


## Polycom VVX 500 Phone Quick Reference Guide


### *Voicemail Activation & Use*

#### From your desk phone

##### **Without lifting the handset:**

- Tap the **Messages** button on the upper left hand side of the display 
- Tap the **Connect** softkey and follow the prompts (at this point you may lift the handset for privacy)

##### **With lifting handset first:**

- Lift the handset and dial \*86 and tap the green **Phone** icon 
- Enter your temporary passcode (received via email)
- Following the prompts, enter a new passcode. Re-enter to confirm
- Record your first and last name – **Please note** this is **ONLY** your name recording, you will record your greetings later on

#### From another phone on UVa Grounds:

- Dial **4-4000** and follow the prompts
- If you are calling from an extension that has its own voicemail box, you will press the \* key
- Enter your mailbox ID (your extension number) followed by the # key
- Enter your temporary passcode followed by the # key
- Enter your new passcode. Re-enter to confirm
- Record your first and last name – **Please note** this is **ONLY** your name recording, you will record your greetings later on

#### From a local phone outside the University:

- Dial **924-4000** and follow the prompts
- Enter your mailbox number (your extension number)
- Enter your temporary passcode
- Enter your new passcode. Re-enter to confirm
- Record your first and last name – **Please note** this is **ONLY** your name recording, you will record your greetings later on

#### **Note: Accessing your voicemail from a different phone after setup:**

- Dial your **own number** (from on-Grounds phone, dial 5-digit #; from off-Grounds phone, dial full 7-digit #)
- When your voicemail greeting starts to play, press the \* key
- Enter **your password**

#### To Record Voicemail Greetings

- Access your voicemail (See note at bottom of front page, Accessing your voicemail after setup)
- From the main menu:
  - ❖ Press **2** to record your **Busy Greeting**. The busy greeting is the greeting that callers will hear if you are in Do Not Disturb, or are on a call and do **NOT** have call waiting activated.
  - ❖ Press **3** to record your **No Answer Greeting**. The no answer greeting is the greeting that callers will hear if you are away from your desk or on another call and do not answer (the caller will hear your phone ring before forwarding to voicemail)
  - ❖ Press **4** to record your **Extended Away Greeting**. The extended away greeting is the greeting that callers will hear if you plan to be away from your desk for an extended amount of time. **You are required to activate and deactivate this greeting manually. (Please note: When setting an Extended Away Greeting, the ability for callers to leave a voicemail message is turned off. You may want to make callers aware of this in your greeting. Once the Extended Away Greeting is deactivated, voicemail collection is turned back on.)** Once you have a greeting recorded, press **1** to activate. Once activated, you will be reminded each time you log in to listen to messages that this greeting is activated. To deactivate, follow the prompts and press **4**, then press **2**.

#### Retrieving Messages

- Access your voicemail (See note at bottom of front page, Accessing your voicemail after setup)
- Press **1** to **listen to your messages**

After you have selected to listen to your messages, additional controls are available during the message:

- Press **1** to **skip backward by ten seconds**
- Press **2** to **pause or resume the message**
- Press **3** to **skip forward by ten seconds**
- Press **4** to **jump to the beginning of the message**
- Press **#** to **jump to the end of the message**

Once the message is over, you can:

- Press **9** to **save the message**
- Press **7** to **delete the message**
- Press **1** to **repeat the message**
- Press **3** to **hear the envelope information**
- Press **5** to **return the call**
- Press **6** to **reply to the message**
- Press **8** to **forward the message to another user**
- Press **#** to **repeat this menu**