



Star2Star Polycom VVX Cheat Sheet

Placing Calls: Pick up the handset, press the speaker button, or select new call. Enter the phone number or extension number and press send. You do not need to dial 9. If you are calling within your area code you only have to dial the last 7 digits of the telephone number. When placing internal intercom calls dial 7 before the extension number to auto announce and be placed on speakerphone instead of ringing the other party.

Answering Calls: To answer with the handset, pick up the handset. To answer with the speakerphone, press the speaker button or press answer.

Ending Calls: To end an active call, replace the handset, press the speaker button, or press end call.

Holding Calls: To place an active call on hold, press the hold button or the hold soft key. To resume a held call, press resume or press the hold button again.

Transferring Calls: To transfer an active call, press the transfer button or select the transfer soft key. For an attended transfer dial the extension number and wait for the ring back tone or after you talk with the other party press transfer again. To complete a blind transfer that will pass the caller's caller ID, press the transfer button or select the transfer soft key. Press the blind soft key and dial the extension number. Wait a few seconds or press send to complete the blind transfer. If you do not wait long enough or press send you will hang up on the caller.

Transferring Calls to Voicemail: Follow the steps above and dial a 6 before the extension number to transfer the call directly to voicemail.

Call Park and Retrieve: During an active call press the more soft key. Press the park soft key and the caller will be placed on the first available park position which will illuminate red. Press the illuminated park key from any phone to retrieve the call.

Placing Conference Calls: Call the first party. After the call connects, press the more soft key and select Confnc. Dial and connect with the second party and press Confnc again to connect the two calls. Press end call to remove yourself from the call but keep the other participants connected. Press manage to manage each participant. Press split to end the conference and hold all participants. If you have an active call and a held call, press join to setup a conference.

Viewing Recent Calls: Press the right arrow key to view the recent Placed Calls. Press the left arrow key to view the recent Received Calls. Press the down arrow key to view the recent Missed Calls. Press the up arrow key to view Favorites.

Listening to Voicemail: Press the message button or dial 1000. Enter your password and follow the prompts to listen to new messages. To check voicemail from another phone dial 801. When prompted, enter your mailbox number and password. Follow the prompts to listen to new messages. To check messages from outside of the office contact your system administrator.

Call Pickup: To pick up a call ringing a specific phone that is not ringing as part of a ring group, dial *8XXX (XXX being the extension number of the ringing phone).

Paging: To use the Polycom multicast paging feature through the phones press the paging soft key. Select the group you wish to page and either enter the page group number or scroll and press the page soft key.

Additional training documentation can be found at www.falconcom.net or www.support.star2star.com

If you have additional questions please contact your system administrator or contact the Falcon service department by calling 703-335-5000 or emailing service@falconcom.net. To contact Star2Star support call 844-302-7827 or email support@star2star.com