



INTERMEDIA

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1 Introduction

Congratulations on purchasing the AccessLine Hosted PBX phone system and service. You will now be able to share your phone connection between fixed & wireless handsets and across multiple locations using the latest in 'Voice over IP' services.

This User Guide will show you how to setup and use your new PBX phone system and service.

Using this Document

Notational conventions

Acronyms are defined the first time they appear in the text. The term LAN refers to a group of Ethernet-connected computers at one site.

Typographical conventions

Italic text is used for items you select from menus and drop-down lists and the names of displayed web pages. Bold text is used for text strings that you type when prompted by the program, and to emphasize important points.

Special messages

This document uses the following icons to draw your attention to specific instructions or explanations.



Note

Provides clarifying or non-essential information on the current topic.



Definition

Explains terms or acronyms that may be unfamiliar to many readers.



WARNING

Provides messages of high importance, including messages relating to personal safety or system integrity.

Basic Requirements

The Hosted PBX phone system is designed to use your existing broadband data connection as well as the existing data wiring in your office. Where you don't have data wiring, you may use the optional Wireless Transmitter and Wireless Adapters to connect Desk Phones wirelessly.

In order to use all the features of the DPS FLEX phone system and service, you must have the following:

- Broadband Internet access
- At least one free port on your router or modem/router
- Your router must be set to DHCP



Note

Installation Instructions are located on page 43 of this guide.

2 Using Your Hosted PBX phone system

System Description

The Hosted phone system supports up to 100 phones

- You can have as few as one phone at an address
- Cordless phones can be used in conjunction with Desk Phones or can be installed stand alone
- Through your Admin Portal, you can view information and make changes to phone system

Getting Started

This section of your Owner's Manual is your guide to using the PBX phone system and its features. It also explains how to program system settings for your Desk Phones.

Polycom VVX500 Touch Screen Phones

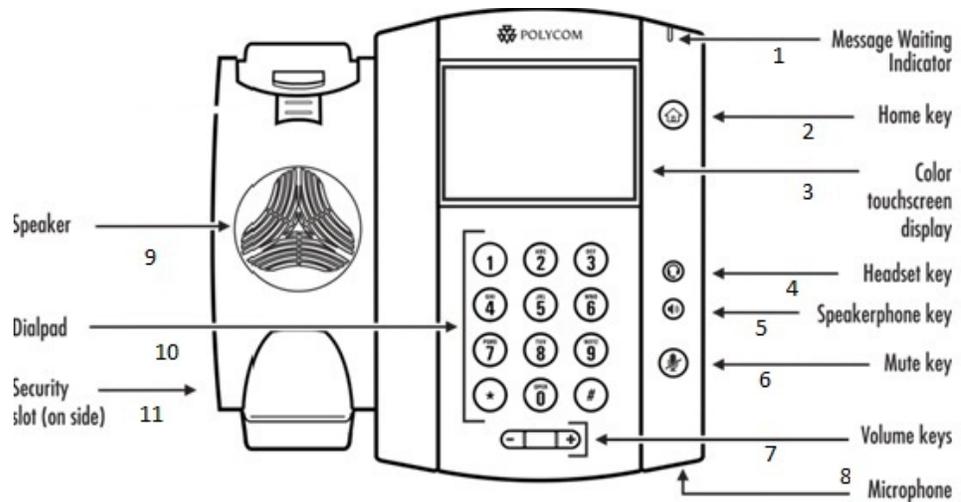
Introduction to your Polycom Desk Phone

The Polycom VVX500 Touch Screen Desk Phone provides a powerful, yet flexible IP communications solution, delivering excellent voice quality. The high-resolution graphic display supplies content for call information, directory access, and system status. The phones support advanced functionality, including multiple call appearances, HTTPS security and a suite of business phone features.

Some system settings are programmed through your Admin Portal website while others are programmed through the phone.

Before You Use Your Phone

The image below and table describe the various feature buttons of your phone.



| | Button | Description |
|----|---|--|
| 1 | Voicemail Indicator | Flashing red light indicates there is a voicemail on the phone. |
| 2 |  | The home key returns you to the Home Screen of the phone. Pressing it twice returns you to the idle screen. |
| 3 | Full Color Touch Screen | Color Touch Screen. Touch sensitive, full color screen that allows you to tap to highlight and select, or scroll using up down left and right movements. |
| 4 |  | Headset Key- Light is green with the use of an analog headset and Blue when using a USB headset. |
| 5 |  | Speakerphone Key – Glows green when in use. |
| 6 |  | Mute Key- Glows red when in use. |
| 7 |  | Volume up and down key |
| 8 | Microphone | Transmits sound without using the handset, this is an audio input device. |
| 9 | Speaker | Transmits sound without using the handset, this is for audio output. |
| 10 | Dial Pad | Allows entry of numbers, letters and other characters, also allows for selection of numbered menu items. |

| | | |
|----|---------------|---|
| 11 | Security Slot | Allows for physically locking the phone down with the use of a laptop cable lock. |
|----|---------------|---|

Interacting with your Polycom VVX500 Touch Screen Phone

This section contains information on the terms used when interacting with your new Polycom VVX500 Touch Screen Desk Phone.

Tap- Touch that portion of the screen with your finger tip and let go.

Select- Tap that portion of the screen so that a submenu or additional options appear.

Press- Tap and hold your finger in place, or you can Press a button on the phone.

Highlight- Tap the screen which causes one portion to stand out from the rest with its color, intensity, or tone.

Menu Navigation- Tap Menu > submenu > submenu

Swipe- Touch and hold the screen while moving it up, down or side to side.

Scrolling- Similar to Swipe, this just refers to swiping up and down through a list.

Dial Pad- Are the alpha/numeric buttons on the face of the telephone. (See Before you use your phone for details.)

Buttons- Physical buttons located on the phone.

Information Screen

The display screen of your phone provides you with a host of important information elements. This screen is also referred to as the **idle screen**.

The top line of the screen displays:

- Popup text
- Do Not Disturb text
- Missed call text or second incoming caller display
- Prompt text (for example, "Enter number")
- Time and date text
- Voicemail and missed call indicators
- New Call Option
- Forward Option

The main content area of the screen displays the phone number assigned to the phone as well as your company name. As a call comes in, this area displays caller information.





Note

You can press  and  again at any time to return to the Idle Screen.

Main Menu Screen:

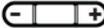
This screen is the first point for more menu selections. You can reach this menu at any time by pressing .



Note

The Applications Option is not available at this time. It remains on your screen to allow room for future upgrades and expansions.

Adjusting the Volume

Press  to adjust receiver volume during a call. Pressing these keys in the idle state adjusts the ringer volume.



Note

To conform to regulatory requirements, handset and headset volume will return to a preset level after each call.

Cleaning your Touch Screen Display

To clean your touch screen phone you will want to first disable the phone so that you do not perform functions during the cleaning process. You can reactivate your phone by pressing any button.

To Disable the phone for cleaning:

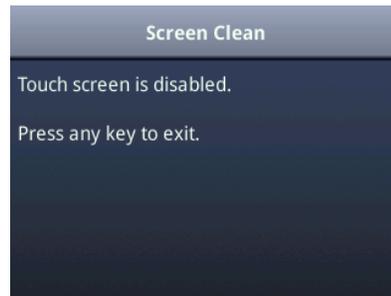
Press 

Tap Settings

Tap Basic

Tap Screen Clean

You can then wipe the screen with any clean dry microfiber cloth.



3 Desk Phone— Basic Call Features

Placing Calls

You can place a call in many ways using your Desk Phone:

- using the handset
- using the speakerphone
- using the headset

You can also dial the number first—called “hot dialing”— and then choose the method you will use to speak to the other party.

You can search the call lists, the local contact directory or the corporate directory and dial from the search results page.

During a call, you can alternate between Speakerphone Hands-Free, Headset, or Handset modes by pressing the  or  keys, or picking up the handset.

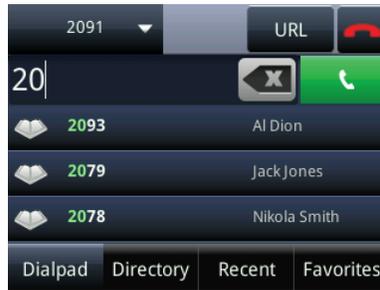
The call duration of active calls is visible within the active call window on the graphic display.

To place a call using the handset:

Do the following steps in any order:

Pick up the handset.

Dial the number using the dial pad.



Note

The phone starts suggesting a number you can select from the recent call list as you dial.

To place a call using Hands-Free Speakerphone mode:

Do one of the following:

With the handset on-hook

1. Press  and Tap **New Call** or press  to obtain dial tone.
2. Dial the number using the dial pad and tap .

With the handset on-hook

1. Dial the number using the dial pad.
2. Press , or the .

To place a call using the headset:

Do one of the following:

With the optional headset connected

1. Press  and **New Call** to obtain dial tone.
2. Press .
3. Dial the desired number using the dial pad.

With the optional headset connected:

-
1. Dial the desired number using the dial pad.
 2. Press .



Note

Additional information on headsets can be found on page 41 of this guide.

Placing a second call

While on a call, you may place that call on hold and make a second call. There are two ways to place another call:

Method 1

1. Place the first call on hold AND at the same time get dial tone to make the second call by tapping .
2. Dial the 10-digit phone number or 3-digit extension number
3. Press .

Method 2

1. Press the Hold button or Hold option on the display. This will place your caller on hold
2. Tap .
3. Dial the phone number or 3-digit extension number and tap . You will be connected to that party
4. You may switch between calls by using the display and resume options.



Note

You do NOT need to dial 9 to make a phone call.

Answering Calls

There are a few methods to answer a call, similar to those of placing a call.

- using the handset

-
- using the speakerphone
 - using the headset

To answer a call using the handset:

Pick up the handset.

To answer a call using Hands-Free Speakerphone mode:

Press  and speak into the phone.

OR

Tap  on the incoming call display.



To answer a call using the headset:

Press  or follow the instructions for your optional headset.



Note

Additional information on headsets can be found on page 41 of this guide.

Using Automatic Answer:

Automatic Answer allows a call to be answered without touching the phone.

The incoming call still shows on the display and does provide the  and  options on the display.

Enabling Automatic Answer:

1. Press  > Settings > Basic > Preferences > Auto Answer
2. Highlight and Select Auto Answer SIP Calls
3. Tap Yes
4. Tap Save

Disabling Automatic Answer:

1. Press  > Settings > Basic > Preferences > Auto Answer
2. Highlight and Select Auto Answer SIP Calls
3. Tap No
4. Tap Save

Inbound Caller ID

Caller ID Name and Number are presented on the screen of your phone with each inbound call. If you are using a Simultaneous hunt group the name of that hunt group will also be passed through to the display of your phone.



Note

Changes to your Outbound Caller ID Name need to be made through customer service.

Ending Calls

To end a call:
Do one of the following:

- If you are using the handset, Tap  or replace the handset.
- If you are using a headset, press .
- If you are using the speakerphone, press. 
- Tap  in the display.

Forwarding Calls

You can configure your phone so that all incoming calls are forwarded to another party (refer to Static Forwarding). You can also forward calls while your phone rings (refer to Dynamic Forwarding).

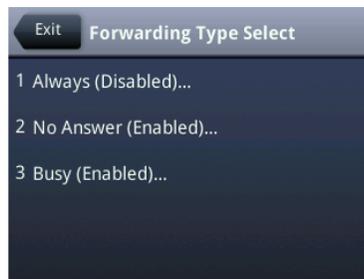
All incoming calls can be forwarded to voicemail while Do Not Disturb is enabled on your phone.

Static Forwarding

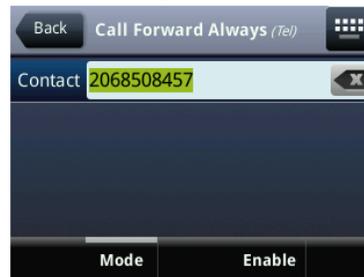
Static Forwarding allows you to send ALL incoming call to another phone number or extension. When Static Forwarding is enabled, your phone will not ring.

To forward all incoming calls to another party:

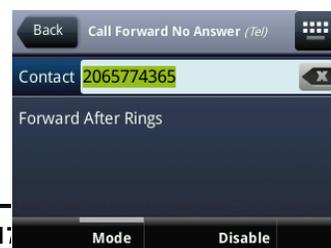
1. From the idle display, Tap **Forward** on the main display.
2. Tap the option that you would like to change. The options are:
 - Always—To forward all incoming calls
 - No Answer—To forward unanswered incoming call
 - Busy—To forward calls that arrive when you are already in a call



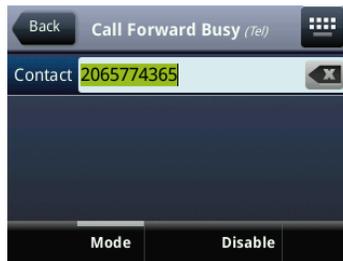
3. Depending on your selection:
 - a If you selected Always, enter a number, or extension number, to forward all future incoming calls to.



- b If you selected No Answer, you will see that your phone number is entered in the Contact field by default. By entering your own phone number in this field, the phone will send callers to your voicemail box if you do not answer. You may enter a number to forward all unanswered incoming calls to and how many rings to wait before forwarding (one ring is approximately four seconds). A value of 5 is recommended.



-
- c If you selected Busy, you will see that your phone number is entered in the Contact field by default. By entering your own phone number in this field, the phone will send callers to your voicemail box if your phone is busy. You may enter a number to forward all future incoming calls to when all of your incoming lines are busy.



4. Tap **Enable** to confirm call forwarding.

 Appears on the display under the date and time to confirm call forwarding is enabled.

To Disable Call Forwarding:

1. From the idle display, tap **Forward** on the display.
2. Tap and select the option to change.
3. Tap **Disable**.

The idle display returns and the regular icon appears below the date and time.

Dynamic Forwarding

Dynamic Forwarding allows you to forward an INCOMING call to another phone number or extension while your phone is ringing. You may only use Dynamic Forwarding while your phone is ringing.

To forward an incoming call to another party:

1. When the phone rings, tap **Forward**.
2. Enter a number to forward the incoming call to.
3. Tap **Forward**.

The incoming call is forwarded to the other party. If call forwarding is disabled, all future calls will not be forwarded and forwarding will remain disabled.

Enabling Do Not Disturb



Do Not Disturb prevents the phone from ringing and sends callers directly to your voicemail box.

To enable Do Not Disturb:

Press

1. Tap Settings
2. Tap Features
3. Tap Do Not Disturb
4. Tap Enable

To disable Do Not Disturb:

Press

1. Tap Settings
2. Tap Features
3. Tap Do Not Disturb
4. Tap Disable

Call Management Features

Call Hold

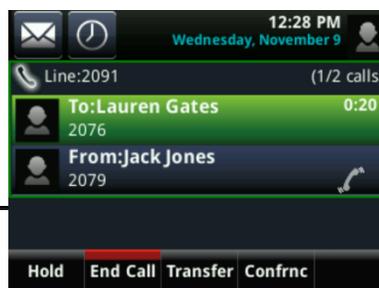
To place a call on hold

During a call, Tap . The hold icon will display. The caller will hear the standard hold music or your custom hold music/message.

Tap to return to the caller.

Multiple Calls on Hold

If calls are on hold, you can view the details of the calls on your phone by swiping the screen to see the active call list.



Active call

Incoming call

Owner's Manual

**Note**

The Hold feature typically generates music . Therefore, avoid putting a conference call on hold.

Conferencing Calls

You can create a conference with other parties using the phone's local conference feature. There are two ways to do this.

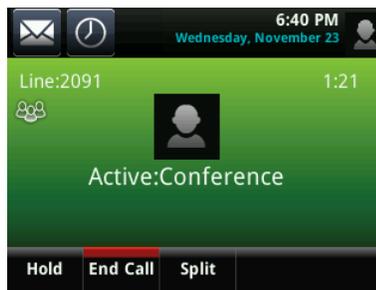
- Joining two calls
- Adding calls

Joining Calls

You can create a conference at any time between an active call and a call on hold by pressing **More** on the display. The **Join** function is only available if you have only two calls on your phone.

To join two calls with yourself:

1. Have one call on hold while talking to another
2. Press **More** on the display and then press **Join**. You will then be connected to both callers.



Splitting Joined Calls

After you have joined two calls, you may split those calls back to their individual calls.

To split a Joined call:

Press **Split** to split the joined calls.

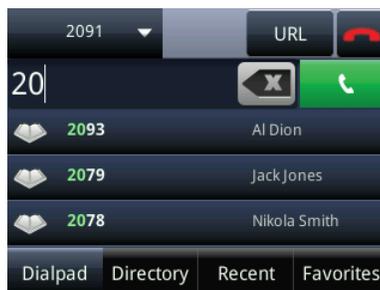
All calls are split into individual calls and put on hold

Setting Up Conference Calls

You may conference up to two calls plus yourself (a 3-way call).

To set up a conference call:

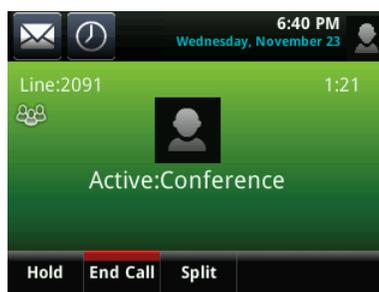
1. Call the first party.
2. Press **Confnc** to create a new call.



Note

All conference participants hear the dial tone and ring back when the conference host places a call to a new party.

3. Call the second party. The new party will be automatically joined to your call.



Splitting Conference Calls

After you have created a conference call, you may split those calls back to their individual calls.

To split a conference call:

Press  to split the conference.

All calls are split into individual calls and put on hold.

Ending Conference Calls

To end a conference call:

From the Active Conference page, press  or hang up.

The other parties will continue to be connected.

Transferring Calls

Call Transfer allows you to send an active call to another phone number or extension. A call can be transferred in one of two ways:

- Consultative (or Warm) transfer—The party to whom you want to transfer the call answers their phone before you transfer the call or hang up. You can consult with them before completing the transfer.
- Blind transfer—The call is automatically transferred after you dial the number of the party to whom you want to transfer the call.

Performing a Consultative (Warm) Transfer

To transfer a call:

1. During a call, tap .
The active call is placed on hold.
2. Enter the number to which you want to transfer the call.
3. As soon as you hear the ring-back sound or after the party answers

(and you speak to the party), tap .

You can talk privately to the party to which you are transferring the call before the transfer is completed.

If you are using a handset, the transfer can be completed by putting the handset on the cradle.

You can cancel the transfer before the call connects by pressing the Cancel soft key.

Performing a Blind Transfer

Blind transfer allows you to transfer a call to another number or extension without talking to that person first

To perform a blind transfer:

1. During a call, tap .
2. Tap .
3. Enter the number to which you want to transfer the call and press .

At this point, the call is connected to the number to which you are transferring them.

Call Transfer to Voicemail

You may transfer any caller to a specific voicemail box belonging to any other user on the system.

1. Receive or place a call on your Desk Phone
2. Tap  on the display
3. Tap 
4. Dial *99 followed by the extension number of the desired person and press . DO NOT HANG UP
5. Once the call has transferred to the desired voicemail box, your line will hang up. Do not hang up the phone until the line has disconnected.

Using Network-based Call Transfer

This call transfer method is used when you want to transfer a call without tying up two lines on your phone system. It uses the AccessLine network to transfer the call instead of the phone system.

1. Receive a call on your Desk Phone
2. Touch #5 to start the transfer (this will place your caller on hold)
3. At the dial tone, enter the extension or phone number you want to transfer the caller to and press 

-
4. When the transfer party picks up the phone, touch #5 again.
 5. All three of you will be connected.
 6. Hang up and the two parties are connected (without tying up any of your lines)



Note

If the transfer party does not pick up the phone, touch #6 to return to the original caller.

Call Park

To Park a call

Parking a call is very similar to putting a call on hold. The key difference is, when you put a call on hold you can only retrieve the held call from the phone that put the call on hold. With Call Park, you can put a call on hold and pick it up from ANY phone within the same Call Park Group. Through the Admin Portal, Call Park Groups can be created so specific groups of phones can park calls for each other. If you do not create specific Call Park Groups, all phones are automatically assigned to the Standard Call Park Group.

To create a Call Park Group which allows specific phone to park calls for each other, login to the Admin Portal and click the Groups Tab then select Call Park Groups.

To Park a Call:

1. While on a call, press 
2. Press 
3. The phone will respond with a voice prompt such as "Call Parked on 9001". The caller will hear hold music.
4. To pickup the parked call, anyone on any phone may dial the park number (9001 in this example) to be connected with the caller.



Note

When a call is parked on a phone, one of the lines on that phone is used until the call is picked up by another phone.

Paging (Intercom)

To page to all phones

Paging allows you to speak to all phones at the same time through their speaker phone. If you pick up the handset during a page, you will hear the message in the handset. Paging is used to make announcements such as "Jim, you have a visitor in the lobby" or to let people know about a parked call such as "Susan, you have a call waiting on Park 9001". Paging will only notify phones not in use or not set to DND.

To group specific phones so only they receive specific Paging calls, login to the Admin Portal and click the Groups Tab then select Paging Groups.

Initiating a Page

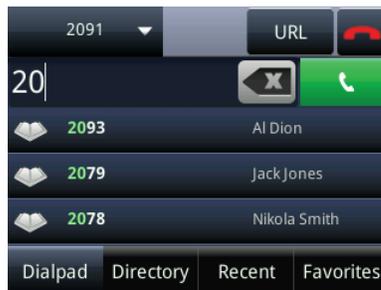
1. Either pickup the handset or uses the speaker phone
2. Dial the Paging Group (9100 is the Standard Paging Group for all phones).
3. Wait for the tone
4. Make your announcement which will be heard on all phones (except phones set to DND or phones in use).
5. Hang up the phone when finished

Redial

The Redial function places a call to the last number dialed. To use the Redial function,

Tap .

Tap the option in the list that you wish to call back. The phone will automatically search and start highlighting numbers from your recent call list.



Note

If a number on an incoming call matches a number in the system speed dial list, the name in the list will be displayed.

Mute

The mute feature allows you to hear the other party, but they cannot hear you.

During a call, press . The button turns red and a microphone on the screen indicates that the other party (or parties) cannot hear you.

Microphone Mute applies to all modes: Handset, Headset, and Hands-free Speakerphone. You can still hear all other parties while mute is enabled.

To turn off Microphone Mute, press  again.

4 Managing Incoming Calls

You can distinguish incoming calls by setting distinctive rings for contacts in your contact directory, sending particular calls directly to your voice mail, or transferring particular calls to another party.

Rejecting Calls

You can customize your phone so that incoming calls from a particular party are immediately sent to your voice mail.

1. Press .
2. Tap Directories.
3. Tap to select the contact
4. Choose Edit .
5. Scroll to tap auto reject and choose enable.
6. When prompted choose save.
7. Press  and  again to return to the idle screen.

Diverting Calls

You can customize your phone so that incoming calls from a particular contact are transferred directly to a third party.

To divert incoming calls from a particular contact:

1. Press .
2. Tap Directories.
3. Tap to select the contact.
4. Choose Edit .
5. Scroll to tap Divert and enter the telephone number, or extension number, to divert the contact to.
6. Scroll to select Auto Divert and choose Enable.
7. When prompted choose Save.

-
8. Press  and  again to return to the idle screen.



Note

For more information on adding contacts see page 33 of this guide.

5 Using Voicemail

Each phone receives a Voicemail box which can record up to 90 minutes of messaging with a maximum of 5 minutes per message. Each user can record his or her personal greeting for the voicemail box. Voicemail is automatically saved for 90 days.

Messages can be retrieved from the Desk Phone, any other phone or through a personal website at www.accessline.com/login. Your phone indicates the presence of new voicemail messages by a flashing Message Waiting Indicator LED on the front of the phone and a visual notification on the screen as well as a presenting a voicemail icon within the line indicator.



Additionally, your voicemail box can send an email to alert you of the new message.

Setting up the voicemail box for the first time

1. Tap .
2. Enter your temporary PIN when prompted (0000).
3. Follow voice prompts to record your name and unavailable greeting and change your PIN.

Retrieving messages from your Desk Phone

1. Tap .
2. Enter your PIN when prompted.
3. The system will say, "You have x new and y old voicemail messages"
4. The following options are available through the keypad

- 1** Replay message
- 2** Delete message **5** Confirm deletion
- 3** Mark message as new (Only used when listening to old messages.)
- 5** Go to next message
- 6** Forward message
- 7** Go to previous message
- 8** User Options (Change PIN, record greeting)
- 9** Place a call
- 9** * Return the call
- 9** * **1** Hear the return number
- 5** **5** Skip to old messages
- 7** **7** Go back to beginning of messages
- 0** Help

Retrieving messages when you are away from the office

1. Dial your Desk Phone and allow it to ring
2. When your voicemail greeting begins to play, enter your PIN over your greeting.

Returning a Call

1. While listening to a message or after listening to a message, press 9* to call that person back
2. You may return to your voicemail box WITHOUT calling back in by pressing ## after talking to the person you called back

Change your Voicemail PIN

1. Tap 
2. Enter your PIN when prompted
3. Press 8 for User Options
4. Press 7 to change your PIN
5. Enter the new 6 to 10-digit PIN when prompted.

Record a Personal Greeting via the Phone

1. Tap , or dial the phone's phone number.
2. Enter your PIN when prompted or enter your PIN over the greeting.
3. Select 8 for User Options
4. Select 1 to record your Unavailable Greeting. Follow the instructions.

Forward Voicemail Messages via the Phone

A user can forward a voicemail from his or her voicemail box to another voicemail box or group of voicemail boxes.

1. Once logged in to your voicemail box, press 1 to listen to your message(s)
2. Press 6 at any time while listening to the message to for after the message
3. Press 1 to forward the message
4. Enter the phone number, extension number or group number to receive the message
5. Record an introduction to the message.
6. Touch * to send the message

Logging into your Voicemail Box via the Web

1. Go to www.accessline.com/login
2. Enter your Desk Phone Number and PIN
3. Click Login

ACCESSLINE TELEWeb™ LOG OUT

Thu, Oct 28, 2010 PERSONAL INFO TOOLS HELP

Good Afternoon!
Joe Smitherson

CHANGE PIN NOTIFICATION CALL HISTORY GROUP MANAGER

Voicemail HELP

Voicemail will be automatically deleted 90 days after receipt.

You have used 0% of your voicemail storage space.

Delete Mark As Unheard

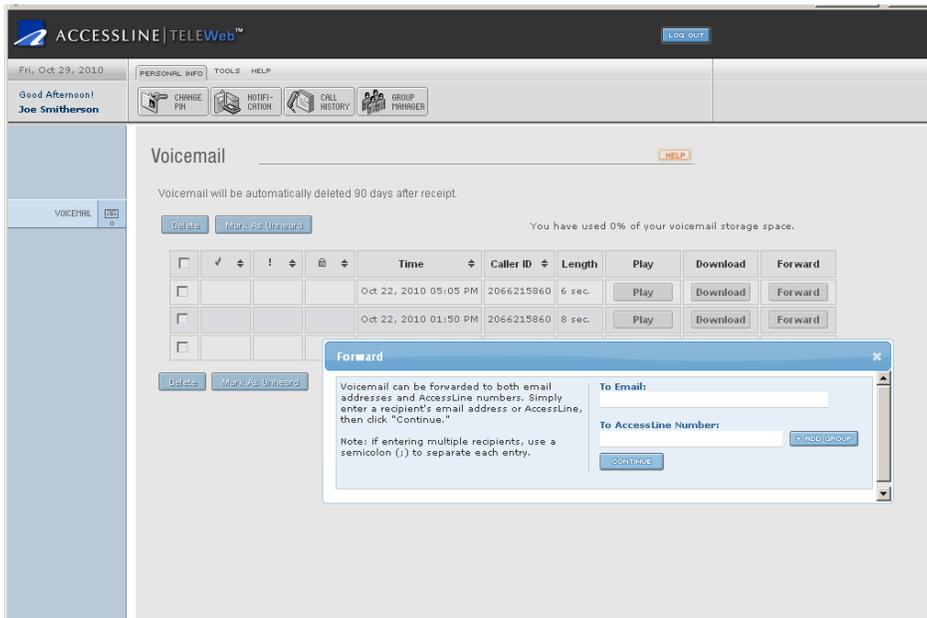
| <input type="checkbox"/> | ✓ | ! | 🔒 | Time | Caller ID | Length | Play | Download | Forward |
|--------------------------|---|---|---|-----------------------|------------|--------|------|----------|---------|
| <input type="checkbox"/> | | | | Oct 22, 2010 05:05 PM | 2066215860 | 6 sec. | Play | Download | Forward |
| <input type="checkbox"/> | | | | Oct 22, 2010 01:50 PM | 2066215860 | 8 sec. | Play | Download | Forward |
| <input type="checkbox"/> | | | | Oct 22, 2010 01:20 PM | 2066215860 | 6 sec. | Play | Download | Forward |

Delete Mark As Unheard

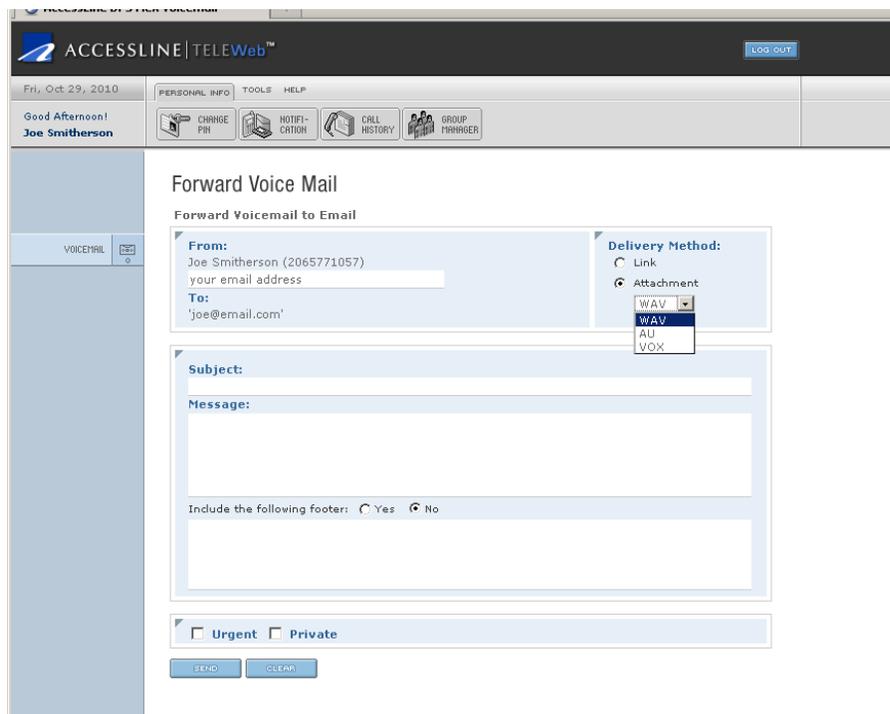
Forward Voicemail Messages via the Web

A user can forward a voicemail message from his or her voicemail box to another voicemail once logged into the personal website. Voicemail messages may be forwarded via email to anyone or forwarded directly into another person's voicemail box (providing they are in your company and have an AccessLine phone)

1. Once logged in click the Forward button associated with the voicemail message you wish to forward
2. Enter one or more email address or one or more AccessLine phone numbers
3. Click the Continue button



4. If you have entered email address, fill in your email address, the subject line and any message you wish to include
5. Select the delivery method: Send a link to the voicemail message or sent the voicemail message as an attachment
6. Click the Send button when finished



Vicemail Notification via Email

You may setup your voicemail box to send you an email alert whenever someone leaves you a voicemail message.

1. Go to www.accessline.com/login
2. Enter your Desk Phone Number and PIN
3. Click Login
4. Select the Personal Info Tab at the top of the web page
5. Select the Notification button
6. Enter your email address in the space provided (you may enter multiple email addresses)
7. Select the Display Format (what the email message looks like)
8. Click Ok to save your changes

ACCESSLINE | TELEWeb™ LOG OUT

Thu, Oct 28, 2010 PERSONAL INFO TOOLS HELP

Good Afternoon!
Joe Smitherson CHANGE PIN NOTIFICATION CALL HISTORY GROUP MANAGER

Notification HELP

Notification can send you an email alert message when you receive a new voicemail message or a fax to any email address or email enabled wireless device. You may enter multiple email addresses for message notification. By selecting the Text with Link format, the email notification message will contain a link to the voicemail or fax that you can access from your email.

Your email notification is currently

Email Addresses For Message Notification
Enter the email addresses that are to receive notification of new voicemail or faxes. Separate each new entry with a semi-colon. Enter as many email addresses as you wish, providing the total number of characters including the semi-colons do not exceed 160.

Characters Remaining: 134
Examples: name@my-email.com;10-digitnumber@vtext.com

Unsure of your wireless device's email address?
If unsure of the email address of your wireless device, select a "best guess" from the list of major carriers on the right. If your pager does not support email addressing, please contact Customer Service for an alternate solution.

Display Format
Select the format of the notification email you wish to receive: Click [here](#) to see an example of a "Numeric Only" notification.

Notification Receipt Types
Select the type of message(s) you wish to be notified for:

New Voicemail New Urgent Voicemail

Click "OK" to make your requested changes.

Done

To Create a Voicemail Group

A Voicemail Group allows you to quickly forward a voicemail message to multiple other people without entering each person individually. Voicemail groups are created through your personal website.

1. Once logged in, select the Personal Info Tab
2. Select the Group Manager button
3. Click the Create Group button
4. Assign a Group Number- used when forwarding to a group through the phone
5. Assign a Group Name
6. Add an optional description
7. Add members to the group one at a time by entering their name or phone number
8. For each member you add, determine if that person should be:
Administrator- Able to make changes to the group
Sender- Able to send to this group
Recipient- Able to receive messages sent to this group
9. Click the Add button
10. Repeat step 7 through 9 as necessary to add all of the members
11. Click the Save button

The screenshot displays the 'Group Manager' web interface. At the top, there is a navigation bar with 'PERSONAL INFO', 'TOOLS', and 'HELP'. Below this, a user greeting reads 'Good Afternoon! Joe Smitherson'. A row of icons includes 'CHANGE PIN', 'NOTIFICATION', 'CALL HISTORY', and 'GROUP MANAGER'. The main content area is titled 'Group Manager' and includes a 'HELP' button. A sub-header states: 'To create a Group, simply fill the information below.' The form contains several sections: 1. 'Group Number:', 'Group Name:', and 'Total Recipients: 1'. 2. 'Description: (Optional)'. 3. 'Import group list from your computer:' with an 'IMPORT LIST' button. 4. 'Enter Last Name or Phone Number of Person OR Group Name to be added to the list:' with a text input field. 5. Three checkboxes: 'Add to Administrators', 'Add to Senders', and 'Add to Recipients', followed by an 'ADD' button. 6. Three columns for 'Administrators (1)', 'Senders (1)', and 'Recipients (1)', each containing a list with 'Joe Smitherson(2065771057)' and a vertical scrollbar. 7. 'DELETE/SELECTED' and 'DELETE/ALL' buttons at the bottom of the list area. 8. 'SAVE', 'CANCEL', and 'PRINTABLE VERSION' buttons at the very bottom.

Change the Number of Rings Before Voicemail Picks Up

Your Voicemail box is programmed to take messages when you can't answer your phone. If you want the phone to ring more or less times, you may change this setting:

1. Tap 
2. Select No Answer
3. Tap Forward After Rings
4. Change the number of Rings
5. Tap to Disable
6. Repeat steps 1-3
7. Tap to Enable

6 Call Lists and Directories

Managing Call Lists

Your phone maintains local lists of missed, received, and placed calls. Each list contains 100 entries.

Press  and tap  to obtain a list of all the record types you can clear at once.

Manage the call list by doing the following:

Tap an entry to call them.

Tap  to sort the list.

Tap  to filter the list.

Tap  to delete the following groups:

- All Calls
- Missed Calls
- Received Calls
- Placed Calls
- Displayed Calls

Press  and  again to return to the idle screen.

Managing Contacts

You can store 99 contacts in your phone's directory.

You can add, edit, delete, dial, or search for a contact in this directory. You can dial or search for a contact in this directory. You may be able to add, edit, and delete contacts.



Adding Contacts

You can add contacts to your contact directory:

- Manually
- From a call list

Adding Contacts Manually

To add a contact to the local contact directory manually:

1. Press .
2. Tap Directories
3. Select **Contact Directory**.
4. Tap 
5. Enter the first name of the contact.

Use the **1/A/a** soft key to select between numeric and upper/lower case alphanumeric modes.

Use **Encoding** to access special characters in other languages.

6. Enter the last name of the contact from the keypad.

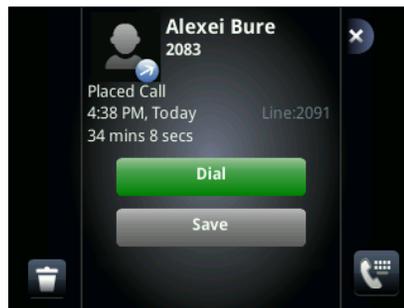
-
7. Enter a contact number.
This is a required field and it must be unique (not already in the directory).
 8. (Optional.) Change the Speed Dial Index (listed as Favorites in the Contact Directory).

Valid speed dial index values are from 1 to 9999.
 9. (Optional.) Change the Ring Type and Divert Contact.
These fields may be left blank.
 10. (Optional.) Change the Auto Reject, Auto Divert, Tap Enabled/Disabled as needed.
 11. Tap **Save** or **Cancel** to accept or cancel changes.
 12. Press  and  again to return to the idle screen.

Adding Contacts From Call Lists

To add a contact to the local contact directory from a call list:

1. Press 
2. Tap Directories
3. Tap Recent
4. Tap  by the call record
5. From the details screen tap save to add them to the Contact Directory.



4. Press  and  again to return to the idle screen.



Note

You may want to go to the local contact directory to check if the contact was saved correctly, and to add any missing fields

Editing Contacts

To edit a contact in the local contact directory:

1. Press 
2. Tap Directories
3. Tap the Contact you wish to Edit

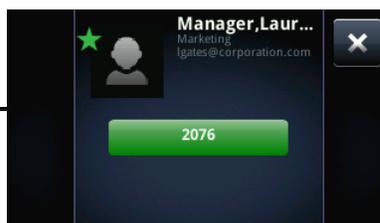


4. Tap 
5. Edit the contact information.
6. Tap Save to accept changes.
7. Press  and  again to return to the idle screen.

Deleting Contacts

To delete a contact from the local contact directory:

1. Press 
2. Tap Directories
3. Tap the Contact you wish to Delete.



-
4. Tap 
 5. Tap Yes to accept changes.
 6. Press  and  again to return to the idle screen.

Placing Calls to Contacts

To place a call to a contact in the local contact directory use one of the two methods below:

1. Press 
2. Tap Directories
3. Select the contact
4. Tap the Green button with the phone number.

Or

1. From the idle screen tap 
2. Tap Directory
3. Select the Contact
4. Tap the Green button with the phone number.

Searching for Contacts

To search for a contact in the local contact directory:

1. Press 
2. Tap Directories
3. Tap Search

-
4. Choose your desired search field and enter the information.
 5. Tap Search again.



Note

Information on Diverting and Rejecting calls using your phone book are located on page 23 of this guide.

7 Customizing your Phone

You can customize your Polycom VVX500 Touch Screen Desk Phone by adjusting the setting for time and date, and ring type, for example. You can add contacts to the phone's directory manually or from call lists. You can handle incoming calls from different contacts in different ways.

This chapter provides basic operating instructions for Configuring Basic Settings

Configuring Basic Settings

You can configure the following basic settings through use of :

- Appearance of the time and date
- Backlight intensity
- Headset Memory Mode
- Headset hookswitch selection
- Ring type
- Language support (localization)

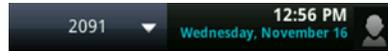
You can mute the microphone and adjust the volume using separate keys.

Changing the Appearance of Time and Date

The time and date appears on the graphic display of the Desk Phone.

You can select from various formats for the time and date display. Select

and set options that are right for you. You can also disable the time and date display, so the time and date do not display on the phone screen.



To configure the time and date formats:

1. Press .
2. Select **Settings > Basic > Preferences > Time & Date**.
3. Select from **Clock Date, Clock Time, Clock Order, or Enable/Disable**.
4. Tap the choice that you want under each option.
5. If prompted tap save on the screen.

The following figure shows the Clock Time menu.



6. Press  and  to return to the idle display.

Changing the Backlight Intensity

Backlight intensity on the Desk Phone has three components:

- Backlight On
- Backlight Idle
- Maximum Intensity

-
- Backlight Timeout

You can modify the Backlight On intensity and the Backlight Idle intensity separately. You can select high, medium, low, and off levels for both.

When you modify the Maximum Intensity, you are modifying the entire backlight intensity scale. For example, if you decrease the Maximum Intensity, the low, medium, and high values for both Backlight On intensity and the Backlight Idle intensity decrease.

The Backlight On intensity applies for the following events:

- Any key press
- Hookswitch release
- Incoming call
- Ending a call, holding a call, resuming a call by the other party
- A voice or instant message received

If you do not press any keys on the phone after 20 seconds of the backlight turning on, the backlight dims (or changes) to medium in the following cases:

- A call is in progress
- A call is on hold
- There is an incoming call (ringing)
- There is an outgoing call (ringing back)
- Any menu shows on the display

In all other cases, the Backlight Idle intensity applies.

To modify the backlight intensity:

1. Press 
2. Tap Settings > Basic > Backlight Intensity.
3. Tap Backlight on Intensity.
4. Tap high, medium, or low and then tap save. The default level is medium.
5. Select Backlight Idle Intensity.
6. Tap high, medium, or low, and then press the Select soft key. The default level is low.
7. Select Maximum Intensity.
8. Tap to Dow or Up in the bottom bar to set the intensity level.

-
9. Tap save to accept changes.
 10. Press  and  to return to the idle display.



Enabling the Headset Memory Mode

This feature is especially useful for permanent or full-time headset users.

To permanently enable the Headset Memory Mode:

1. Press .
2. Select **Settings > Basic > Preferences > Headset... > Headset Memory...**
3. Tap Enabled to change the setting.
4. Press  to return to the idle display.

Repeat steps 1 to 4 to select Disabled and turn Headset Memory Mode off.

To activate Headset Memory Mode:

Press  twice.

The flashing headset icon on the graphic display or a flashing headset key indicates that the headset mode is activated. If the  glows green an analog headset is detected by the phone and in use. If the  is glowing blue a USB headset is detected and in use. If both an analog and USB headset is in the phone, the phone will choose the USB by default. Tap **Answer** to receive a call will now connect to your headset automatically.

Selecting the Correct Headset for Electronic Hookswitch

This feature allows you to answer your phone when you are using a headset.



For information on supported headsets to provide electronic hookswitch features for placing, answering, and ending calls, go to www.polycom.com/support/voice and enter "Headset Compatibility List" in the Knowledge Base text box or contact your system administrator.

To select a headset that supports electronic hookswitch:

1. Press .
2. Tap **Settings > Basic > Preferences > Headset > Hookswitch Mode**.
3. Tap to select your headset, and then when prompted if you are sure, tap yes.
4. Press  to return to the idle display.

Selecting the Ring Type

You can select different ring types to distinguish your phone from your neighbor's phone.

To change the incoming ring type:

1. Press .
2. Tap **Settings > Basic > Ring Type**.
3. Tap the ring type you want to use.
4. To hear the selected ring type, tap the **Play** soft key.
5. Press  to return to the idle display.



Note

*If you configure your Desk Phone with a silent ring, press the flashing Call Key or the **Answer** soft key to answer the call. If your handset is off hook, the call is routed to the handset. If your handset is on hook, the call is routed to the speaker.*

Changing the Language

Many languages are supported by the Desk Phone.

To change the language:

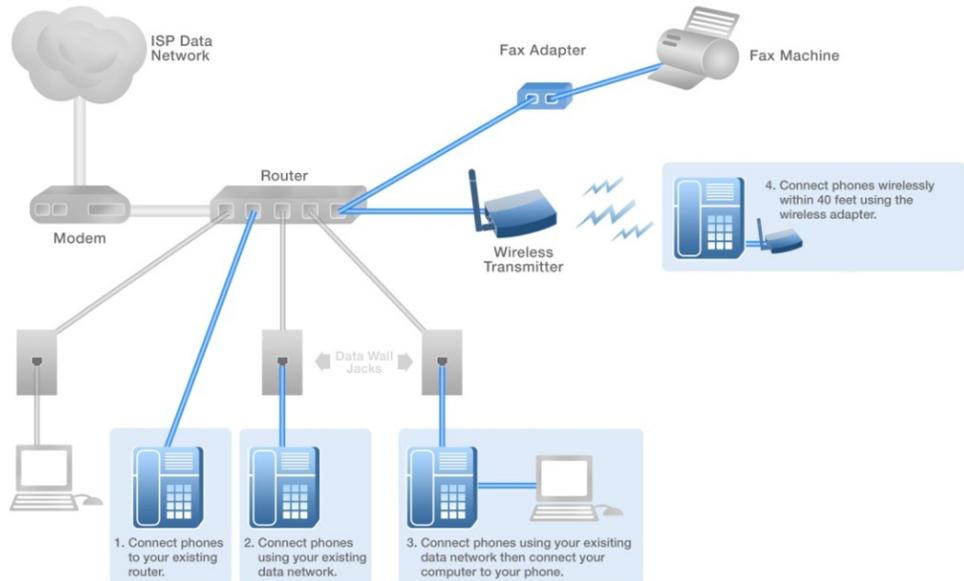
-
1. Press .
 2. Select **Settings > Basic > Preferences > Language**.
 3. Tap the language you want.
 4. Press  to return to the idle display



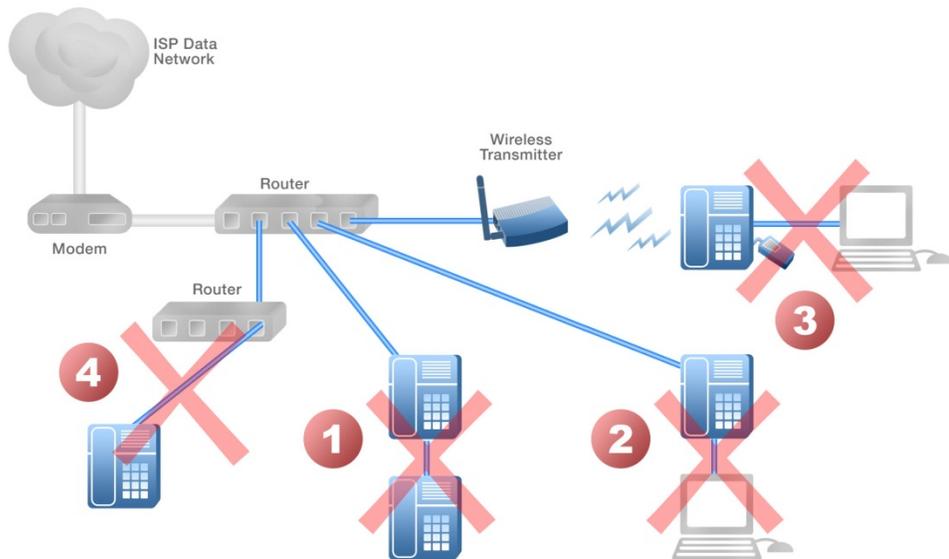
Note

Background, screen save and the advanced settings options are not currently supported on this model.

This diagram depicts your setup options. By purchasing the optional Wireless Transmitter and Wireless Adapters you may also connect Desk Phones wirelessly.



The following setup options ARE NOT supported:



1. Connecting one phone to another
2. Connecting a phone to the base unit then connecting a PC
3. Connecting a phone to the base unit wirelessly and then connecting a PC
4. Connecting a PC to the base unit
5. Connecting a phone to a router that is connected to another router

Assigning Extension Numbers and Phone Numbers to Phones

Each phone is assigned an extension and a phone number. Packing list includes a list of your phones and their associated phone numbers and extension. You should have also received an email from AccessLine with the phone numbers and extensions associated with each enhanced service such as an Auto Attendant or WebFax. You may also log into your Admin Portal at www.accessline.com/login to view a list of your phone numbers and extensions.

Understanding Extensions and Lines

Your new AccessLine DPS Flex System refers to **extensions** for both the hardware (phone) or for a 3 digit number that is associated with a particular phone.

Lines only refer to the number of voice lines purchased. There are no telephone numbers associated with lines. Traditional copper wire phone systems are a line based system. Your new DPS Flex system is based on extensions and hardware which makes this system more easily expandable for your business needs.

9 Installing your DPS FLEX Phone

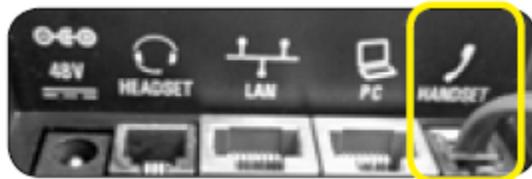
Installing Desk Phones

Desk Phones can be installed in the following ways

- You may connect Desk Phones Wirelessly to the Optional Wireless Transmitter and the Optional Wireless Adapters
- You may connect Desk Phones to your existing router
- You may connect Desk Phones to any data wall jack on your existing network
- You may connect a Desk Phone to a wall jack or router then connect a PC to the Desk Phone.

1. Assemble the Desk Phones

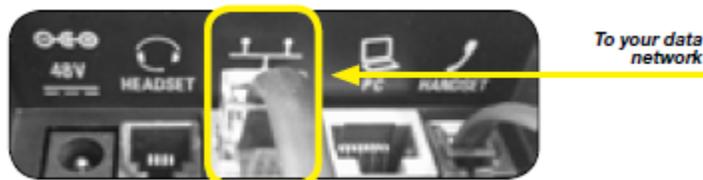
Use the included coiled handset cord and connect one end into the base of the handset and the other end into the handset port on the back of the phone .



(There is a handset and a headset port.)

2. Connect the Desk Phone

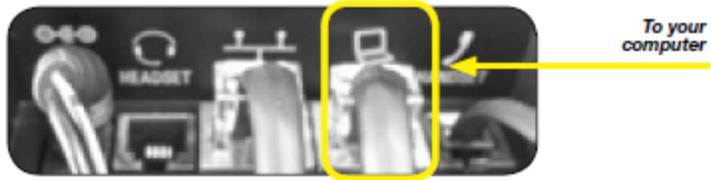
Option 1: Connect Desk Phones using your existing data network



Use the included LAN cable, connect one end into the port on the back of the phone labeled  and connect the other end into any data port on your network (router, switch or wall jack).

Option 2: Connect Desk phones using your existing data network then connect the phones to your computer

If you already have a computer using a wall data jack or router/switch port, unplug the computer from the network, then connect the phone using the steps in Option 1. Plug your computer into the port on the back of the phone labeled .



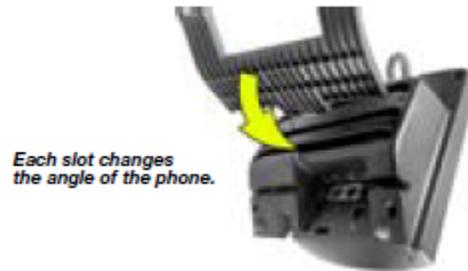
3. Connect Power to the Desk Phone

Use the included power cord and plug one end into the back of the phone and the other end into the wall outlet. The phone will indicate that it is configuring itself. Once the phone has finished its configuration, it is ready to make and receive phone calls.



4. Attach the Phone Base as a Desk Mount

a. Align the base bracket with one of the three slots in the back of the phone.



b. Stick the base into the desired slot until it clicks in place.

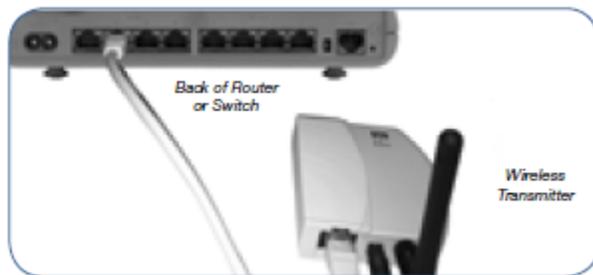


Installing the Desk Phone Wirelessly

The wireless adapter allows a desk phone to be used without a cord connecting it to the Wireless Transmitter. The range of the Wireless Adapter is 40 feet from the base unit.

Step 1) Installing the Wireless Transmitter

Plug the Wireless Transmitter into a free port on your router or switch. Then plug the power supply into a wall outlet.



Step 2) Connect phones wirelessly (within 40') using the Wireless Adapter

The Wireless Adapter allows the desk phone to connect through the Wireless Transmitter. It has a range of 40 feet. Plug the rectangle Ethernet plug from the Wireless Adapter into the back of the phone using the port. Then plug the Wireless Adapter's power cord into a power outlet.

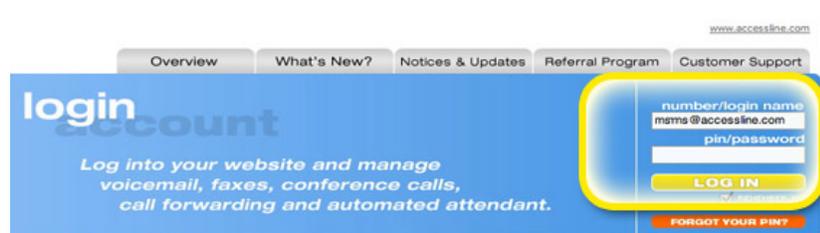


To avoid interference or static on the phone, place the Wireless Adapter away from the phone as shown.

Activating the Service

Before you can make or receive calls, you need to activate your phone line(s). This also activates the billing for your phone line(s). To activate your phone line(s):

1. Go to www.accessline.com/login and enter your Administrator Portal login name and password



The screenshot shows the login page for Accessline. At the top right, the URL www.accessline.com is visible. Below it is a navigation bar with links: Overview, What's New?, Notices & Updates, Referral Program, and Customer Support. The main content area has a blue background with the text 'login account' and a sub-header 'Log into your website and manage voicemail, faxes, conference calls, call forwarding and automated attendant.' On the right side, there is a login form with two input fields: 'number/login name' containing 'mms@accessline.com' and 'pin/password'. Below the fields are buttons for 'LOG IN' and 'FORGOT YOUR PIN?'.

2. On the 1st screen, click "Activate Phone Lines" button



NOTE- You will activate all of your lines at once, so if there is no "Activate Lines" button, then you have already activated the lines.

IMPORTANT SAFETY AND CONFORMANCE INFORMATION FOR IP PBX BASE UNIT AND DESKPHONES

Conformance

This equipment is designed for use in the United States.
This equipment complies with the following standards:
FCC Part 15, Subparts B, C, D
FCC Part 68
UL60950
Analog extension ports: TNV3
CO port: TNV3
ADSL port: TNV3
Power fail port TNV3
LAN/WAN ports SELV

Important Safety instructions

The following safety information is reprinted from IEC60950.

- When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:

-
- Read and understand all instructions.
 - Follow all warnings and instructions marked on the product.
 - Unplug this product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.
 - Do not use this product near water (for example, in a wet basement).
 - Do not place this product on an unstable cart, stand, or table. The product can fall, causing serious damage to the product.
 - Slots and openings in the cabinet and the back or bottom are provided for ventilation, to protect it from overheating; these openings must not be blocked or covered. This product should never be placed near or over a radiator or heat register. This product should not be placed in a built-in installation unless proper ventilation is provided.
 - This product should be operated only from the type of power source indicated in the manual. If you are not sure of the type of power source to your building, consult your dealer or local Power Company.
 - The power socket outlet must be located near the product and must be easily accessible to allow plugging/unplugging.
 - Do not allow anything to rest on the power cord. Do not locate this product where persons walking on it will abuse the cord.
 - Do not use an extension cord with this product's AC power cord. The AC outlet for this product should not be used for any other electrical equipment.
 - Never push objects of any kind into this product through cabinet slots as they can touch dangerous voltage points or short out parts that could result in a risk of fire or electric shock. Never spill liquid of any kind on the product.
 - To reduce the risk of electric shock, do not disassemble this product, but take it to a qualified serviceman when some service or repair work is required. Opening or removing covers can expose you to dangerous voltages or other risks. Incorrect re-assembly can cause electric shock when the product is subsequently used.
 - Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:
 - When the power supply cord or plug is damaged or frayed.
 - If liquid has been spilled into the product.
 - If the product has been exposed to rain or water.
 - If the product does not operate normally by following the operating instructions.
 - Adjust only those controls that are covered by the operating instructions because improper adjustment of other controls can result in damage and will often require extensive work by a qualified technician to restore the product to normal operation.
 - If the product has been dropped or the cabinet has been damaged.
 - If the product exhibits a distinct change in performance.
 - Avoid using a telephone during an electrical storm. There can be a remote risk of electric shock from lightning.
 - Do not use the telephone to report a gas leak in the vicinity of the leak.

FCC Information

This equipment complies with Part 68 of the FCC rules and the requirements adopted by ACTA.

A FCC compliant telephone cord and modular plug is provided with this equipment. This equipment is designed to be connected to the telephone network or premises wiring using a compatible modular jack that is Part 68 compliant. See Installation Instructions for details.

The REN is used to determine the quantity of devices that may be connected to the telephone line. Excessive RENs on the telephone line may result in the devices not ringing in response to an incoming call. Typically, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line (as determined by the total RENs) contact the local Telephone Company.

If this system causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the Telephone Company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The Telephone Company may make changes to its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens the Telephone Company will provide advance notice so you can make the necessary modifications to maintain uninterrupted service. If the equipment is causing harm to the telephone network, the Telephone Company may request that you disconnect the equipment until the problem is resolved.

Connection to party line service is subject to state tariffs. (Contact the state public utility commission, public service commission or corporation commission for information.)

This equipment is hearing aid compatible.

Customer Owned Coin/Credit Card Phones

To comply with state tariffs, the Telephone Company must be given notification prior to connection. In some states, the state public utility commission, public service commission or corporation commission must give prior approval of connection.

Data Equipment

The table below shows which jacks are associated with which modes of operation:

| Mode of Operation | USOC Jack |
|-------------------|-----------|
| Permissive | RJ11C |

Systems

Facility Interface Codes (FIC), Service Order Codes (SOC), USOC Jack Codes and Ringer Equivalence Numbers (REN) are shown in the table below for each port where applicable:

| Port | FIC | SOC | USOC | REN |
|--------|-------|------|-------|------|
| Line 1 | 02LS2 | 9.0Y | RJ11C | 0.1B |
| Line 2 | 02LS2 | 9.0Y | RJ11C | 0.1B |
| Line 3 | 02LS2 | 9.0Y | RJ11C | 0.1B |
| Phone | 02LS2 | 9.0Y | RJ11C | 0.1B |

Automatic Dialers

WHEN PROGRAMMING EMERGENCY NUMBERS AND (OR) MAKING TEST CALLS TO EMERGENCY NUMBERS:

1. Remain on the line and briefly explain to the dispatcher the reason for the call.
2. Perform such activities in the off-peak hours, such as early morning or late evenings.

Toll Restriction and Least Cost Routing Equipment

The software contained in DPS FLEX phone system to allow user access to the network must be upgraded to recognize newly established network area codes and exchange codes as they are placed into service.

Failure to upgrade the premises systems or peripheral equipment to recognize the new codes as they are established will restrict the customer and the customer's employees from gaining access to the network and to these codes.

Equal Access Requirements

This equipment is capable of providing users access to interstate providers of operator services through the use of access codes. Modification of this equipment by call aggregators to block access dialing codes is a violation of the Telephone Operator Consumers Act of 1990.

Electrical Safety Advisory

It is strongly suggested that an AC surge arrestor be installed in the AC outlet to which this equipment is connected.

Radio Interference

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.



- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

RF Radiation Exposure

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 8 inches (20 centimeters) between the radiator and your body.

This transmitter must not be co-located or operated in conjunction with any other antenna or transmitter.

Modifications

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

There are no user-serviceable parts or adjustments inside this equipment - please do not open the equipment case.