

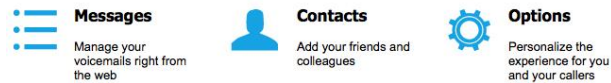
Accessing Visual Voicemail

- Open a web browser and enter the service's address:
<https://Voicemail.Telogiks.ca>
- Enter the account's full phone number as the username
- Enter the account's PIN
- *If you are logging in for the first time, the default PIN is the last 4 digits of your phone number*

Upon login you'll be directed to the home screen. A panel on the right shows a summary of:

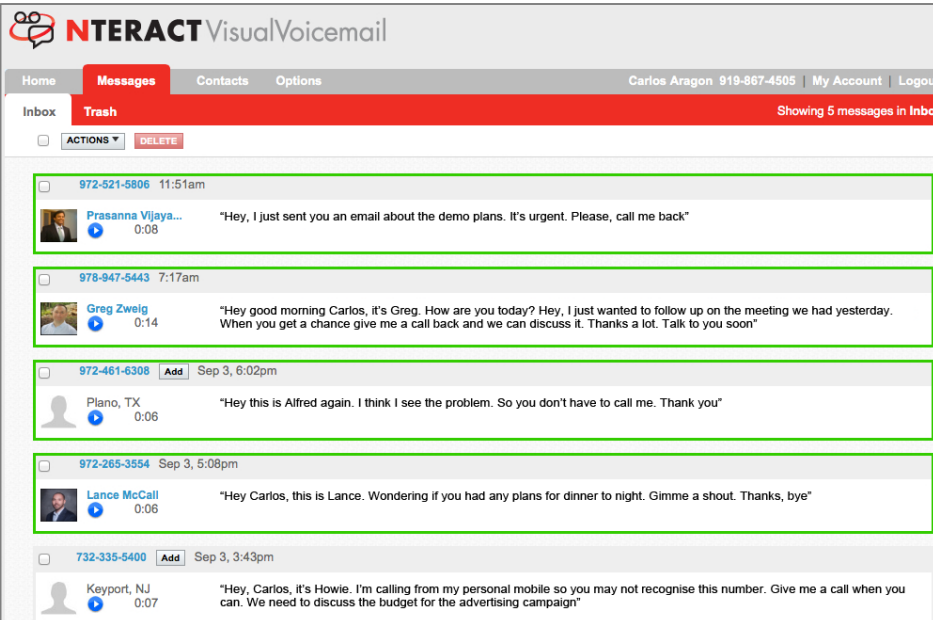
- New voicemails
- Current outbound greeting
- Notifications

Three buttons offer access to **messages**, **contacts**, and **options**



Messages

As shown below, all messages in the mailbox will be displayed; unread messages are highlighted. Messages can be sorted by date or caller as well as marked as new; easily save or delete old messages. To listen to the message, click the blue play icon associated with the message



Contacts

These fields will typically be empty when an account is initially activated. By adding contacts, the system can correlate the Caller ID of incoming messages with the details you have added to your Contacts – such as a contact's name and photo.

A search box makes finding contacts easy.

To view a contact's details, click on the contact's name. The contact details will be expanded in a separate panel where you can modify them by clicking "Edit" next to each applicable section.

Adding a contact

- Click on the **Add Contact** button on the top left section of the screen, next to the search field
- Fill in all the information and click "Save" at the bottom

To add a picture to a contact:

- Click on the contact's picture to open the upload panel.
- Click on "Choose file" and select the picture file you would like to use, press "Apply" to upload it
- Once uploaded, the interface will allow you to crop the picture and click "Apply" when you are happy with the image

Options

This screen lets you customize your voicemail services, greetings and notification preferences.

Voicemail

These options affect your voicemail service including how you retrieve messages:

- **Message Ordering**— choose the order in which messages are played back. The options are: newest first, oldest first, by priority or by sender.
- **Message Header Size** — choose to play the full message header or an abbreviated version that speeds playback over the phone.
- **Autoplay** —if enabled, the system will play messages immediately after logging in, rather than presenting menu options.
- **Prompt Level** — choose standard prompts that are more complete and verbose or expert prompts that are shorter and assume a user is familiar with system navigation.
- **Autologin** — if enabled a user's caller ID is used to validate their identity, without asking for a PIN.

Once you are satisfied with your selections, click "Update"


Greetings

Allows you to configure the normal, extended absence and busy greetings:

- **Normal Greeting**— choose a standard system greeting, a system greeting personalized with your name or a custom greeting recorded by you.
- **Extended Absence Greeting**— this greeting option alerts callers that you are away and not able to responding to messages immediately.
- **Busy Greeting**—this greeting can supplement a Normal Greeting to alert callers that you are currently on the phone. Typically, users include a statement offering to respond more rapidly to the caller.

Once you are satisfied with your selections, click "Update"

Recording a Greeting

To record a Greeting, click on  next to the greeting you wish to modify.

The system will require a phone number to use to reach you. That number will ring and upon answering the system will prompt you to record your greeting.

Messages Panel

Displays stored messages with the caller's number and —if there is a match in your contacts— the name and photo of the caller.

Unread messages appear with a green frame.

Transcription of the message is displayed to the right.

Messages can be sorted by caller or date.

Deleted messages can be recovered by clicking on the Trash tab.

Timesaver: Placing Conference Calls



If you have an active and held call, press **Join** to set-up a conference.

Favorites

Favorites are contacts you call most often. Your Favorites list displays all your Favorites. A smaller number of Favorites displays in Lines view.

- **To view your Favorites list** - From Home view, press and select **Directories> Favorites**.
- **To make a contact a Favorite** - Navigate to your Contact Directory and select the contact. Press **Info**, press **More**, and select **Add....** Press **Yes** to confirm.
- **To dial a Favorite** - Press the Favorite from Home or Lines view, or from your Favorites list.

Viewing Recent Calls

From Lines view, do one of the following:

- Press , select **Directories**, and select **Recent Calls**
- to view your Recent Calls list.
- 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.

From the Recent Calls list, press **Sort** to sort and order calls, press **Type** to display only certain calls, or select a call record to call the person.

Contact Directory

To select a contact from the Contact Directory, press .

- **To view your Directory** – Select **Directories** from Home view. Press **Contact Directory** on the Directory screen.
- **To add a contact** - Navigate to your Contact Directory and press **Add**. Enter the contact's information, and press **Save**. To make a contact a Favorite, enter a **Favorite Index** number.
- **To update contact information** - Navigate to your Contact Directory and select the contact. Press **Info**, press **Edit**, update the contact's information, and press **Save**.
- **To delete a contact** - Navigate to your Contact Directory and select the contact. Press **Info**, press **Delete** and press **Yes** to confirm.
- **To search for a contact** - Navigate to your Contact Directory and press **Search**. Enter search criteria, and press **Search**.

- **To dial a contact from your Directory** - Navigate to your Contact Directory and select the contact. From the contact's information screen, select the contact's phone number and press **DIAL**.

Tip: What Does a Star Mean?



A star, ★, indicates a Favorite.

Listening to Voice Mail

An envelope, , adjacent to a Line key, indicates that you have voicemail. Select **Messages** from Home view or press , and select **Message Center**. Press **Connect** and follow the prompts.

Muting the Microphone

During a call, press so other parties can't hear you. To disable Mute, press again.

This applies to calls using the handset, headset, and speakerphone.

Using Do Not Disturb

To enable or disable ringing, press **DND** from Home or Lines view. When Do Not Disturb is enabled, the **DND** icon, , displays in the status bar and beside the appropriate Line key.

Adjusting Volume

To change call volume, press during a call. To change the ringer volume, press when the phone is idle or ringing.

Updating Ringtones

To change the incoming call ringtone, select **Settings** from Home view, and press **Basic > Ring Type**. If more than one line is configured, **select the line then select the ringtone you want**.

To set a ringtone for a contact, navigate to your Contact Directory and select the contact. Press **INFO**. Press **Edit**, update the contact's **Ring Type**, and press **Save**.

For detailed information on how to use your phone, see the Polycom VVX 300 and 310 Business Media Phone User Guide, available by navigating to your phone's Support page from [Polycom Voice Support](#).



Polycom® VVX® 300 & 310 Business Media Phones



Quick Reference Card

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