Press the down arrow button to highlight **Blind Transfer**
- While **Blind Transfer** is highlighted, press the *Select* softkey
- Dial \*55 and the extension (or phone number)
- Press the *Transfer* softkey

## Handset Features

### Adjusting the Volume

Note: Use the Up and Down Arrow buttons to adjust the volume

- While the phone is idle, the Up and Down Arrow buttons adjust the ringer volume
- While on the handset and speakerphone, the Up and Down Arrow buttons adjust the volume for that mode

### Changing the Ring Type

To change the ring type

- Press the *Menu* softkey
- Press the down arrow button to highlight **Settings**
- Press the *Select* softkey
- While **Preferences** is highlighted, Press the *Select* softkey
- While **Ring Type** is highlighted, Press the *Select* softkey
- While **External Calls** is highlighted, Press the *Select* softkey
- Press the down arrow button to hear the different Ring Types
- Press the *Select* softkey for your preferred ring tone
- Press the red Hang Up button to return to the idle screen

### Missed Calls - Clearing Alert

The current software version is exhibiting a known issue with limited viewing of missed calls. A later version will be more user friendly. For now, it's best to view missed calls on your VVX desk phone.

When you have missed calls, the idle screen will display **Missed Calls** and the number of calls missed. To clear the missed call message, you must delete all the missed calls.

To Remove Missed Calls from the List:

- Press the *Menu* softkey
- When **Call Logs** is highlighted, press the *Select* softkey
- When **Missed Calls** is highlighted, press the *View* softkey
- While viewing **Missed Calls**, press *Option* softkey
- Press the down arrow button to highlight **Delete All**
- While **Delete All** is highlighted, press *OK* softkey
- Press *OK* softkey a second time to approve

## Phone Reboot

Periodically, the phone may need to be rebooted. Reasons for this include accepting a new configuration, new software, or to reset registration.

To turn off the D60 Handset:

- Press and hold Hang Up button until it beeps, **The handset will be switched off**
- Press *OK* softkey

To turn on the D60 Handset:

- Press and hold Call button for about 4 seconds.
- The phone is ready when it shows the correct time and your extension.

To reboot the VVX Deskphone:

- Press and hold numbers: 1, 3, 8 until the phone beeps and reboots
- The reboot process is complete when the idle display and current time are on the screen.

During the Deskphone reboot, the cordless phone is not available.