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Using the Productivity Suite with Polycom® SoundPoint® IP, SoundStation® IP, and VVX® Phones

Quick User Guide

For phones running Polycom® UC Software 4.0.0 or later

For Information on how to configure your phone to use these features, see your system administrator. For detailed information on how to use these features, see the appropriate *User Guide* available from the [Voice Support](#) Web page.

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This guide provides basic instructions for the following Productivity Suite applications:

- [Recording Calls](#) on the SoundPoint IP 650 and 670, and VVX 500, 600, and 1500 phones
- [Playing Back Recorded Calls](#) on the SoundPoint IP 650 and 670, and VVX 500, 600, and 1500 phones
- [Managing Conference Calls](#) on the SoundPoint IP 450, 550, 560, 650, and 670, SoundStation IP 7000, SoundStation Duo™, and VVX phones
- [Using the Corporate Directory](#) on all supported SoundPoint IP, SoundStation IP, and VVX phones
- [Extending Your Computer to Your Phone with the Polycom Desktop Connector](#) on VVX phones
- [Using the Calendar](#) on VVX phones
- [Making and Receiving H.323 Calls](#) on VVX 500, 600, and 1500 phones
- [Verifying Licenses](#) on all phones



Tip: When a H.323 License is Required

To make or receive H.323 calls on your VVX 1500 phone, it must be running SIP 3.0.0 or later and a license file must exist on your phone. See [Verifying Licenses](#).

To make or receive H.323 calls on your VVX 500 and 600 phone, you must plug a VVX Camera into your phone must be running UCS 4.1.3 or later. No license is required.



Timesaver: License File Not Required after UC Software 4.0.0

The features that previously required a license, namely recording and playback, managing conferences, and using corporate directory, no longer required a license file on your phone with the release of UC Software 4.0.0.

If you are using an earlier UC Software release, you can get a [license](#) that unlocks these features from the [Applications page](#) on the Polycom Web site.

Recording Calls

If you plug a removable USB device into the USB port on your phone, you can record active calls or active conferences on your phone.



Tip: When Using USB Devices to Record Calls

Use only supported USB devices. Do not remove the USB device while your call is recorded. Federal, state, and/or local laws may be required to notify some or all called parties when you record calls. For more information, go to <http://www.rcfp.org/taping/>.

To record audio on a call:

- During a call, press the **More** soft key, then press the **Record** soft key. To start recording, press the **Start** soft key. “*R*” displays while the phone records.

To pause recording:

- Press the **Pause** soft key. “*P*” displays when you pause recording.

To resume recording:

- Press the **Resume** soft key. “*R*” displays when you restart recording.

To stop recording:

- Press the **Stop** soft key.

Playing Back Recorded Calls

You can play back calls that you recorded on your phone through the phone's handset, headset, or phone's speaker. You can answer an incoming call while playing back a recorded call by lifting the handset or pressing the **Headset** or **Speakerphone** keys.

To browse recorded files:

- Press the **Menu** key, and select **Features > USB Device > Browse Files**.
- From the menu, you can press the **Rename** soft key to rename the file.
- From the menu, you can press the **Delete** soft key to delete the file from the USB device.

By default, filenames are based on the date on which they were recorded.

To play back a call:

- Press the **Menu** key, and select **Features > USB Device > Browse Files**
- Scroll to the file that you want to play back, and press the **Open** soft key. Press the **Play** soft key. ‘Playing’ displays and the position indicator (in hours, minutes, and seconds) above the progress bar changes.
- To pause the file playback, press the **Pause** soft key to pause the file playback.
- To resume playback of the file, press the **Resume** soft key.
- To stop playing back the file, press the **Exit** soft key. To play back the file from the start, press the **Open** soft key again.

Managing Conference Calls

The conference management feature allows you to view all parties in a conference call. You can add, hold, remove, and mute individual parties from one screen.

To manage a conference call:

- Set up a conference call.
- Press the **Manage** soft key.
- To add a new party, press the **Add** soft key. The **Add** soft key appears only if you can add more parties to the conference call. Then, press the **Conference** key and call the new party. When the new party answers, press the **Conference** key again to join all parties in the conference.
- To mute a party, scroll to the party, and press the **Far Mute** soft key. Now no party can hear the muted party. To un-mute the party, press the **UnMute** soft key.
- To put a party on hold, scroll to the party, and press the **Hold** soft key. To return the party to the conference, press the **Resume** soft key to return the party to the conference.
- To remove a party from the conference, scroll to the party, press the **More** soft key, and press the **Remove** soft key.
- To view information about a party, scroll to elect the party, press the **More** soft key, and press the **Info** soft key.
- To exit the conference management feature, press the **More** soft key, and press the **Back** soft key.

Using the Corporate Directory

You may have access to your corporate directory through your phone. Your system administrator determines which contacts you have access to. You can place calls to contacts in your corporate directory. You may be able to add contacts from the corporate directory to your local contact directory.

To search for a contact:

- Press the **Directories** key or the **Dir** key or the **Menu** key and select **Features > Corporate Directory**.
- To search for a contact, enter the first few letter or numbers of the contact's name or numbers in the search line or press the **AdvFind** soft key. Press the **Submit** soft key. The entries that match the characters that you entered (or are alphabetically next to the characters that you entered) display.



Tip: Searching for Corporate Directory Contacts

The exact steps to search for a contact on a phone may differ from those shown above. For the exact steps, see the appropriate *User Guide*.

To add contact to your local contact directory:

- Press the **Directories** key or the **Dir** key or the **Menu** key and select **Features > Corporate Directory**.
- Search for the contact.
- Press the **Save** soft key. 'Saved' displays on the screen. Only the first name, last name, and phone number are saved. If the contact already exists in your local contact directory, 'Contact already exists' displays.

For detailed instructions on placing a call to a corporate directory contact and retaining your search position in the corporate directory, see the appropriate *User Guide* on the support pages for the SoundPoint IP [321](#), [331](#), [335](#), [450](#), [550](#), [560](#), [650](#), and [670](#) phones, SoundStation IP [5000](#), [6000](#), and [7000](#) phones, SoundStation [Duo](#) phone, VVX [300/310](#), [400/410](#), [500/600](#) and [1500](#) phones.

Extending Your Computer to Your Phone with the Polycom Desktop Connector

You can use your computer's mouse and keyboard to enter information, select keys, and navigate screens on your VVX phone. You can also use a USB keyboard that you attach to your phone's USB port to perform the same tasks.

Before you can start using your mouse and keyboard with your phone, you'll need to start the Polycom® Desktop Connector application from your computer. If it is not already installed on your computer, contact your system administrator.

For detailed instructions, see the *User Guide* on VVX [300/310](#), [400/410](#), [500/600](#) and [1500](#) Support Pages.

Using the Calendar

If your phone is configured to connect to the Microsoft Exchange Server, you can view and join meetings scheduled in your Microsoft Outlook application from your VVX phone.

If your phone is configured to connect to the Microsoft Exchange Server, and the Polycom® Conferencing for Microsoft Outlook software feature is installed at your site, you can schedule meetings using Polycom Conferencing for Outlook.

For detailed instructions, see the *User Guide* on VVX [300/310](#), [400/410](#), [500/600](#) and [1500](#) Support Pages.

Making and Receiving H.323 Calls

Your system administrator can set up your VVX 500, 600, and 1500 phone so that it can handle calls that use either the SIP or H.323 protocol, or both protocols. Your phone may be set up so that a line can handle one or both protocols.

Your system administrator can set up your phone so that it can handle calls that use either the SIP or H.323 protocol, or both protocols. Your phone may be set up so that a line can handle one or both protocols.



Tip: Using the H.323 Protocol

If your phone supports the H.323 protocol, be aware of the following limitations:

- You cannot forward or transfer H.323 calls.
- You cannot set up forwarding for lines that just use the H.323 protocol.
- You cannot set up shared lines for lines that use the H.323 protocol.
- You cannot place a call by just entering an H.323 name.

For detailed instructions, see the *User Guide* on VVX [500/600](#) and [1500](#) Support Pages.

Verifying Licenses

You can verify that the phone's license file is up-to-date.

To view the current licenses:

- Press the **Menu** Key, and select **Status > Licenses**.

The expiry date for each licensed feature appears on the display. 'No licenses installed' appears if there is no license file.