USER GUIDE

UC Software 7.2.1 | January 2022 | 3725-49791-007A

Poly CCX Business Media Phones with Skype for Business

Getting Help
For more information about installing, configuring, and administering Poly/Polycom products or services, go to Poly Online Support Center.

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Before You Begin

Topics:

- Audience, Purpose, and Required Skills
- Related Poly and Partner Resources
- Privacy Policy

This user guide helps you configure Poly settings available on your CCX when running Microsoft Skype for Business.

This user guide supports the following Poly phones with Skype for Business:

- CCX 400 business media phones
- CCX 500 business media phones
- CCX 600 business media phones

Audience, Purpose, and Required Skills

This guide is intended for Poly phone users running Skype for Business. Administrators and users can use this guide to configure Poly settings available on the phone's local interface.

Related Poly and Partner Resources

See the following sites for information related to this product.

- The Poly Online Support Center is the entry point to online product, service, and solution support information including Video Tutorials, Documents & Software, Knowledge Base, Community Discussions, Poly University, and additional services.
- The Poly Document Library provides support documentation for active products, services, and solutions. The documentation displays in responsive HTML5 format so that you can easily access and view installation, configuration, or administration content from any online device.
- The Poly Community provides access to the latest developer and support information. Create an account to access Poly support personnel and participate in developer and support forums. You can find the latest information on hardware, software, and partner solutions topics, share ideas, and solve problems with your colleagues.
- The Poly Partner Network is a program where resellers, distributors, solutions providers, and unified communications providers deliver high-value business solutions that meet critical customer needs, making it easy for you to communicate face-to-face using the applications and devices you use every day.
- The Poly Services help your business succeed and get the most out of your investment through the benefits of collaboration.
- Poly Lens enables better collaboration for every user in every workspace. It is designed to spotlight the health and efficiency of your spaces and devices by providing actionable insights and simplifying device management.
- With Poly+ you get exclusive premium features, insights and management tools necessary to keep employee devices up, running and ready for action.

Privacy Policy

Poly products and services process customer data in a manner consistent with the Poly Privacy Policy. Please direct comments or questions to privacy@poly.com

Getting Started

Topics:

- Product Overview of Poly CCX Business Media Phones
- Logging In to and Locking Your Phone

This section provides information on getting started with your Poly CCX business media phones running Skype for Business.

Note: As you read this guide, remember that your system administrator configures certain features or your network environment may determine them. As a result, some features may not be enabled or may operate differently on your device. Additionally, the examples and graphics in this guide may not directly reflect available options or what your device screen displays.

Product Overview of Poly CCX Business Media Phones

Poly CCX business media phones with Skype for Business support audio-only conference calls.

The following features are available on CCX phones with Skype for Business:

- Placing, answering, and managing audio calls
- Initiating, joining, and managing audio conference calls
- Recording audio calls with USB flash drives
- Viewing and joining scheduled calendar meetings
- Managing contacts, call lists, and directories
- Adjusting call and phone settings
- Pairing with Bluetooth–enabled devices
- Checking voicemail messages

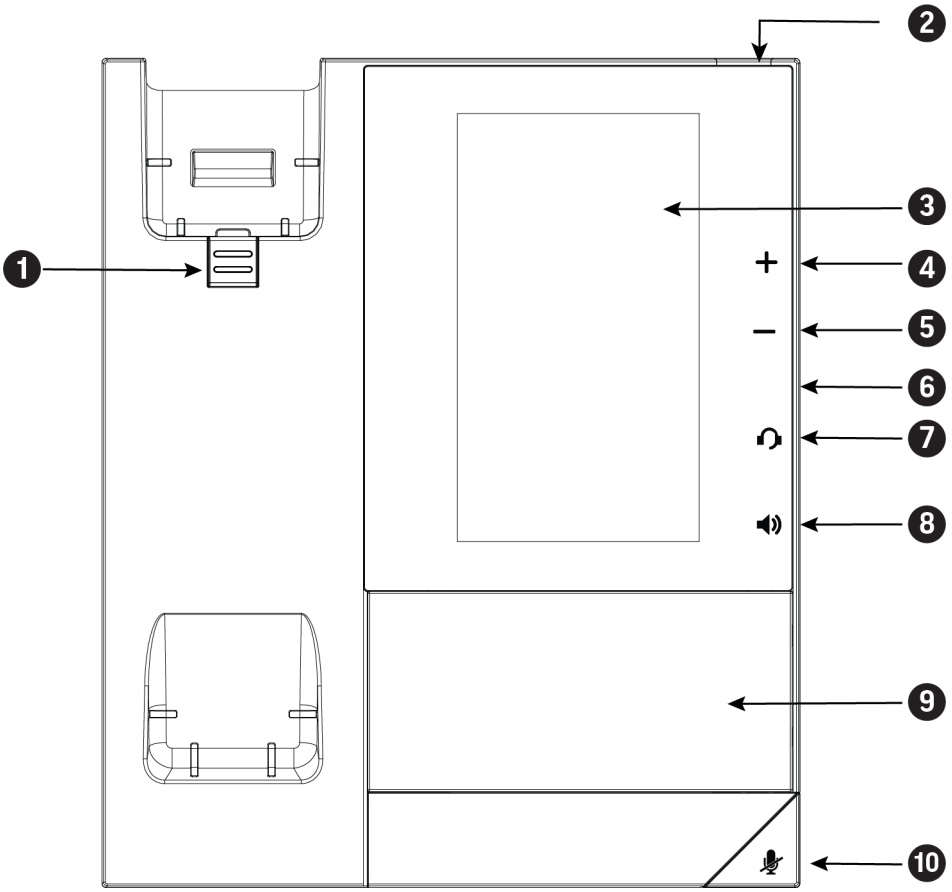
CCX Phone Hardware Overview

The following topics describe the hardware features for Poly CCX business media phones.

Poly CCX 400 Business Media Phones Hardware

The following figure displays the hardware features on Poly CCX 400 business media phones. The table lists each feature numbered in the figure.

Figure 1: Poly CCX 400 phone hardware features



Poly CCX 400 Phone Hardware Feature Descriptions

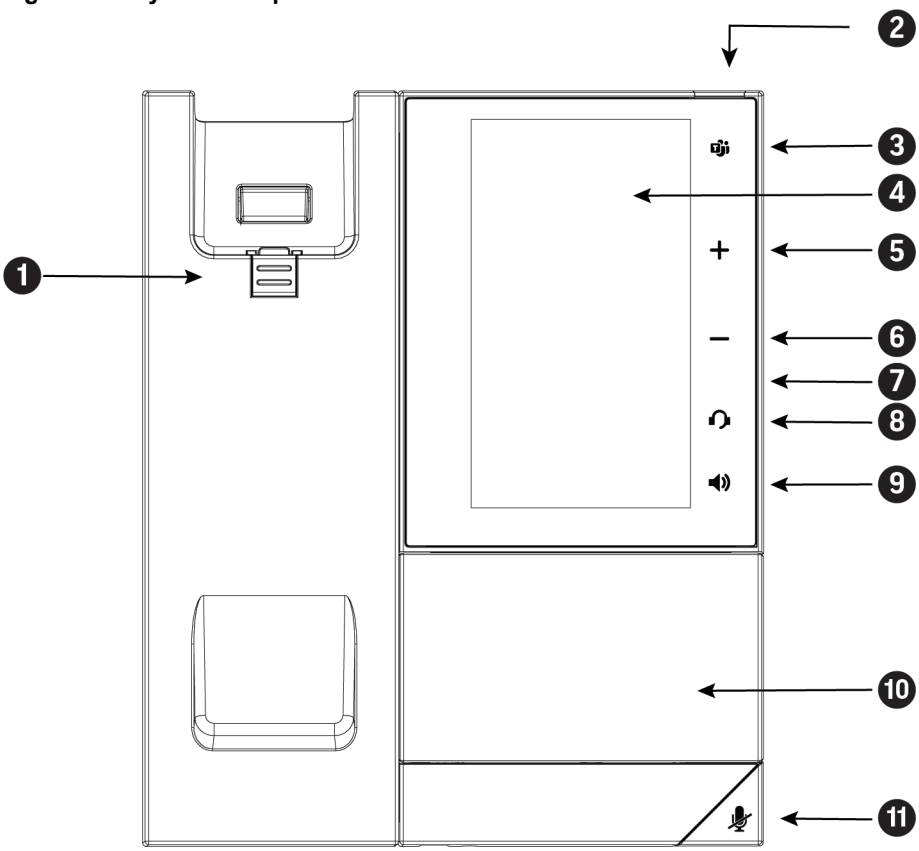
Reference Number	Feature	Feature Description
1	Reversible tab	Secures the handset in the cradle when you position your phone stand at a high angle. To secure the handset, remove the tab, reverse it so the protrusion points up, and reinsert it. Position the handset so the protrusion on the tab fits into the slot on the handset.
2	Message waiting indicator	Flashes red to indicate you have an incoming call or a new message.
3	Touchscreen	Select items and navigate menus on the touch-sensitive screen.

Reference Number	Feature	Feature Description
4, 5	Volume keys	Adjust the volume of the handset, headset, speaker, and ringer.
6	USB port(s)	CCX 400 business media phones include one USB-A port. Attach a USB flash drive or USB headset.
7	Headset indicator	Displays when the phone is powered on. The icon glows green or blue when a headset is connected and activated.
8	Speakerphone indicator	Displays when the phone is powered on. The icon glows green when activated.
9	Speaker	Provides ringer and speakerphone audio output.
10	Mute key	Mute or unmute the microphone during an active call.

Poly CCX 500 Business Media Phone Hardware

The following figure displays the hardware features on Poly CCX 500 business media phones. The table lists each feature numbered in the figure.

Figure 2: Poly CCX 500 phone hardware features



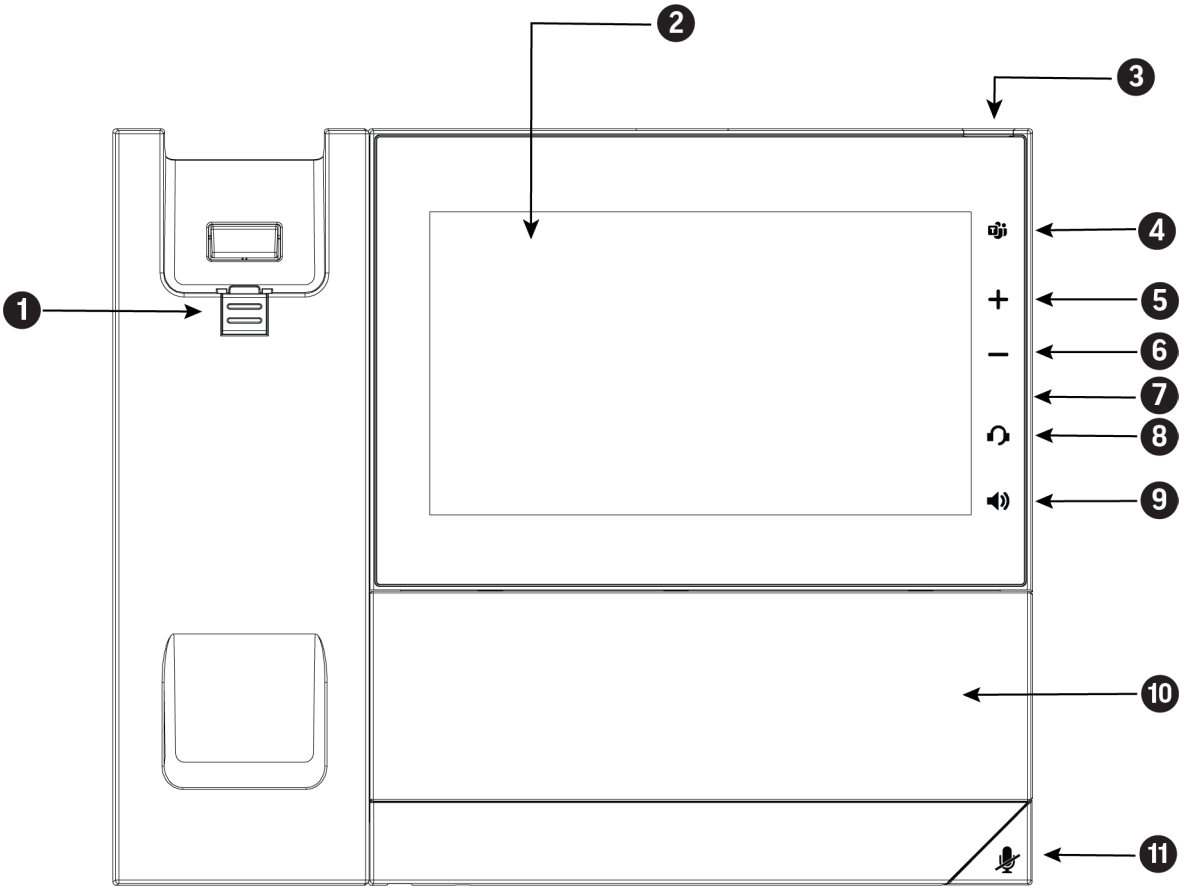
Poly CCX 500 Phone Hardware Feature Descriptions

Reference Number	Feature	Feature Description
1	Reversible tab	Secures the handset in the cradle when you position your phone stand at a high angle. To secure the handset, remove the tab, reverse it so the protrusion points up, and reinsert it. Position the handset so the protrusion on the tab fits into the slot on the handset.
2	Message waiting indicator	Flashes red to indicate you have an incoming call or new messages.
3	Teams button	Glows and is active when the phone is set to the Teams base profile. Navigates to the Home screen. If the Home screen is disabled, the button navigates to the Calls screen.
4	Touchscreen	Select items and navigate menus on the touch-sensitive screen.
5, 6	Volume keys	Adjust the volume of the handset, headset, speaker, and ringer.
7	USB port(s)	Poly CCX 500 phones include one USB-A port and one USB-C port. Attach a USB flash drive or USB headset.
8	Headset indicator	Displays when the phone is powered on. The icon glows green or blue when a headset is connected and activated.
9	Speakerphone indicator	Displays when the phone is powered on. The icon glows green when activated.
10	Speaker	Provides ringer and speakerphone audio output.
11	Mute key	Mute or unmute the microphone during an active call.

Poly CCX 600 Business Media Phone Hardware

The following figure displays the hardware features on Poly CCX 600 business media phones. The table lists each feature numbered in the figure.

Figure 3: Poly CCX 600 Phone Hardware Features



Poly CCX 600 Phone Hardware Feature Descriptions

Reference Number	Feature	Feature Description
1	Reversible tab	Secures the handset in the cradle when you position your phone stand at a high angle. To secure the handset, remove the tab, reverse it so the protrusion points up, and reinsert it. Position the handset so the protrusion on the tab fits into the slot on the handset.
2	Touchscreen	Select items and navigate menus on the touch-sensitive screen. Tap the screen to select and highlight screen items. To scroll, touch the screen and swipe your finger up, down, right, or left.
3	Message waiting indicator	Flashes red to indicate you have an incoming call or new messages.

Reference Number	Feature	Feature Description
4	Teams button	Glows and is active when the phone is set to the Teams base profile. Navigates to the Home screen. If the Home screen is disabled, the button navigates to the Calls screen.
5, 6	Volume keys	Adjust the volume of the handset, headset, speaker, and ringer.
7	USB port(s)	One USB-A port and one USB-C port.
8	Headset indicator	Displays when the phone is powered on. The icon glows green or blue when a headset is connected and activated.
9	Speakerphone indicator	Displays when the phone is powered on. The icon glows green when activated.
10	Speaker	Provides ringer and speakerphone audio output.
11	Mute key	Mute or unmute the microphone during an active call.

LED Indicators on CCX Phones

The LEDs on Poly CCX phones indicate phone and accessory states.

CCX Phones LED Descriptions

LED	Color State and Description
Speakerphone	Off – Phone is in sleep mode. White – Speakerphone is off, but the phone is active. Green – Speakerphone is on.
Headset	Off – Phone is in sleep mode. White – No headset is active. Green – An electronic hookswitch (EHS) headset is connected and activated. Blue – A USB or Bluetooth headset is connected and activated.
Mute	Off – No call is active. Red – The phone microphone is muted.
Message Waiting Indicator (MWI)	Off – No new messages are available. Blinking Red – New or unread voicemails are available, incoming call and missed call.

Navigating Your Phone

Your phone has icons, status indicators, and user screens to help you navigate and understand important information on the state of your phone.

CCX Phone Screens

You can access various phone screens from the **Home** screen or from the **Menu** ≡ in the upper-left corner of the display.

Access the Home Screen

The **Home** screen displays phone status, soft keys, and registered lines.

Procedure

» Do one of the following:

- Select **Home** ⌂.
- Select **Menu** ≡ > **Home** ⌂.

Access the Dial a Number Screen

The **Dial a Number** screen provides access to the dialpad, directories, recent calls, and meetings.

When configured by your system administrator, your phone displays the **Dial a Number** screen when the phone is idle.

Procedure

» Do one of the following:

- On the **Home** screen, select **Dial a Number**.
- Select **Menu** ≡ > **Dial a Number**.

Accessing the Calls Screen

The **Calls** screen on CCX phones automatically displays when you place a call and you have an active call in progress.

For active calls, the phone displays the contact's name, number and the call duration.

You can also view active and held calls on the phone. If the phone has multiple lines, active and held calls display under the associated line.

Icons and Status Indicators

The following table displays the icons and status indicators that display on the phone.

Icons and Status Indicators

Icon	Description
	Registered Line
	Unregistered Line

Icon	Description
	Active Call
	Call Forwarding enabled
	Missed Call
	Placed Call
	Received Call
	Bluetooth
	USB attached
	Do Not Disturb enabled
	Configuration Warning message

Related Links

Users Who Are Deaf or Hard of Hearing on page 76

Using a Phone as a Common Area Phone

Your system administrator can set up phones in your environment as Common Area Phones (CAP) to enable you to use the phone as a CAP user.

When your admin sets up a phone as a Common Area Phone, you can access only the following features:

- Flexible Line Keys
- Better Together over Ethernet
- Address Book Service search

Enter Information Using the Onscreen Keyboard

The onscreen keyboard available on supported phones enables you to enter information into text fields using the touchscreen.

The onscreen keyboard displays automatically at the bottom of the screen when you enter information in a text field. When a text field requires only numbers, the onscreen keyboard displays only numbers.

Procedure

1. Select the text input field.
2. Enter your text characters.
3. Select **Enter** ✓.

Logging In to and Locking Your Phone

Sign in to your phone with your Skype for Business credentials and lock your phone using a lock code.

Signing In to Skype for Business on Your Phone

You can sign in to your Skype for Business account using several different methods.

Use one of the following methods to sign in to a Poly phone with your Skype for Business credentials:

- **User ID**: Enter your user credentials.
- **PIN**: Enter your PIN Authentication credentials, if enabled.
- **Web Sign In**: Sign in to your Skype for Business Online account on your computer using the web address shown on the phone.

Sign In Using Your Skype for Business User Credentials

You can sign in to Skype for Business through the phone's local interface.

Your system administrator provides you with your login credentials. Your login credentials include your domain, email address, user name, and password.

Procedure

1. Do one of the following:
   - Select **Sign In**.
   - Go to **Settings** > **Features** > **Skype for Business** > **Sign In**.
2. Select **User ID**.
3. Enter your Skype for Business account user credentials and select **Sign In**.

   A confirmation message displays when the phone successfully signs in to Skype for Business.

Note: If you input the wrong credentials and lock your account, contact your system administrator.

Sign In to Skype for Business on Your Computer Using BToE

Pairing your phone with BToE enables you to sign in to your phone using the Skype for Business desktop client.

Procedure

1. Go to **Menu** > **Sign In**.
2. Select **Via PC** or **Paired with Client**.
3. In the Skype for Business client on your computer, enter your login credentials.

   A confirmation message displays when the phone successfully signs in to Skype for Business.

Sign In Using Skype for Business PIN Authentication

Sign in to Skype for Business on your phone or common area phone with your PIN authentication credentials.

Procedure

1. Do one of the following:
   - Select **Sign In**.
   - Go to **Settings** > **Features** > **Skype for Business** > **Sign In**.
2. Select **PIN Authentication**.
3. Enter the PIN authentication credentials for your Skype for Business account and select **Sign In**.

   A confirmation message displays when the phone successfully signs in to Skype for Business.

Note: If you input the wrong credentials and lock your account, contact your system administrator.

Sign In to Skype for Business Using Web Sign In

Use a web browser to sign in to Skype for Business on your phone.

Procedure

1. Do one of the following:
   - Select **Sign In**.
   - Go to **Settings** > **Features** > **Skype for Business** > **Sign In**.
2. Select **Web Sign In**.

   A web address displays.
3. Enter the URL into a web browser on your computer.
4. On the Skype for Business Authentication website, enter your email address and select **Verify Email**.
5. Enter the PIN generated on the phone into the web browser.

   A confirmation message displays when the phone successfully signs in to Skype for Business.

Sign Out of Skype for Business

If you sign in to Skype for Business on a public phone, make sure you sign out of your account after you finish using it.

After you sign out of Skype for Business, you can't call or view your Skype for Business contacts on the phone. However, you can still use other available features.

Procedure

» Select **Menu** > **My Status(Available)** > **Sign Out**.

Signing In to a Phone as a Guest

The hot desking feature allows you to sign in to a phone as a guest. Sign in using your Skype for Business credentials or PIN.

The following features are available when you're signed in as a guest:

- Flexible Line Key (FLK)

- Device Lock
- Address Book Service search
- Do Not Disturb status
- Call Forward
- Basic Settings menu
- Advanced Settings menu
- Sign In/ Sign Out
- System web interface
- Exchange Calendar
- Exchange Contacts
- Exchange Applications
- Exchange Voicemail
- Better Together over Ethernet

These features maintain the default settings while you're signed in as a guest. When you sign out, the host user settings are restored.

Sign In as a Guest Using User Credentials

Sign in to Skype for Business on your phone or Common Area Phone (CAP) as a guest with your login credentials.

Procedure

1. On the phone, select the **Guest** soft key.
2. Select **Yes** to sign out the host user.
3. Select **User ID**.
4. Enter your Skype for Business account user credentials and select **Sign In**.

   A confirmation message displays when the phone successfully signs in to Skype for Business.

Sign In as a Guest Using PIN Authentication

Sign in to Skype for Business on your phone or common area phone as a guest with your PIN Authentication credentials.

Procedure

1. On the phone, select the **Guest** soft key.
2. Select **Yes** to sign out the host user.
3. Select **PIN Authentication**.
4. Enter the PIN authentication credentials for your Skype for Business account and select **Sign In**.

   A confirmation message displays when the phone successfully signs in to Skype for Business.

Sign In as a Guest Using Web Sign In

Use a web browser to sign in to Skype for Business on a phone as a guest user.

Procedure

1. On the phone, select the **Guest** soft key.
2. Select **Yes** to sign out the host user.
3. Select **Web Sign In**.

   A web address displays.
4. Enter the URL into a web browser on your computer.
5. On the Skype for Business Authentication website, enter your email address and select **Verify Email**.
6. Enter the PIN generated on the phone into the web browser.

   A confirmation message displays when the phone successfully signs in to Skype for Business.

Sign In to Skype for Business as a Guest Using BToE on Your Computer

When you connect a phone to the computer and pair using Better Together over Ethernet, you can sign in to the phone as a guest user using the Skype for Business client on your computer.

Procedure

1. Go to **Menu** > **Guest**.
2. Select **Yes** to sign out the host user.
3. Select **Via PC** or **Paired with Client**.
4. In the Skype for Business client on your computer, enter your login credentials.

   A confirmation message displays when the phone successfully signs in to Skype for Business.

Locking Your Phone

Your system administrator provides you with a user password that you can use to unlock the phone.

Locking your phone prevents unauthorized people from placing or answering calls. It also prevents anyone from viewing or modifying phone information, such as your directory, call lists, or favorites.

When you lock your phone, you can do the following:

- Place outgoing calls to emergency and authorized numbers only
- Place outgoing calls to a contact, unless your system administrator restricts your phone to placing calls to emergency and authorized numbers only
- Enter a password to answer incoming calls
- Answer incoming calls, unless your administrator has set your phone to require a password to answer calls

Related Links

Place a Call from a Locked Phone on page 24
Answer a Call on a Locked Phone on page 27

Set a Lock Code

When you sign in to Skype for Business on your phone, the phone prompts you to set a lock code. Use the lock code to unlock your phone.

Note: You can’t dismiss the prompt to create a lock code. However, the prompt disappears if you don’t create a lock code in a set amount of time. If you don’t create a lock code when prompted, you can't sign in on the phone.

Procedure

1. At the **Create a Lock Code** prompt, enter a numerical lock code and select the **Checkmark** ✓.
2. Confirm your lock code and select the **Checkmark** ✓ again.

   The phone saves your lock code so you can use it to unlock your phone.

Lock Your Phone

After you create a lock code, lock your phone any time you leave your desk. Your phone automatically locks after being idle for the amount of time your administrator defines.

Procedure

- » Go to **Menu** > **Lock**.

Unlock the Phone

You can unlock the phone with your lock code.

Procedure

- » Enter your lock code and select **Unlock** or tap ⊖.

Change Your Lock Code

You can change your lock code at any time while signed in to your Skype for Business account.

Procedure

1. Navigate to **Menu** > **Settings** > **Basic** > **Device Lock**.
2. Select **Change Lock Code** and enter your current lock code.
3. Enter a new lock code and confirm your new lock code.
4. Select **Submit**.

Reset Your Lock Code

If you forget your lock code, reset the code using your login password.

Procedure

1. On the **Lock** screen, select **Forgot**.
2. On the **Forgot Lock Code** screen, enter your login password or the PIN for your Skype for Business account.
3. Enter and confirm your new lock code.

Disable Device Lock

Device Lock is enabled by default. However, if you don’t want to lock your phone, disable Device Lock.

Procedure

1. Navigate to **Menu** > **Settings** > **Basic** > **Device Lock**.
2. Select **Device Lock: Enabled**, and select **Disabled**.

Audio Calls

Topics:

- Placing Audio Calls
  - Redial a Number
- Answering Audio Calls
  - Decline an Incoming Call
  - End an Audio Call
- Holding and Resuming Calls
  - Transfer a Call
- Rejecting Calls with Do Not Disturb
- Forwarding Incoming Skype for Business Calls
  - Managing Multiple Calls
  - Mute the Microphones
  - Unmute the Microphones
- Recording Audio Calls

By default, your phone has one registered line.

You can manage a maximum of 24 active, incoming, or held audio calls at a time on the line. However, you can have only one active call in progress with numerous other incoming calls or calls on hold.

Placing Audio Calls

Poly phones enable you to place calls to local numbers, international numbers, and Skype for Business contacts.

You can initiate calls from your favorites list, recent calls list, and your phone directory. From a locked phone, you can place calls to numbers authorized by your system administrator.

Place an Audio Call

Call a contact using their phone number or IP address.

Procedure

1. Select **Dial a Number**.
2. Enter your contact's number or select the onscreen keyboard and enter an IP address.
3. Select **Dial** .

Place an International Call

You can place calls to international phone numbers on your phone.

Procedure

1. Do one of the following:
   - On the home screen, select **Place a Call**.
   - Select **Menu** > **Place a Call**.
   - Pick up the headset, press the headphone icon, or press the speakerphone icon.
2. On the dialpad, quickly press the star key (*) twice.

   A plus sign (+) displays.
3. Enter the country code and phone number then select **Dial** .

   The phone plays a tone and the contact's phone answers the call automatically.

Place a Call from Recent Calls

Place calls from the **Recent Calls** list, which contains calls that you recently placed, answered, or missed.

Procedure

1. Do one of the following:
   - From the **Home** screen, select **Recent Calls** .
   - From the **Place a Call** screen, select **Recent Calls** .
2. Select a contact.

   The call begins automatically after you select a contact.

Related Links

Call Lists and Directories on page 46

Place Calls to Skype for Business Contacts

When you sign in to Skype for Business, favorites in the Skype for Business client display on the phone in the **Contacts** list. You can call your Skype for Business favorites from the **Contacts** list on the phone.

Procedure

1. Go to **Directories** > **Contacts**.
2. Choose a contact and select **Dial**.

Related Links

Skype for Business Contacts on page 49

Place a Call over Bluetooth

You can pair and connect your phone with a Bluetooth–enabled mobile phone or tablet. Calls placed call on your device and use the phone as a speakerphone for the call. These steps apply to most mobile phones and tablets. For more information refer to your mobile phone or tablet's product documentation.

Procedure

1. Connect your device with the phone over Bluetooth.
2. On your device, place a call to a contact and select the CCX as the audio source.

Related Links

Using Bluetooth Devices on Your Phone on page 64

Call a Favorite

Contacts you add as favorites display at the bottom of the **Home** screen with an avatar. You can place a call to favorites by selecting the favorite's avatar.

Procedure

» On the **Home** screen, select a favorite.

Calling Contacts from Directories

You can search for and call contacts in your contact directory and the Skype for Business Directory. You can also search for distribution lists and call a member of a distribution list.

Related Links

Call Lists and Directories on page 46

Call a Contact from a Directory

Place a call directly from your directory or select contacts in your directory to call on the **Dial a Number** screen.

Procedure

1. Do one of the following:
   - Navigate to **Contacts** and select a directory.
   - Navigate to **Place a Call**, select **Contacts**, and select a directory.
2. Select a contact.
3. On the **Details** screen, select **Call** next to the number you want to call.

Call a Contact from a Directory Search

Search for and call contacts on the **Search** screen in your directory.

Procedure

1. Select **Directories**, then select **Contacts** and select a directory.
2. In the **Search** field, enter your contact's name.
3. Select a contact.

Place a Call from a Locked Phone

When the phone is locked, you can place outgoing calls to any contact unless your system administrator restricts your phone to placing calls only to emergency numbers, such as 911, and authorized numbers that your system administrator can set up.

Procedure

1. Do one of the following:
   - On the home screen, select **Dial A Number**.
   - Pick up the headset, press the headphone icon, or press the speakerphone icon.
2. From the **Place an Authorized Call** screen, choose a number and select **Dial**.

Related Links

Locking Your Phone on page 19

Placing Intercom Calls

Like a normal call, the intercom feature enables you to place a call to a contact.

An intercom call differs from a normal call in that the call recipient's phone answers automatically when not in an active call. Check with your system administrator to find out if this feature is available on your phone.

If the call recipient has an active call, the recipient can choose to answer the intercom call. Otherwise, the phone answers the intercom call automatically after their active call ends.

Related Links

Answer an Incoming Call on page 26

Place an Intercom Call

You can place an intercom call from your phone to quickly relay a message to a contact.

Tip: Your system administrator can set up your phone to automatically call a specific contact when you select **Intercom**. If your phone is set up this way, select **Intercom** and wait for your contact to answer before speaking your message.

Procedure

1. Select **Intercom**.
2. Enter a number or select a contact.
3. Select **Dial** .

   The phone plays a tone and the contact's phone answers the call automatically.
4. After your contact answers the call, speak your message and select **End Call**.

Place an Intercom Call During a Call

Place an intercom call to another contact during an active call.

Procedure

1. Select **Hold** > **Intercom**.

   The active call goes on hold and the dialpad displays.
2. Enter a number or select a contact.
3. Select **Dial** .

   The phone plays a tone and the contact's phone answers the call automatically.
4. After your contact answers the call, speak your message and select **End Call**.
5. Select **Resume**.

Redial a Number

Your phone automatically keeps a record of all calls placed. Use Redial to contact the last contact you called.

Procedure

» Select **Menu** > **Redial**.

Answering Audio Calls

When you receive an incoming call on your phone, you can choose to answer the call in a number of different ways.

Answer an Incoming Call

When you receive an incoming call, the phone rings and the **Incoming Call** screen displays. On the **Incoming Call** screen, choose to answer or reject the incoming call.

Note: Your system administrator can enable the screen to flash bright orange when you have an incoming call. The screen continues to flash until the **Home** or **Calls** screen displays the incoming call. For more information about this feature, contact your system administrator.

Procedure

» Select **Answer** .

Related Links

Placing Intercom Calls on page 25
Decline an Incoming Call on page 27

Answer a Call When in a Call

When you're in an active call and an incoming call arrives on the same or a different line, a call waiting tone beeps and the **Incoming Call** screen displays.

Procedure

» Select **Answer**.

The active call goes on hold, and the incoming call becomes active.

Answer Calls Automatically

You can set up your phone to automatically answer calls using Auto Answer.

When enabled, the phone automatically answers all incoming calls using the speakerphone. Your system administrator sets how many times the phone rings before it automatically answers the call.

The phone doesn't automatically answer a call until you place your current call on hold or end it.

Procedure

1. Go to **Menu** ☰ > **Settings** > **Basic** > **Preferences**.
2. Select **Auto Answer**.
3. Select **Auto Answer SIP Calls** and select **Yes**.
4. Select **Microphone Muted** and choose **Yes** (the default setting) to mute the microphone for auto-answered calls.
5. Select **Save**.

Related Links

Users with Limited Mobility on page 77

Answer a Call on a Locked Phone

You can enable your phone to accept calls while it's locked. To answer calls on a locked phone, enter your password.

Procedure

1. On the **Incoming Call** screen, select **Answer**.
2. Enter your password and select **Enter**.

   The call connects.

Related Links

Locking Your Phone on page 19

Answer an Intercom Call

When you receive an intercom call, your phone answers the call automatically using the speakerphone as long as you don't have an active call already.

If the phone answers an intercom call with your microphone muted, you must unmute your microphone before responding to the call.

Decline an Incoming Call

You can decline an incoming call and send the call directly to voicemail.

Declined calls display in the **Missed Calls** list in **Recent Calls**. You can’t decline calls for shared lines.

Procedure

- » In the **Incoming Call** screen, select **Decline**.

Related Links

Answer an Incoming Call on page 26

End an Audio Call

End active calls at any time. To end a held call, resume the call and then end it.

Procedure

» Do one of the following:
- Select **Hang Up**.
- On the **Calls** screen, select the call and select **Hang Up**.
- On the **Calls** screen, select a held call, select **Resume** , and select **Hang Up**.
- If you're using the handset, return the handset to the cradle.

Holding and Resuming Calls

When you're in a call, place an active audio call on hold and resume the call.

Hold a Call

Place an active call on hold.

Procedure

» During an active call, select **Hold**.

Resume a Call

View and resume a held call.

Procedure

» Do one of the following:
- Select **Resume**.
- From the **Calls** screen, select the call and select **Resume**.

Transfer a Call

Transfer a call that is active or on hold.

Procedure

1. Select **Transfer**.
2. Do one of the following:
   - Enter a phone number and press .
   - Select **Directories** > **Contacts**.

     Select or search for a contact then select **Dial**.

The call is transferred.

Rejecting Calls with Do Not Disturb

Do Not Disturb (DND) enables you to set your phone to automatically reject calls when you don't want to be interrupted.

When you enable DND, you see the following:

- The **DND** icon displays in the status bar.
- When the phone is idle, the **DND** icon displays next to your phone line.
- When the administrator enables hybrid line registration on the phone, you can choose **All** to enable DND on all the registered lines.
- If you have new messages or you have enabled call forwarding, the messages or forwarding icon display instead of the **DND** icon.

Note: When you set your presence status to **Do Not Disturb** and enable **DND** on your phone, a message reflecting your Do Not Disturb status scrolls under the time display. The **DND** icon doesn't display in the status bar.

Enable Do Not Disturb

Enable DND to prevent your phone from ringing and to send all incoming calls to voicemail. The phone logs all calls you receive while on DND in the **Recent Calls** list.

DND on shared lines disables ringing only. A visual notification of the call still displays, and you can answer or ignore the call.

Procedure

» Do one of the following:

- Select **DND** on the **Home** screen, if enabled by your system administrator.
- Go to **Settings** > **Features** > **Do Not Disturb** and select **Enable**.

Disable Do Not Disturb

When you're ready to receive calls, disable DND.

Procedure

» Go to **Settings** > **Features** > **Do Not Disturb** and select **Disable**.

Forwarding Incoming Skype for Business Calls

You have several options when forwarding calls with a phone registered with the Skype for Business Server. You can forward calls to contacts, to voicemail, or to a group of contacts.

Simultaneously Ring a Group of Contacts

In the Skype for Business client, you can choose to simultaneously ring a group of Skype for Business contacts when you receive incoming calls.

If your line receives an incoming call, the phone rings for everyone in the team-call group.

Procedure

1. In the Skype for Business client, go to **Settings** > **Tools** > **Call Forwarding Settings**.
2. Select **Simultaneously Ring** > **My Team-Call Group**.
3. In the **Call Forwarding - My Team-Call Group** dialog box, select **Add**.
4. In the **Choose a Team-Call Group Member** dialog box, select the contacts you want to add, and select **OK**.

   The contacts you add as group members display in the **Call Forwarding - Team-Call Group** dialog box.
5. Choose the option in the **Ring your team-call group after this many seconds** drop-down menu to determine when your team-call group's phones ring.

Forward Skype for Business Calls to a Contact

Forward all calls to a Skype for Business contact.

Procedure

1. Go to **Settings** > **Features** > **Forward**.
2. Select **Forward to Contact** and do one of the following:
   - Enter a contact's number and select **OK**.
   - Select **Search**, search for and choose a contact, and select **Forward**.
   - Select **Contacts**, choose a contact, and select **Forward**.

Forward a Call to Voicemail

When you sign in to Skype for Business, forward all calls directly to your voicemail.

Note: You can access the **Forward to Voicemail** option when you enable voicemail.

Procedure

1. Go to **Settings** > **Features** > **Forward**.
2. Select **Forward to Voicemail**.

   All incoming calls go directly to your voicemail.

Related Links

Voicemail and Pages on page 53

Managing Multiple Calls

Manage multiple active, incoming, or held calls.

In the **Calls** screen, view active and held calls, including conference calls. The following figure shows an active call and a held call.

Manage a Call from the Calls Screen

From the **Calls** screen, you can manage a call by holding, resuming, or transferring the call.

Procedure

1. Select a call.
2. Do one of the following:
    - Select **Hold** to place an active call on hold.
    - Select **Resume** to make a held call active.
    - Select **End Call** to end a call with a contact. You can end active calls only, so resume the held call first before ending it.
    - Select **Transfer** to send the call to another contact.

Mute the Microphones

Mute the microphone so other parties can't hear you.

Procedure

» Do one of the following:
- Select **Mute** .
- Select the **Mute** key on the phone.

Related Links

Unmute the Microphones on page 31

Unmute the Microphones

Unmute your audio when you’re ready to speak and let others on the call hear you.

Procedure

» Do one of the following:
- Select **Unmute** .
- Select the **Mute** key on the phone.

Related Links

Mute the Microphones on page 31

Recording Audio Calls

On CCX phones, you can record audio calls onto a USB flash drive connected to your phone.

Recordings save as `.wav` files on the USB flash drive, and you can record up to four hours in one `.wav` file. You can replay recordings on the phone or on a computer.

For a list of supported USB flash drives to record phone audio, see *Technical Bulletin 38084: Supported USB Devices* at Poly Support.

Note: If your phone doesn't detect the USB device when you insert it into the USB port, the USB port on your phone may be disabled. Contact your system administrator for assistance using the USB port.

Guidelines When Recording Calls

Use the following guidelines when recording audio calls on your phone.

- Inform contacts when you're recording a call.
- Make sure to mute your audio when you're placed on hold while recording the call.
- During an active call, pause your recording before answering incoming calls. All incoming calls you answer after you start recording are also recorded in the same file. For example, on June 22, 2019, at 11:22 a.m., you answer a call from person A. During your call with person A, you answer calls from person B and person C. All three calls are recorded in the same file.

Record a Call

The phone enables you to record an active audio call. Make sure to inform your contacts on the call before you begin recording.

Some things to note about recording:

- You can't record when there are no connected calls, when you place a new call to transfer a call or initiate a conference, or when you have an incoming call.
- Your phone records some tones that your contact's phone makes.
- When you mute your microphone while recording, the phone doesn't record your audio and records only the other participants' audio.

Procedure

Pause a Recording

During a call, you might need to pause a recording while the call is active.

Procedure

» Select **Menu** > **Pause Recording**.

The message `Recording Paused` displays in the status bar.

Resume a Recording

After you pause and then resume recording, recording continues in the same file.

Procedure

» Select **Menu** > **Resume Recording**.

Stop Recording

Stop recording a call before the call ends. The recording also stops when the active call ends, no matter who ended the call.

Caution: Don’t remove the USB flash drive while recording. Doing so may corrupt the file, preventing you from playing it back later. Removing the USB flash drive while recording can also damage the flash drive.

Procedure

» Select **Menu** > **Stop Recording** or hang up the call.

Browse Recorded Calls

You can browse recorded files stored on the USB flash drive connected to supported phones.

Procedure

» Go to **Settings** > **Features** > **Removable Storage Media** > **Browse Recordings**.

A list of recordings displays.

Play a Recorded Call

Play back calls recorded on a USB flash drive connected to your phone.

Note: You can’t open and play recordings when you are in an active call or if you’re recording a call. If you try to, the phone cancels the action. Place the call on hold before playing recordings. The recording stops playing when you resume the call.

Procedure

1. Go to **Settings** > **Features** > **Removable Storage Media** > **Browse Recordings**.

   A list of recordings displays.
2. Select a recording.
3. Select **Open** > **Play**.

   The length of the recording and a progress bar displays as the recording plays.

Pause and Resume Played Recordings

While playing a recording, you can pause the recording, perform another task on the phone, and resume the recording at any time.

When you receive an incoming call while playing a recording, the phone automatically pauses the recording playback. If you don't answer or reject the incoming call, the recording remains paused until you select **Resume**.

Procedure

1. To pause the recording, select **Pause**.
2. Select **Resume** to continue playing the recording.

Stop Playing a Recording

After you finish listening to a recording, you can stop playing it by exiting the recording.

Procedure

- Select **Exit**.

Rename a Recording

By default, recordings are labeled with the date of the recording. You can rename recordings to provide them with more meaningful names.

Procedure

1. Go to **Settings** > **Features** > **Removable Storage Media** > **Browse Recordings**.

   A list of recordings displays.
2. Select a recording.
3. Select **Rename**, update the file name, and select **OK**.

Delete a Recording

When you've played a recording or need additional space on your USB drive, delete recordings from the phone.

Procedure

1. Go to **Settings** > **Features** > **Removable Storage Media** > **Browse Recordings**.

   A list of recordings displays.
2. Select a recording.
3. Select **Delete**.

Conference Calls

Topics:

- Initiating a Skype for Business Conference Call
- Add Contacts to a Skype for Business Conference Call
- Send Active Conference Information to a Contact
- Viewing a List of Skype for Business Conference Participants
- Managing Skype for Business Conference Participants

You can initiate and manage up to 24 Skype for Business conference calls on a Poly CCX system. However, you can have only one active conference call in progress.

You can also manage individual participants, enable announcements, and lock a conference.

Initiating a Skype for Business Conference Call

You can initiate Skype for Business conference calls on supported Poly phones registered with Skype for Business.

Initiate a Skype for Business Conference

You can initiate a Skype for Business conference call, add and invite contacts to the conference call, and manage up to 24 conference calls.

You must add one contact at a time to the conference call.

Procedure

1. Select **Meet Now** > **Add**.
2. Do one of the following:
   - Enter a contact's number.
   - Select a contact from **Contacts** or **Recent Calls** and select **Dial**.

   When the contact answers, the phone adds the contact to the conference call.
3. Select **Add** to add additional contacts to the conference call.

Initiate a Conference Call During a Call

During a Skype for Business call, add contacts to the call to initiate a conference call.

Procedure

1. Do one of the following:
   - Select **Add** and enter a contact's number.
   - Select a contact from **Contacts** or **Recent Calls**.
2. Select **Add Participants** to add the contact to the conference call.

Initiate a Group Conference Call

Initiate a conference call with a group of Skype for Business contacts.

Procedure

1. Go to **Directories** > **Groups**.
2. On the **Groups** screen, select a group.
3. Select **Dial All**.
4. Select **Yes** to confirm that you want to dial all contacts in the group.

   The phone calls each contact in the group one at a time and adds them to a conference call.

Add Contacts to a Skype for Business Conference Call

During a conference call, any participant can invite additional contacts to the call.

Procedure

1. During a conference call, select .
2. Select a contact to join the meeting.

   An alert tone is played when the contact has joined the conference.

Send Active Conference Information to a Contact

While in a conference call, you can send the conference dial-in number and conference ID to contacts you want to join the call. Your contact can then join the conference using the conference dial-in number and conference ID.

Contacts join the conference call immediately unless they try to join a locked conference call. Contacts must wait for the conference presenter to admit them to a locked conference call.

Procedure

- » Copy the information and send it to the contacts you want to join the conference.

Related Links

Lock and Unlock a Conference Call on page 39

Viewing a List of Skype for Business Conference Participants

When you initiate or join a conference call, the conference participants automatically display in a conference participant list.

The list only displays participants in the conference call; it does not display any calls on hold, as shown next.

Exit the Participants List

To view the **Home** screen or navigate to menu options, exit the **Participants** list.

Procedure

» Select **Back** ←.

If you need to return to the **Participants** list, select the **Participants** icon.

Return to the Participants List

To view participants, return to the **Participants** list at any time during an active conference on your phone.

Procedure

» Select **Participants**.

Managing Skype for Business Conference Participants

When you initiate a conference call, meeting presenters can manage the meeting presenters and attendees.

Conference participants with the **Presenter** icon next to their name are presenters and can manage other conference participants. For smaller conference calls consisting of no more than 10-15 people, each participant can be a presenter. For larger conference calls, you can nominate certain participants as presenters, and the rest are attendees. Presenters can share content, record the meeting, change meeting options, and manage other participants, among other things.

As a presenter, you can manage call participants in the following ways:

- Mute all participants or individual participants
- Remove participants from the conference call
- Promote an attendee to presenter or demote a presenter to an attendee
- Enable or disable conference announcements
- Lock or unlock a conference

Muting Conference Participants

Only presenters can mute and unmute conference participants.

If a presenter mutes your audio, a notification displays on your device and a **Mute** icon displays next to your name in the participants list. It takes 1 second for the mute icon to display on your device after a presenter mutes your audio.

You must wait for the presenter to unmute your audio before you can speak in the conference again.

Mute and Unmute All Conference Participants

Presenters can mute and unmute all conference participants at one time.

When you mute or unmute conference participants, the participants receive a notification on their phones.

Procedure

» Do one of the following:
- To mute all conference participants, select **Mute All**.
- To unmute all conference participants, select **Unmute All**.

Mute and Unmute an Individual Conference Participant

Presenters can choose to mute and unmute individual participants during conferences.

When you mute or unmute conference participants, the participants receive a notification on their phones.

Procedure

» Do one of the following:
- To mute a participant, choose the participant and select **Mute**.
- To unmute a participant, choose the muted participant and select **Unmute**.

Promote or Demote a Conference Participant

Presenters can promote conference participants from an attendee to a presenter or demote conference participants from a presenter to an attendee.

Procedure

» Do one of the following:
- Select **Host** to promote an attendee to presenter.
- Select **Attendee** to demote a presenter to attendee.

Enable and Disable Conference Announcements

Presenters can choose to enable or disable announcements during a Skype for Business conference call, if enabled.

When enabled, announcements play during the following situations:

- A presenter mutes or unmutes the audience.
- A presenter locks or unlocks the conference.
- A presenter removes a conference participant.
- A new participant joins the conference.

Procedure

» During a conference call, do one of the following:
- Select **Ena.Anc** to enable announcements.
- Select **Dis.Anc** to disable announcements.

Remove a Conference Participant

Presenters can remove any participant (except the conference initiator) from the conference call.

When you remove conference participants, the participants receive a notification on their phones.

Procedure

» Choose a participant and select **Remove**.

Lock and Unlock a Conference Call

Presenters can lock a conference call to prevent people from joining the conference call without approval.

Anyone on the network can join an unlocked conference call automatically with the right conference dial-in number and ID. With a locked conference call, people who want to attend the meeting must wait for the main presenter (the person who initiated the conference call) to admit them to the meeting.

Procedure

1. During an active conference, select **Lock**.

   The conference locks, and the main presenter must admit anyone that tries to join the call.
2. When you're ready to enable people to join the conference, select **Unlock**.

   The conference unlocks, and anyone can join the conference call.

Related Links

Send Active Conference Information to a Contact on page 36

Admit or Deny Participants to a Locked Conference Call

When you lock a conference, you can decide whether to admit or deny new participants to the call.

Contacts that want to enter a locked conference call display in the **Participants** list. An alert icon also displays on the main host's phone .

Procedure

» Select the participant and do one of the following:

- To allow the participant to join the call, select **Admit**.
- To prevent the participant from joining the call, select **Deny**.

Boss-Admin for Skype for Business

Topics:

- Add Delegates
- View the Delegates Group
- Delete Delegates from Phone Local Interface
- Maximum Number of Boss Lines
- View the Boss Group
- Set a Ringtone for Boss Calls
- Edit the Delegates Group
- Sort Boss-Admin Lines
- Managing Calls on the Boss's Line
- Join Conference Calls for a Boss

The Boss-Admin feature enables you to manage phones on your network and see when there is an answered call, when a call is on hold, or when a call has ended on a boss or delegate line.

When your phone is registered with the Skype for Business server, use the Boss-Admin feature to manage shared lines. A boss can assign delegates, and delegates can manage calls on behalf of the boss's line.

Add Delegates

Add delegates from your phone local interface or from the Skype for Business client.

Add Delegates from Skype for Business Client

Assign up to 25 delegates to your line using your Skype for Business client.

You can’t assign yourself as a delegate to a boss's line. You can have delegates and be a delegate for another boss's line, and you can assign your bosses as delegates for your line.

Procedure

1. In your Skype for Business client, select **Settings** and select **Tools** > **Call Forwarding Settings**.
2. Select **Simultaneously Ring** > **My Delegates**.
3. In the **Call Forwarding - Delegates** dialog box, select **Add** to add contacts as delegates for your calls.
4. In the **Choose a Delegate** dialog box, select the contact you want to add as a delegate and select **Ok**.

   The contacts you add as delegates display in the **Call Forwarding - Delegates** dialog box.
5. Select **OK** when you have finished assigning contacts as delegates.

Simultaneous ringing is enabled for all assigned delegates. If the boss's line receives an incoming call, both the boss and delegate's phones ring.

You can change when your delegates' phones ring in the **Call Forwarding - Delegates** dialog box.

When you assign delegates to your line, your phone displays a notification that a delegate has been added. A scrolling message “Simultaneous Ringing is activated” displays in the status bar.

When someone adds you as a delegate, a notification displays on your phone and in the Skype for Business client. The **Boss** icon displays on the boss’s line. The **Boss** icon changes color to reflect the boss's presence status.

Add Delegates from Phone Local Interface

You can add delegates from the phone local interface.

Procedure

1. Select **Menu** > **Forward** > **Edit Delegates**
2. Select **Edit Delegates**.
3. Search for a contact of your choice in the search box and tap **Select**.

View the Delegates Group

Your delegates are automatically added to the Delegates group on your phone and in the Skype for Business client.

Procedure

1. Go to **Contacts** > **Groups**.
2. Select **Delegates**.

   All assigned delegates display in order by last name.

Delete Delegates from Phone Local Interface

You can delete a delegate from phone local interface.

Procedure

1. From phone home screen, navigate to **Forward** > **Forwarding Type Select**.
2. Tap **Edit Delegates**.
3. Select delegates you want to delete.
4. Tap **Remove**.

Maximum Number of Boss Lines

The following table lists the maximum number of Boss lines that can be assigned to an Admin phone.

Maximum Number of Boss Lines Assigned to an Admin Phone

Phone Model	Maximum Bosses Assigned
Poly CCX 400 business media phones	23 of 24 lines
Poly CCX 500 business media phones	23 of 24 lines
Poly CCX 600 business media phones	23 of 24 lines

View the Boss Group

You can view the contacts for which you are assigned as a delegate in the group People I Manage Calls For on your phone and in the Skype for Business client.

Procedure

1. Go to **Contacts** > **Groups**.
2. Select **People I Manage Calls For**.

   All assigned bosses are displayed in order by last name.

Set a Ringtone for Boss Calls

As a delegate, you can set a distinct ringtone for incoming calls on each of your assigned bosses' lines.

Procedure

1. Navigate to **Settings** > **Basic** > **Ring Type** > **Boss Ring Type**.
2. Select a boss and select a ring tone.

Edit the Delegates Group

Add or remove delegates using your Skype for Business client. You cannot edit the Delegates group on your phone.

Procedure

1. In your Skype for Business client, click **Settings** and select **Tools** > **Call Forwarding Settings**.
2. Select **Edit my delegate members**.
3. Do one of the following:
   - Select **Add** to add delegates.

- Select a delegate and click **Remove** to delete the delegate from the group.

  Delegates removed from the Delegates group can no longer monitor call activity on a boss's line.

Sort Boss-Admin Lines

When a Boss assigns lines to three or more Admins or an Admin is assigned to three or more different Bosses, a **Sort** icon displays on the Boss or Admin phone. Bosses can sort Admin lines and Admins can sort Boss lines by activity and presence status.

Boss-Admin lines are sorted in the following priority order:

- Calls on hold
- Active calls
- Available
- Away
- Offline
- Status Unknown

Procedure

1. Press the **Sort** icon.
2. Select one of the following:
   - Select **Sort** to sort lines.
   - Select **Fixed Position** to leave lines as is.

Managing Calls on the Boss's Line

A boss can monitor calls on the delegate's line, and delegates can place, answer, hold, transfer, and monitor call status, set ringtones on the Boss line, and send a call to voicemail or intercom.

Respond to Incoming Boss Calls

When you place a call to the boss's line, the call displays on the boss and delegate's phones. As a delegate, you can answer an incoming call on a boss's line, reject the call, or forward the call directly to the boss's voicemail.

When a boss or delegate answers an incoming call, a notification displays on their phones.

Procedure

» Do one of the following:
   - Select **Answer**.
   - Select **Dismiss** or **Ignore**.
   - Select **Boss VM**.

Viewing Call Status on the Boss's Line

A boss and delegate can both view the status of any call on each other's phone.

The boss sees when a delegate answers or holds a call, which delegate answered the call, and the call information of the caller. Delegates see when a boss is in an active call or has placed a call on hold. The boss and delegates can also resume calls held on each other's line.

Bosses and delegates can both view the count of inbound calls on the boss and delegate lines. The count updates based on the boss's number of active calls.

View Held Boss Calls

Bosses and delegates can both view held calls on the boss's line.

A flashing red bar or LED light indicates that a call is on hold on a boss's line.

Procedure

- » Press and hold the boss's line key.

Resume Held Boss Calls

Any assigned delegate can resume held calls on the boss's line.

Procedure

1. Press and hold the boss's line key.
2. Select the call and select **Pickup**.

Transferring Boss Calls

After a delegate answers a delegation call, the delegate can transfer the call to the boss’s phone using the Safe Transfer feature. If the boss is unavailable, they can choose to transfer the call directly to the boss’s voicemail.

Transfer a Boss Call

After a delegate answers a delegation call, the delegate can transfer the call to the boss's phone using Safe Transfer. Safe Transfer prevents the call from going to voicemail if the boss doesn’t answer the call.

Procedure

- » During a delegation call, press **More** > **Safe Xfer**.

  The call transfers to the boss's phone.

Resume a Transferred Boss Call

If the boss isn’t available to answer the transferred call, the call returns to the delegate’s phone.

When a boss doesn't answer a call transferred with Safe Transfer, the phone displays a missed call notification. The delegate's phone plays a tone indicating the calls return.

The delegate can resume the returned call and try to transfer it again or send the call to the boss's voicemail.

Procedure

» Select the returned call and select **Resume**.

Transfer a Call to a Boss’s Voicemail

If a boss is unavailable to take calls, delegates can transfer the calls directly to the voicemail of the boss.

Procedure

» During a delegation call, press **Boss VM**.

Place a Call on Behalf of a Boss

As a delegate, you can make calls on behalf of your assigned boss on their lines.

When a call is made on the boss's line, a solid red bar displays on the line key on the boss's phone.

Procedure

1. Press and hold the boss's line key.
2. Select **On behalf**.
3. Select a contact, then select **Dial**.

   The delegate and third-party phones display a notification indicating that a delegate is calling on behalf of a boss.

Join Conference Calls for a Boss

Join an incoming conference call on behalf of a boss on their line and add the boss to the conference call.

Procedure

1. Press the **Conference** soft key.
2. Dial the boss's number or select the contact.
3. After the call is answered, press the **Conference** soft key.
4. After you have connected the boss's line to the conference call, press **End Call** to leave the conference call.

Call Lists and Directories

Topics:

- Recent Calls
- Local Directory
- Local Directory Favorites
- Skype for Business Contacts

Poly phones support a recent calls list and a local directory. Your phone can also support a Skype for Business Directory, depending on your server and if enabled by your system administrator.

Note: Your phone may not support all of the features described in this section. Check with your system administrator to find out which features are available.

Related Links

Place a Call from Recent Calls on page 23
Calling Contacts from Directories on page 24

Recent Calls

The Recent Calls list includes missed, received, and placed calls. Each list holds up to 100 entries.

Phones registered with Skype for Business Server display up to 99 Skype for Business calls in the Recent Calls list. View recent calls in the Skype for Business client or in the Microsoft® Outlook® Conversation History folder.

Perform the following tasks from the Recent Calls list:

- Remove calls from the list.
- Select a call record to view call details.
- Select a call record to automatically call a contact.

View Recent Calls

In the Recent Calls list, view a list of up to 100 missed, received, and placed call entries.

Procedure

» On the **Home** screen, tap **Recent Calls**.

Edit a Recent Call Entry

Edit a contact's phone number stored in your Recent Calls list before returning the contact's call.

Procedure

1. Next to a call entry, select **Info** ⓘ.

2. Select **Edit** .
3. Edit the number then select **Dial**.

Delete a Recent Call Entry

Delete any recent call entry from the Recent Calls list.

If you delete or move call entries on the phone, if enabled, the changes are made on the phone only. If you delete call entries in the Skype for Business client, the changes are made on the phone and in the Skype for Business client.

Procedure

1. Select **Info** next to a call record.
2. Select **Delete**.

Local Directory

Add and save contacts in the phone's Local Directory, if allowed by your system administrator.

Your system administrator can set the Local Directory as read-only or require a password for access to the directory. Contact your system administrator for assistance accessing or updating the Local Directory.

Search for a Local Directory Contact

In the Local Directory, enter a search criteria to find your desired contact.

Procedure

1. Go to **Contacts** > **Local Directory**.
2. In the **Search** field, enter your contact's name.

Add a Contact to the Local Directory

When you add a contact to your local directory, you can choose how much information you want to enter for your contact. You're required to only enter a contact number for each new contact.

Procedure

1. Go to **Local Directory** > **Add** .
2. On the **Add Contact** screen, enter your contact's information in the available fields.
3. Select **Save**.

View Contact Details

From your local directory, you can view information for any contacts saved to the directory.

Procedure

1. Go to **Contacts** > **Local Directory**.
2. Choose a contact.

The **Details** screen displays with the contact's name, number, and any additional information, such as a job title or email address.

Update a Local Directory Contact's Information

After you add a contact to your local directory, you can update the contact's information.

Procedure

1. In the **Local Directory**, select a contact.
2. On the **Details** screen, select **Edit** .
3. On the **Edit Contact** screen, update the contact's information.
4. Select **Save**.

Delete a Local Directory Contact

You can delete any contact from the local directory.

Procedure

1. In the **Local Directory**, select a contact.
2. On the **Details** screen, select **Delete Contact**.
3. Select **Yes** to delete the contact.

Local Directory Favorites

Favorites are the contacts in your local directory that you call most often.

Contacts that you add as favorites display on the **Home** screen. Only three favorites display onscreen at a time, however, you can swipe the screen from right to left to display additional favorites. Favorites also display at the top of the list of contacts in the **Local Directory**.

Add Favorites

Add any contact in the local directory as a favorite.

When you add a contact as a favorite, the contact displays on the **Home** screen.

Procedure

1. Go to **Contacts** > **Local Directory**.
2. Select a contact.
3. On the **Details** screen, select **Favorite** ★.

Remove a Favorite

Remove a favorite contact to make room for a new favorite.

Procedure

1. Go to **Contacts** > **Local Directory**.
2. Select a contact.

3. On the **Details** screen, select **Favorite** ★.

Skype for Business Contacts

When you sign in to Skype for Business on a Poly phone, your phone displays up to 3000 contacts and groups from your Skype for Business client **Contacts** list.

You can perform the following actions for the contacts on your phone:

- View Skype for Business contacts
- Search for contacts
- Add additional contacts
- Call contacts
- View presence information for Skype for Business contacts

Related Links

Place Calls to Skype for Business Contacts on page 23

Managing Contacts Across Applications and Devices

After your administrator unifies your contacts on the Skype for Business Server, you can manage your contacts from any application or device you sign in to with Skype for Business.

You can perform the following actions for your contacts:

- Add contacts
- Delete contacts
- Add distribution lists
- Delete distribution lists
- Copy and move contacts across groups

Note: You can’t copy or move contacts across groups on your phone. You can copy and move contacts across groups only in the Skype for Business client. Any contacts you copy or move across groups in the client automatically update on your phone.

Any changes you make to your contacts synchronize across all devices and applications. For example, if you delete a contact from your phone, the Skype for Business client deletes it as well.

You can manage contacts using the following applications and devices:

- Poly phones
- Skype for Business client
- Outlook
- Outlook Web Application

View Skype for Business Contacts

View a list of up to 200 Skype for Business contacts in the **Contacts** list on your phone.

Note: During a network outage, the **Contacts** menu option doesn't display, and you can view only the local directory. If the system administrator disables the local directory or another server-based directory, a message displays indicating that limited functionality is available during an outage when you try to access the **Contacts** menu.

Procedure

» On the **Home** screen, go to **Directories** > **Contacts**.

View Skype for Business Contact Information

View contact information for the Skype for Business contacts on your phone. Make calls directly to any of your contacts' numbers or send calls directly to their voicemail.

View the following details for Skype for Business contacts, depending on the privacy relationship:

- Name
- Presence status
- Organization
- Email address
- Work number
- Mobile number
- Home number
- Voicemail

Procedure

1. On the **Home** screen, go to **Directories** > **Contacts**.
2. In the **Contacts** list, select a contact.
3. Select **Menu** ≡ > **Info**.

   Your contact's presence status and information display.

Update Skype for Business Contact Information

Update a Skype for Business contact's information from the phone, if enabled by your administrator.

Procedure

1. On the **Home** screen, go to **Directories** > **Contacts**.
2. In the **Contacts** list, select a contact.
3. Select **Menu** ≡ > **Info**.

   Your contact's presence status and information display.
4. Update the contact's information.
5. Select **Save**.

View Skype for Business Contact Groups

View groups that you create in your Skype for Business client on your phone.

Procedure

1. On the **Home** screen, go to **Directories** > **Contacts**.
2. Select **Groups**.

Skype for Business Contact Presence Information

The following table shows the presence icons and descriptions that display for Skype for Business contacts on the **Home** screen or in the **Contacts** list on your phone.

Presence information includes your contact's availability and an activity description.

Presence Icons

Icon	Description
	Available
	▪ Busy ▪ In a Call ▪ In a Meeting ▪ In a Conference Call
	▪ Away ▪ Be Right Back ▪ Inactive ▪ Off Work
	▪ Do Not Disturb ▪ Presenting ▪ In Presentation
	Offline
	Unknown
	Out of Office

Search for a Skype for Business Contact

The Skype for Business Address Book Service (ABS) enables you to search for Skype for Business and Microsoft Outlook contacts in the Skype for Business Directory.

Procedure

1. Go to **Contacts**.

2. In the **Search** field, enter your contact's name.

Add a Skype for Business Contact to the Contact List

Search for Skype for Business contacts on your phone and add those contacts to the **Contacts** list.

When you add a contact, you can view contact and presence information for that contact on the phone.

Procedure

1. Go to **Contacts**.
2. In the **Search** field, enter your contact's name.
3. Choose the contact you want to add and select **Add to Contacts**.

Voicemail and Pages

Topics:

- Access Skype for Business Voicemail Messages
- Managing Skype for Business Voicemail Messages
- Receiving Messages with Group Paging

You can send, broadcast, and access a variety of audio messages on the phone.

Note: Your phone may not support all of the features described in this section. Check with your system administrator to find out which features are available.

Related Links

Forward a Call to Voicemail on page 30

Access Skype for Business Voicemail Messages

View individual voicemail messages for Skype for Business calls on your phone. For each voicemail message, you can view the contact who left the message, the contact's presence status, and the status of the voicemail message.

Procedure

1. Do one of the following:
   - Go to **Menu** > **Voicemail**.
   - Go to **Settings** > **Features** > **Voicemail**.
2. Select a message and select **Play**.

Managing Skype for Business Voicemail Messages

On the Skype for Business **Voicemail** screen, you can call a contact, delete voicemail messages, or mark messages as read.

Call a Contact from Voicemail

After you listen to a voicemail, you can call the contact who left you the message from the **Voicemail** screen.

Procedure

» Choose a voicemail message and select **Call**.

Delete Voicemail Messages

After you listen to a voicemail message, you can delete it.

Procedure

» Choose a message and select **Delete**.

Mark Message as Read

You can choose to mark unread messages that you don’t want to listen to as read. Marking a message as read removes the message alert.

Procedure

» Choose a message and select **Mark As Read**.

Receiving Messages with Group Paging

You can receive pages from any paging groups you’re subscribed to. By default, you’re subscribed to groups 1, 24 (priority pages and broadcasts), and 25 (emergency pages and broadcasts).

How and when you receive a page or broadcast depends on the priority, whether you are in an active call, and if you enable Do Not Disturb. When you receive a page, the page always plays through the speakerphone.

Note: Your system administrator must enable a phone to receive pages while in an active call.

Your system administrator can define up to 25 paging groups. Each group receives a label to identify it from the others. Example group labels are All, HR Dept, Shipping Staff, and Executives.

Each group has one of the following broadcast priorities:

- Normal - Broadcasts sent to groups 1 to 23 are considered normal broadcasts. By default, all phones can receive broadcasts sent to group 1.
- Priority - By default, broadcasts sent to group 24 are considered priority broadcasts. A priority broadcast interrupts normal broadcasts or active calls. All phones receive priority broadcasts unless you enable Do Not Disturb.
- Emergency - By default, broadcasts sent to group 25 are considered emergency broadcasts. An emergency broadcast interrupts normal broadcasts, priority broadcasts, and active calls. Emergency broadcasts play at near maximum volume, even if you enable Do Not Disturb.

Note: When you enable Do Not Disturb, you receive only emergency broadcasts, and non-emergency broadcasts don’t play or display.

Listen to a Page During an Active Call

Pages received during an active call defer or automatically play depending on the page priority.

Pages received during an active call don't interrupt the call. The phone plays audio from both the call and the page at the same time. When you receive a page during a call:

- If configured by your administrator, standard priority pages play during active calls. Otherwise, the page displays on your phone as pending.
- Priority and emergency pages play immediately.

Note: If you adjust the volume of a normal, nonemergency page while it plays, the phone uses the adjusted volume for all subsequent nonemergency pages. However, only your system administrator can change the volume of an emergency page.

Procedure

» Do one of the following:

- For normal pages that play automatically during a call, hold the call to hear only the page.
- For pending pages, select **Accept** or hold the call to listen to the page.

Receiving Pages When Not in an Active Call

When you receive a page and you aren't in an active call, the page immediately plays, regardless of the paging priority.

While a page plays, you can do the following:

- Hold the page.
- End the page. This ends the page at your phone only.
- Place a new call.

Settings, Applications, and Accessories

Topics:

- Phone Settings
- Using BToE to Manage Calls on Your Phone and Skype for Business Client
- Connecting Bluetooth Devices
- Connecting to a Wireless Network
- Phone Applications
- Phone Accessories and Computer Applications

This section provides information on phone settings as well as applications and accessories you can use with your phone.

Phone Settings

Make basic customizations on the phone that include changing the time and date format, setting a language, and adjusting the screen brightness.

Password Required to Access Basic Settings

You may need a password to configure basic settings on your phone.

You can enable or customize your phone from the **Basic** settings menu. However, your system administrator may require a password to access the settings menu. If your phone requires a password to access the settings menu, contact your system administrator for assistance.

Set the Phone Language

Choose the language that your phone uses to display the local interface.

Check with your system administrator to find out which languages your phone supports.

Procedure

1. Go to **Menu** ☰ > **Settings** > **Basic** > **Preferences**.
2. Select **Language** and select the language.
   The language on the phone updates immediately.

Time and Date Display

The time and date display in the status bar.

When the phone can’t obtain a time and date, the time and date display flashes. If this happens, or if the time and date are incorrect, contact your system administrator.

Set the Time and Date Format

After you sign in to your phone with your Skype for Business credentials, select your time zone and a time and date format.

Procedure

1. Sign in to Skype for Business on your phone and select **Next**.
2. On the **Customize Time Zone** screen, choose your time zone and select **Next**.
3. On the **Customize Time Format** screen, choose a time format and select **Next**.
4. On the **Customize Date Format** screen, choose a date format and select **Next**.

Change the Time and Date Format

Customize the time and date by choosing between several time and date formats, including options to display the day, month, or year.

Procedure

1. Go to **Menu** ☰ > **Settings** > **Basic** > **Preferences**.
2. Select **Time and Date** and choose one of the following options:
   - Select **Clock Date** to change the date format.
   - Select **Clock Time** to change the time format.
   - Select **Clock Order** to change the order of the time and date display. (not available on VVX 201 phones)

Disable the Time and Date Display

If desired, turn off the time and date display.

Procedure

1. Go to **Menu** ☰ > **Settings** > **Basic** > **Preferences**.
2. Select **Time and Date** and select **Disable**.

Backlight Intensity and Timeout

Adjust the settings for the phone's backlight illumination.

If desired, change settings for the following backlight components:

- **Backlight Intensity**: The brightness of the screen during phone activity and inactivity.
- **Backlight Timeout**: The number of seconds the phone is inactive before the backlight dims to its Backlight Idle intensity. The backlight timeout period begins after your last activity, such as an incoming call.

Backlight Intensity includes the following settings you can choose from:

- **Backlight On**: The brightness of the screen when there's activity.
- **Backlight Idle**: The brightness of the screen when there's no activity.
- **Maximum Intensity**: The brightness scale that applies to both Backlight On and Backlight Idle intensities.

Related Links

Users Who Are Blind, Have Low Vision, or Have Limited Vision on page 77

Set the Backlight Intensity

The screen's backlight intensity settings adjust how bright the screen illuminates while on and while idle.

Set the **Backlight On** intensity and the **Backlight Idle** intensity separately, or turn off the backlight entirely. When you change the **Maximum Intensity**, you modify the entire backlight intensity scale. For example, if you decrease the **Maximum Intensity**, the **Low**, **Medium**, and **High** levels for both **Backlight On** and **Backlight Idle** decrease.

Procedure

1. Go to **Menu** ☰ > **Settings** > **Basic**.
2. Select **Backlight Intensity** > **Backlight On Intensity**.
   - High
   - Medium
   - Low
3. Select the intensity you want, then select **Back**.
4. On the **Backlight Intensity** screen, select **Backlight Idle Intensity**.
5. Select the intensity you want, then select **Back**.
6. On the **Backlight Intensity** screen, select **Maximum Intensity**.
7. Select **Up** or **Down** to increase or decrease the maximum intensity.

Set the Backlight Timeout

Set the **Backlight Timeout** to determine how long the phone is idle before the backlight dims. By default, the backlight dims after the phone is idle for 40 seconds. The backlight automatically turns on with any phone activity.

Make sure to configure the **Backlight Idle** settings.

Procedure

1. Go to **Menu** ☰ > **Settings** > **Basic**.
2. Select **Backlight Timeout**.
3. Choose the number of seconds the phone is idle before the backlight dims.
4. Press the **Check** softkey to confirm the selection.

Customizing Line Keys

Customize the line keys that display on the Lines screen.

Enable Line Key Customization

When you are signed in to Skype for Business on your phone, you can enable the Line Key Customization feature and choose which contacts are assigned to which line keys on the phone.

Procedure

1. Go to **Settings** > **Features** > **Line Key Customization**.
2. Select **Customize Line Keys: Disabled** and select **Enabled**.

Insert an Empty Line Key

By default, the phone inserts new or empty lines below previously added lines. If you want to place space between line keys, you can insert an empty line key above or below other line keys on the phone.

When you insert an empty line, all following line keys are moved down a line and the last contact is removed from the Lines screen.

Procedure

1. Go to **Settings** > **Features** > **Line Key Customization**.
2. Select a line and select **Insert**.

   By default, the new line is inserted above the selected line.
3. Select **Below** to move the line below the selected line.

Clear a Line Key

Clear a contact from a line to make the line blank. Clearing a contact does not change the position of other contacts.

Procedure

1. Go to **Settings** > **Features** > **Line Key Customization**.
2. Select a line and press **Clear**.

Delete a Line Key

Instead of clearing a line key, you can delete a contact and the assigned line key. When you delete a line key, all line keys below move up one line.

When you delete a contact from your Skype for Business client, the contact deletes from the line key on your phone. The phone doesn't delete the empty line key.

Procedure

1. Go to **Settings** > **Features** > **Line Key Customization**.
2. Select a line and press **Delete**.

Reset Customized Line Keys

If you need to remove all of the customized line keys you set, reset the line keys on your phone.

Procedure

1. Go to **Settings** > **Features** > **Line Key Customization**.
2. Select **Reset Customization**.

Power Saving Mode

Poly phones enter power saving mode to conserve energy after being idle for a certain period of time.

Determine the period of time that the phone is idle before the screen turns off, and set different idle timeouts for office hours and off hours, such as evenings and weekends. The phone exits power saving mode if an event occurs, for example, if there is an incoming call or message. If you enable a screen saver, power saving mode still activates.

Update the following power-saving settings:

- **Office Hours**: When you start work and how long you're in the office each day.
- **Timeouts**: How long the phone is idle before the screen turns off.

Change Your Office Hours for Power Saving Mode

When you update your office hours, specify when you start and how long you work each day. After your work hours end, the phone goes into power saving mode.

Procedure

1. Go to **Menu** > **Settings** > **Basic**.
2. Select **Power Saving** > **Office Hours** > **Start Hour**.
3. Select a day of the week and enter a start time from 0 to 23 (using the 24-hour clock).
4. Press the **Check** softkey to confirm the selection.
5. Select **Save**.
6. On the **Office Hours** screen, select **Duration**.
7. Select a day of the week and enter a duration of 0 to 12 hours per day.
8. Press the **Check** softkey to confirm the selection.
9. Select **Save**.

Change Idle Timeouts for Power Saving Mode

Set the period of time the phone is idle before the screen turns off.

Specify different timeouts for office hours and nonoffice hours. By default, the setting for office hours is much longer than the setting for nonoffice hours.

Specify the amount of time the phone waits to go idle after you press a key or tap the screen (on touchscreen models). You can choose to set this time period longer than the other idle timeouts. This prevents power saving mode initiating when you use the phone.

Tip: Once you press a key or tap the screen (on touchscreen models), the phone uses the idle timeout period with the highest value.

Procedure

1. Go to **Menu** > **Basic** > **Power Saving** > **Timeouts**.
2. Configure the following settings:
    - **Office Hours Idle Timeout**: The number of minutes (1 to 600) the phone waits during office hours before starting power saving mode.
    - **Off Hours Idle Timeout**: The number of minutes (1 to 10) the phone waits during nonoffice hours before starting power saving mode.
    - **User Input Idle Timeout**: The number of minutes (1 to 10) the phone waits after you press a key or tap the screen before starting power saving mode.
3. Select **Save**.

Changing Audio Settings

You control certain audio settings on your phone, including the ringtone for incoming calls from all contacts or a specific contact, where call notifications play, and the volume of the ringtone or call audio.

Change Incoming Call Notifications

You can choose whether you hear sound effects—all phone sounds except call audio—from the handset, headset, speaker, or the active audio device you set.

You can configure your phone to ring on your headset instead of the speaker. By default, you hear all sound effects from the speaker.

Procedure

1. Go to **Menu** ☰ > **Settings** > **Basic** > **Preferences**.
2. Select **Audible Ringer** and select a location to hear sound effects.

Set a Ringtone for Incoming Calls

Select unique ringtones for incoming calls on different lines on the phone. The default ringtone is **Low Trill**.

Procedure

1. Go to **Menu** ☰ > **Settings** > **Basic** > **Preferences**.
2. Select **Ring Type**.
3. On the **Ring Type** screen, select a ringtone.
4. Optional: Press the **Play** softkey to hear the ringtone.

Related Links

Users Who Are Deaf or Hard of Hearing on page 76

Set a Ringtone for Individual Contacts

Select unique ringtones for contacts in your directory to help you quickly identify callers.

Procedure

1. Go to **Directories** > **Contact Directory**.
2. In the **Contact Directory**, select a contact.
3. On the **Contact Information** screen, select **Edit** ✎.
4. On the **Edit Contact** screen, select **Ring Type** and choose a ringtone.
5. Select **Play** to hear the ringtone.
6. Press the **Check** softkey to confirm the selection.
7. Select **Save**.

Change the Volume

Increase or decrease the volume of your ringtone and the audio during a call.

Procedure

» Press the volume keys to increase or decrease the audio.

Enable Acoustic Fence

Acoustic Fence suppresses background noise while you are on a call, which enhances call audio quality for call participants.

The Acoustic Fence setting does not display on the phone by default, so if your system administrator has enabled the feature option to display on your phone, you can enable or disable Acoustic Fence.

Acoustic Fence works with handsets or headsets. However, only headsets connected to the RJ-9 port on the phone support Acoustic Fence. Acoustic Fence is enabled by default on the handset, disabled by default for a connected headset, and not supported with USB or Bluetooth headsets.

Procedure

1. Go to **Menu** ☰ > **Settings** > **Basic** > **Preferences**.
2. Select **Acoustic Fence** and select **Enable**.

Update Your Skype for Business Presence

As needed, update your Skype for Business presence status and presence information on the phone.

When you change your presence on any device, your status updates in the Skype for Business client.

Procedure

- » Choose your desired presence status.

  You can change your status to Available from any other status by pressing **Reset Status**.

Adding a Profile Photo to Display on the Lock Screen

If you do not have a profile photo set for your Skype for Business or Microsoft Exchange accounts, an avatar displays on the Lock screen when you lock your phone. You can add a profile photo in the Skype for Business client, and the photo will display on the phone.

For help with setting a profile photo, refer to the Set My Picture options in Skype for Business topic on https://support.office.com/en-us/skype-for-business.

Disable Hot Desking

Hot Desking enables you to sign in as a guest on a phone using your Skype for Business credentials.

Hot Desking is enabled by default.

Procedure

1. Navigate to **Settings** > **Features** > **Hot Desking**.
2. Select **Disable**.

Clear Call Logs and Contacts

By default, the phone stores your call logs and saved contacts. As desired, clear your personal history of stored call logs and contacts from the phone.

Procedure

1. On the phone, go to **Settings** > **Basic** > **Clear Uploaded Calls/Directory**.
2. Select **Yes**.

Restrict Call Log and Contact Uploads

By default, the phone stores your call logs and saved contacts. If desired, restrict the phone from uploading your call logs and contacts to the server.

Procedure

1. On the phone, go to **Settings** > **Basic** > **Preferences** > **Restrict Calls/Directory Upload**.
2. Select **Enable**.

Using BToE to Manage Calls on Your Phone and Skype for Business Client

After you pair your phone with your computer, you can manage audio with your Skype for Business contacts on your phone and in the Skype for Business client on your computer.

Use BToE with your phone for all Skype for Business calls even if you are not signed in to your Skype for Business account on the phone. When you connect a phone that is registered to another user to your computer, the phone acts as a speakerphone for all audio and video calls initiated in the Skype for Business client on your computer.

Note: If you want to route audio from media that uses the computer's speakers, such as web videos or media players, you must manually change the computer's default audio speaker device to use CCX.

Answer BToE Calls

You can sign in to different Skype for Business accounts on your phone and your computer. Answer Skype for Business calls on the device signed in to the account receiving the call.

Procedure

» Do one of the following:

- If signed in with the same user account, press the **Answer** softkey on your phone or click **Answer** in the Skype for Business client.
- If signed in with different user accounts and the incoming call is for the account signed in to Skype for Business, click **Answer** in the Skype for Business client.

  The call displays on the phone and Skype for Business client. On the phone, the PC audio icon displays next to the Skype for Business call. The audio for the call plays through the phone's speakerphone.
- If signed in with different user accounts and the incoming call is for the account signed in to the phone, press the **Answer** softkey on the phone.

  The call displays on the phone only.

Place BToE Calls

Place calls to Skype for Business contacts in the Skype for Business client and on your phone.

Procedure

» Choose a contact and select **Call**.

Pause and Resume BToE Calls

Pause active audio Skype for Business calls on your phone.

Pause active audio Skype for Business calls on your phone when you're signed in to different user accounts on your phone and the Skype for Business client. However, when you pause an audio call on your phone, the call remains active in the Skype for Business client on your computer.

Procedure

1. On your phone, select **Pause**.

   The audio call is paused on your phone but not in the Skype for Business client on your computer.
2. Press **Resume** on your phone.

Move Call Audio between Your Phone and Computer

During an active Skype for Business call, move call audio between your phone and your computer.

Procedure

1. During an active call in the Skype for Business client, click **Audio Device Settings** .
2. Click **Devices** and do one of the following:
   - Click **Handset** to move the call audio from your computer to your phone.
   - Click **PC Mic and Speakers** to move the call audio from your phone to your computer.

Connecting Bluetooth Devices

You can connect your Bluetooth–capable phone to a Bluetooth–capable headset or smartphone.

Note: CCX 500 and CCX 600 phones support Bluetooth connectivity.

Using Bluetooth Devices on Your Phone

Pair and connect compatible Bluetooth devices such as a mobile phone, tablet, laptop, or headsets with your phone.

If your administrator enables Bluetooth on your phone, you can pair Bluetooth devices in host or device mode. Connect a maximum of two Bluetooth devices at a time.

Host mode – Connect a Bluetooth headset to place and answer calls with a Bluetooth headset.

Device mode – Connect your smartphone to manage calls and use your phone as a Bluetooth speaker.

When you pair your Bluetooth headset to the phone, you can use your headset to manage call audio. When you pair the phone to your PC, tablet, or mobile phone, you can use the phone to answer a call, end a call, or reject a call.

Related Links

Place a Call over Bluetooth on page 23

Using Bluetooth Headsets

If your system administrator has enabled Bluetooth capability for your phone, you can use a Bluetooth headset to handle calls.

When a Bluetooth headset is connected and in use, the headset key glows blue. If you have multiple types of headsets connected to your phone, the Bluetooth headset is used automatically for all calls.

This section provides you with information on how to enable Bluetooth, how to pair and connect your Bluetooth headset, how to use your Bluetooth headset with your phones, and how to disconnect and remove your headset.

Enable Bluetooth and Connect a Headset

To use a Bluetooth headset with your phone, you need to enable Bluetooth, pair your headset, and connect your Bluetooth device to your phone. You can pair up to five Bluetooth headsets with your phone; however, you can connect only one headset at a time.

The following instructions are intended as a guide and do not apply to all Bluetooth devices. You can usually find instructions for your headset on the device manufacturer's web site.

Procedure

1. Go to **Settings** > **Basic** > **Bluetooth**.
2. Select **Bluetooth** then select **On**.

   The Bluetooth icon displays in the status bar. After the icon displays, you can pair and connect your Bluetooth-enabled device.
3. Turn your Bluetooth device on and place the device in Discovery mode.

   Refer to your Bluetooth device's documentation for information on how to place your device in discovery mode.
4. Return to **Bluetooth Settings** and select **Manage Devices**.
5. Tap **Scan** to find your Bluetooth device.
6. Select your headset in the scanned list in the **Manage Devices** screen.
7. Tap **Pair** in the **Available Devices** screen to begin the pairing process.
8. Select **Connect** to connect the paired device.

   The Bluetooth icon along with a message that the device is connected displays in the **Manage Devices** screen and in the status bar of the phone.

After you connect a Bluetooth device to your phone, the phone automatically connects to the last connected Bluetooth device after a reboot or restart.

Managing Calls with Your Bluetooth Headset

Manage calls with controls in a connected Bluetooth headset.

The phone supports the following tasks through a connected Bluetooth headset:

- Use the headset to handle calls, including muting and adjusting the call volume.

- Initiate and end calls on your headset by pressing the headset key on your phone.
- Switch to handset or speakerphone mode during a headset call by picking up the handset or pressing the Speakerphone key.

When you turn the headset off, the headset is no longer connected but remains paired to your phone. When you turn the headset back on, the headset is reconnected.

Pairing a Smartphone to Your Phone

When your system administrator has enabled Bluetooth on your phone, you can pair your phone to a Bluetooth-enabled smartphone.

After you pair a smartphone to your phone, you can use your phone to handle call controls for the smartphone, including muting the microphone and adjusting call volume.

Enable Bluetooth and Connect a Smartphone

You can enable Bluetooth and connect a smartphone to your phone and select a smartphone to connect with in the list of available devices.

You can pair up to five smartphones with your phone; however, you can connect only one smartphone at a time.

Procedure

1. Go to **Settings** > **Basic** > **Bluetooth**.
2. Select **Bluetooth** then select **On**.

   The Bluetooth icon displays in the status bar. After the icon displays, you can pair and connect your Bluetooth-enabled device.
3. Turn your Bluetooth device on and place the device in Discovery mode.

   Refer to your Bluetooth device's documentation for information on how to place your device in discovery mode.
4. Return to **Bluetooth Settings** and select **Manage Devices**.
5. Tap **Scan** to find your Bluetooth device.
6. Select your smartphone in the scanned list in the **Manage Devices** screen.
7. Tap **Pair** in the **Available Devices** screen to begin the pairing process.

   A pairing request with a pairing code displays on your phone and the smartphone.
8. Accept the pairing request on both your phone and smartphone.

   After the smartphone pairs with the phone, the smartphone displays along with its icon on the Manage Devices screen.
9. Select **Connect** to connect the paired device.

After you connect a Bluetooth device to your phone, the phone automatically connects to the last connected Bluetooth device after a reboot or restart.

Managing Calls with Your Smartphone

Note: While you can answer, reject, and end smartphone calls using your CCX phone, you can't place smartphone calls from your CCX phone.

When you pair and connect your smartphone with your CCX phone, you can perform the following tasks:

- Use the CCX to handle calls, including muting the microphone and adjusting the call volume.

Volume control isn’t specific only to the active calls but to any audio played on the CCX phone.

- Answer an incoming call.
- Reject an incoming call.
- End an active call from your phone or a connected smartphone.

Disconnect and Remove Your Bluetooth Device

Disconnect your Bluetooth device from your phone and still keep it paired. When you disconnect a Bluetooth device, it remains paired so that you can reconnect it to your phone.

Disconnect and remove your Bluetooth device from your phone. To reconnect your phone to your Bluetooth device, scan for, add, and reconnect with the device from your phone.

Tip: You can quickly disconnect your Bluetooth device by turning off the device or turning off Bluetooth on the phone. When you turn your device back on, it automatically reconnects to your phone.

Procedure

1. Go to **Settings** > **Basic** > **Bluetooth**.
2. On the **Manage BT Devices** screen, select the connected Bluetooth device and select **Disconnect**.
3. Select your device and select **Forget**.

   The phone removes your device from the list. Your device is no longer paired or connected with your phone.

DTMF Dialing

After the phone is successfully connected to a smartphone, you can manage call controls for the paired and connected smartphone, including entering DTMF tones.

During an active call, you can enter DTMF tones from the phone dialer to respond to computer-generated prompts during calls. For example, you can enter DTMF tones to respond to prompts during calls with customer service or technical support numbers.

Play Audio from a Bluetooth Device

Use your phone as a Bluetooth speaker for music or videos played on your mobile phone or tablet.

Procedure

1. Connect your mobile phone or tablet with the phone.
2. On your mobile phone or tablet, choose the music or video you want to hear.
3. Make sure that the phone is set as your audio device.

   The audio plays through the phone's speakers.

Connecting to a Wireless Network

You can connect your Wi-Fi capable phone to a wireless network.

Connect to a Wireless Network

After you enable Wi-Fi on your phone, connect to a wireless network.

Make sure you have the login credentials for the network you want to connect to.

Procedure

1. Go to **Menu** > **Settings** > **Basic** > **Wi-Fi** > **Launch Wi-Fi Settings**.
2. Select a wireless network from the list.
3. Enter the required information for the chosen wireless network.

   Note: The information required for a wireless network depends on the security settings of the chosen wireless network.
4. Select **Connect**.

Disconnect from a Wireless Network

To change wireless connections or switch to an Ethernet connection, disconnect from the current wireless network.

Procedure

1. Go to **Menu** ☰ > **Settings** > **Basic**.
2. Select **Wi-Fi Menu**.
3. Select the connected wireless network SSID from the list.
4. Select **Disconnect**.

Remove a Wireless Network

Remove any saved wireless network that is no longer necessary.

Procedure

1. Go to **Menu** > **Settings** > **Basic** > **Wi-Fi** > **Launch Wi-Fi Settings**.
2. Select the connected wireless network SSID from the list.
3. Select **Forget**.

Phone Applications

Poly phones can support optional applications configured by your system administrator.

Ask your system administrator if your phone supports any of the applications discussed in this section.

Note: Some of the features described in this section require access to the **Basic** settings menu. If your phone requires a password to access the **Basic** settings menu, contact your system administrator for assistance.

Using the Calendar

When connected to Microsoft Exchange Server, you can view and join meetings scheduled in Microsoft Outlook from your phone.

Open the Calendar

To view and join scheduled meetings, access the calendar on your phone.

View meetings for the current day and upcoming meetings. You cannot view meetings for previous days.

Procedure

» On the **Home** screen, select **Meetings**.

The calendar displays scheduled meetings for the day.

Display Meeting View on the Calendar

Meeting view displays the details for a chosen meeting.

From Meeting view, you can view the meeting's start and end time, location, organizer, required attendees, and meeting description; view meeting numbers that you can call to join meetings; and join meetings.

Procedure

» From the Home screen, select **Meetings** and select an upcoming meeting.

Meeting Reminders

When you have a scheduled meeting on the calendar, a meeting reminder displays and an alert tone plays 5 minutes and 1 minute before a meeting starts.

From the meeting reminder, you can view meeting details and join the meeting.

Note: If you have enabled meeting reminders but the reminders don’t display before meetings, make sure that your login credentials are correct.

Respond to Meeting Reminders

From the meeting reminder, you can join a meeting, view meeting details, snooze the reminder to temporarily remove it from the screen, and dismiss the reminder to permanently remove it from the screen and stop all future reminders for the meeting.

Procedure

» Do one of the following:

- Select **Join** to join the meeting.
- Select **Detail** to view information for the meeting.

- Select **Snooze** to temporarily remove the meeting reminder from your screen for one minute.
- Select **Dismiss** to permanently remove the reminder for the meeting.

Choose a Meeting Reminder Type

Choose a meeting reminder type that determines if an alert tone plays each time a meeting reminder displays.

The following options are available for meeting reminders:

- Silent—The meeting reminder displays without an alert tone.
- Audible Once—An alert tone plays the first time a meeting reminder displays but doesn't play for any additional reminders.
- Audible Always (default)—An alert tone plays each time a meeting reminder displays.

Procedure

1. Go to **Settings** > **Basic** > **Preferences**.
2. Select **Calendar Settings** > **Reminder Settings**.
3. Select **Reminder Type** and choose a meeting reminder type.

Choose a Meeting Alert Tone

Choose the alert tone that plays for meeting reminders.

Procedure

1. Go to **Settings** > **Basic** > **Preferences**.
2. Select **Calendar Settings** > **Alert Tone**.
3. Choose an alert tone and select **Play** to hear the tone.

Disable Meeting Reminders

Meeting reminders are enabled by default. The phone displays reminders for all meetings. You can choose to disable meeting reminders on your phone.

Procedure

1. Go to **Settings** > **Basic** > **Preferences**.
2. Select **Calendar Settings** > **Reminder Settings**.
3. Select **Reminder** > **Disable**.

Joining Calendar Meetings

You can join any scheduled meeting from the calendar or from a meeting reminder.

Join Meetings from the Calendar

Join meetings on your phone from the Calendar in Meeting view.

Procedure

1. From **Day** view, select the meeting.
2. In **Meeting** view, select **Join**.

Join a Meeting from a Meeting Reminder

Join a meeting from the meeting reminder when it displays before a meeting, if enabled.

Procedure

1. On the meeting reminder, select **Join**.

   The meeting details display.
2. Select **Join** to connect to the meeting.

Join Skype for Business Meetings from the Calendar

Join Skype for Business meetings from the Calendar either from meeting reminders or Meeting view.

Procedure

» In **Meeting** view, select **Join**.

View a Different Exchange Calendar

If enabled by your system administrator, you can access a Microsoft Outlook calendar that isn't associated with the Skype for Business user account signed in to your phone.

To view scheduled meetings on another Outlook calendar, you can sign in to a second Exchange Server account on the phone.

Procedure

1. Select **Sign In** then select **User Credentials** (if prompted).
2. Enter your Skype for Business login credentials or extension and PIN.
3. Select **Advanced** and complete the following fields:
   - **Exchange User**
   - **Exchange Domain**
   - **Exchange Password**
4. Select **OK**.
5. Select **Sign in**.

   After several minutes, the calendar information for the second Exchange Server account displays on the phone instead of the Skype for Business account associated with the phone.

View Meeting Details

When you select a meeting on the calendar, you can view the meeting's start and end time, location, organizer, invitees, and meeting description.

Procedure

» On the calendar, select a meeting.

The meeting details screen displays.

Phone Accessories and Computer Applications

CCX phones support accessories and computer applications that you can use to extend your phone's capabilities.

Your phone may not support all of the accessories or applications described in this section. Check with your system administrator to find out which of these applications or accessories are available on your phone.

Note: Some of the features described in this section require access to the **Basic** settings menu. If your phone requires a password to access the **Basic** settings menu, contact your system administrator for assistance.

Using a Headset with Your Phone

Connect a headset to your phone to place and answer calls and use electronic hookswitch (EHS).

Note: For information on your headset’s features and how to sync your headset with your phone, see your headset’s documentation.

Connecting a USB Headset

Your phone does the following when connected to analog and USB headsets:

- When a USB headset is connected and in use, the headset key glows blue.
- When both an analog and USB headset are connected, the USB headset is used automatically for all calls.
- When two USB headsets are connected, the headset you connected first is used automatically for all calls.

After you connect a headset to your phone, you can set up your phone to use the headset automatically when answering and placing calls.

Note: If your phone does not detect the USB headset when you attach it to your phone, the USB port on your phone may be disabled. Contact your system administrator.

Using Electronic Hookswitch

When you use a headset that supports electronic hookswitch (EHS), you can place, answer, and end calls by using the controls on your headset.

To use EHS, you need a headset that includes a serial control interface in addition to the standard analog headset jack (RJ-9) interface. The serial control interface requires an EHS adapter that you can purchase from your headset manufacturer.

Headsets that support EHS include a base unit that connects to your phone. The headset connects to the base unit wirelessly, which enables you to use your headset even if you're some distance away from your phone. Typically, you can work wirelessly up to 300 feet (91 meters) from your phone and still use the EHS controls. Check with your headset's user guide for the precise range restrictions.

Use the compatibility matrix on https://compatibility.plantronics.com/deskphone for a list of compatible headsets.

Setting the Headset Base Unit Options

Before you connect your headset to your phone and use EHS, you may need to set certain settings.

Configure the following options for your specific headset model:

- For Poly headsets, change the coarse receive level to **3** and the transmit level to **B** on the headset base unit. For details, refer to the guide that comes with your headset.
- For Jabra headsets, change the headset mode to **DHSG** on the headset base unit. For details, refer to your headset documentation or contact Jabra support.
- For Sennheiser headsets, set the first DIP switch labeled **1** (DHSG) to the down position on the back of the headset base unit. For additional details, see your headset's documentation or contact Sennheiser support.

Enable Electronic Hookswitch

After you set the base unit options for your headset and connect your headset to your phone, you can enable EHS.

Procedure

1. Connect your headset and EHS adapter to your phone.

   See the Quick Start Guide for your phone on Poly Voice Support for information on connecting a headset to your phone.
2. Go to **Menu** ☰ > **Settings** > **Basic** > **Preferences**.
3. Select **Headset** > **Hookswitch Mode**.

Change the Headset Mode

To control your phone using your headset, the headset must be in soft phone mode.

Headsets that come with a docking station have two modes: soft phone and desk phone mode. If you cannot operate the phone from your headset, it is possible your headset is in desk phone mode.

Procedure

- » Press and hold the headset hookswitch until you hear a sound or message on the headset.

Controlling Calls with Electronic Hookswitch

Certain connected headsets offer functions to control calls.

After you have followed the procedures for connecting your headset and enabled EHS, you can use the controls on your headset to answer, mute, and end calls. If supported on your headset, you can also place calls on hold. See your headset's user documentation for information on controlling calls from your headset.

When you are in an active call and you receive an incoming call, you cannot use the hookswitch control on your headset to place the active call on hold and answer the incoming call. Pressing the hookswitch control on the headset ends the active call and answers the incoming call. To place the existing call on hold and answer the incoming call, answer the call on your phone.

Disconnect Your Headset

To disconnect or change your headset, properly detach your headset from your phone.

Procedure

1. Go to **Menu** ☰ > **Settings** > **Basic** > **Preferences**.
2. Select **Headset** > **Hookswitch Mode**.
3. Select **Regular Mode**.
4. Remove the EHS adapter from the serial port on the back of the phone.

USB Audio Mode

Use your Poly CCX business media phone in USB audio mode as a USB audio device on a connected computer.

USB audio mode enables you to do the following:

- Take calls from the computer's Skype for Business client.
- Use the phone's local interface to control calls from the computer's Skype for Business client.
- Play computer audio through your phone's speaker.
- Record audio using your phone's microphone.

Computer and Cable Requirements

CCX business media phones have specific operating system and cable hardware requirements when connecting to a computer.

Operating system requirements:

- Windows 10 version 1803 or later
- macOS 10.12 or later

USB cable requirements:

- CCX 400 phones: USB-A to USB-A cable (included with the phone)
- CCX 500 and CCX 600 phones: USB-C to USB-A cable
- USB 2.0 or higher cable, Poly recommends USB 3.0 for the most reliable connection and optimal audio quality
- Use a self-powered USB booster extension cable for connections longer than 2 m (6.6 ft)

Note: Don't use a USB cable meant only for charging devices. Cables meant for charging devices may lack the necessary hardware to support the data transmission needed for USB audio mode.

Connect Your Phone to a Computer for USB Audio Mode

Connect your CCX phone to a computer and configure it as an external audio device in USB audio mode.

Procedure

1. Connect a supported USB cable from the USB port on the side of your phone to a USB port on your computer.

   On CCX 400 phones, use the USB-A port. On CCX 500 and CCX 600 phones, use the USB-C port.

Note: The USB port on your computer must support USB 2.0 or higher.

2. On the computer, configure the phone as an audio output device and an audio input device.

   The process to configure an audio device may vary depending on your computer’s operating system.

The phone's microphone provides the audio input to your computer. The phone's speakerphone plays the computer's audio output.

Accessibility Features

Topics:

- Users Who Are Deaf or Hard of Hearing
- Users with Limited Mobility
- Users Who Are Blind, Have Low Vision, or Have Limited Vision

Poly products include a number of features to accommodate users with disabilities.

Users Who Are Deaf or Hard of Hearing

Poly phones include features that enable users who are deaf or hard of hearing to use the phone.

The following table lists the accessibility features for users who are deaf or hard of hearing.

Accessibility Features for Users Who Are Deaf or Hard of Hearing

Accessibility Feature	Description
Visual message indicators	An indicator light on the phone indicates that new messages are waiting. Icons on the screen also indicate that the phone has new messages.
Adjustable ringtone and volume	You can change the ringtone based on call type or assign a specific ringtone to a contact. You can also change the volume of the ringer.
Adjustable call volume	While in a call, you can raise or lower the volume of the device.
Visual notifications	Status and icon indicators let you know when you have incoming, outgoing, active, or held calls. Indicators also alert you of the device's status and when features are enabled.
Electronic hookswtich	If you use a headset that supports electronic hookswitch (EHS), you can use the controls on your headset to answer and end calls. Additionally, you may be able to mute calls and control volume from your headset.
Hearing aid compatible (HAC) handsets	Poly device handsets are Hearing Aid Compatible (HAC) and have telecoils that magnetically couple to most forms of wearable hearing aids per FCC section 508 (compliant to ADA Section 508 Recommendations: Subpart B 1194.23).
TTY support	Poly endpoints support commercial TTY devices such as Ultratec Superprint and provide acoustic coupled TTY support.

Related Links
Icons and Status Indicators on page 14
Set a Ringtone for Incoming Calls on page 61

Users with Limited Mobility

Poly phones include features that enable users with limited mobility to use the phone.

The following table lists the accessibility features for users with limited mobility.

Accessibility Features for Users with Limited Mobility

Accessibility Feature	Description
Auto-answering	You can enable the phone to auto-answer calls.
Touchscreen	The large touchscreen enables you to select, swipe, and press the screen to perform functions and activate features.
Built-in speakerphone	A built-in speakerphone enables you to hear audio on the device without having to use a handset or a headset.

Related Links
Answer Calls Automatically on page 26

Users Who Are Blind, Have Low Vision, or Have Limited Vision

Poly phones include features that enable users who are blind, have low vision, or have limited vision to use the phone.

The following table lists the accessibility features for users who are blind, have low vision, or have limited vision.

Accessibility Features for Users Who Are Blind, Have Low Vision, or Have Limited Vision

Accessibility Feature	Description
Adjustable backlight settings	You can change the brightness of the screen by adjusting backlight intensity settings.
Auto-answering	You can enable the phone to auto-answer calls.
Illuminated feature keys	Many feature keys illuminate when activated to alert you when a feature is enabled.

Related Links
Backlight Intensity and Timeout on page 57

Maintenance and Troubleshooting

Topics:

- Maintaining Your Phone
- Troubleshooting

This section provides information on maintaining and troubleshooting your phone.

Maintaining Your Phone

When the phone isn't operating properly, investigate or troubleshoot issues along with any other tasks your administrator may ask you to perform.

Clean the Touchscreen

The phone screens require minor maintenance, but you may need to clean the screen periodically.

Before you clean the screen, disable it so you don't activate phone functions while you wipe the touchscreen.

Use a clean, dry, microfiber cloth—the kind you would use to clean glass surfaces—to wipe the screen. Don't use chemicals to clean the screen.

Procedure

1. Go to **Menu** ☰ > **Settings** > **Basic**.
2. Select **Screen Clean**.
3. Wipe the screen with the clean, dry, microfiber cloth.

   Note: If the screen is still dirty after cleaning, dampen a soft, lint-free cloth with an isopropyl alcohol and water solution of 50:50, then wipe the screen with the cloth. Always use the dampened cloth to apply the solution; never apply the solution directly to the screen because the solution could seep inside the screen or stain the phone. Do not use chemicals to clean the screen.
4. To enable the touchscreen, follow the onscreen instructions.

Restart Your Phone

To assist with troubleshooting, your system administrator may ask you to restart your phone.

Caution: Before you restart the phone, contact your system administrator. If the phone is malfunctioning, you may be able to restore normal operation without restarting it. Additionally, your system administrator may want to troubleshoot the phone before you restart it. You do not need to restart the phone to update its configuration.

Procedure

1. Go to **Menu** ☰ > **Settings** > **Basic**.

2. Select **Restart Phone**.

   A confirmation message displays.
3. Select **Yes**.

   The restart process begins, and the process ends when the Home screen displays.

Update the Phone's Configuration

Your system administrator may ask you to update the configuration for your phone to apply any changes to the phone settings, which you can do without rebooting it.

Procedure

1. Go to **Menu** ☰ > **Settings** > **Basic**.
2. Select **Update Configuration**.

   A confirmation message displays.
3. Select **Yes**.

   The configuration updates. The phone may reboot, depending on which settings you changed.

View Software Details

View the details for the software version on your phone, the latest software update available for your phone, and the status of the latest update.

Procedure

» Go to **Settings** > **Status** > **Platform** > **Software Update Status**.

Updating Your Skype for Business Phone Software

When you sign in to Skype for Business on your phone, you can update your phone with the latest UC Software and view the software update information.

View Software Update Information

View information about the software update before you update your phone.

Procedure

» When prompted to update software, press **Details**.

Update Your Skype for Business Phone Software

When a software update is available, a notification displays on your phone.

Procedure

» When prompted to update software, press **Reboot** to restart the phone and get the latest update.

Update Skype for Business Software Later

If you don't want to update your phone software when prompted, update the software later. To update the phone's software, press the **Dev Updt** soft key.

If your phone is inactive for a long period of time, the phone automatically reboots and updates the phone software.

Procedure

1. When prompted to update software, press **Cancel**.

   The **Dev Updt** soft key displays.
2. Press the **Dev Updt** soft key when you're ready to update your phone's software.

Reset the Phone to Factory Defaults

Access the phone reset option without having to enter an administrator password.

After the administrator configures this feature on the phone, you can reset the phone to factory default settings.

Procedure

- » Go to **Settings** > **Basic** > **Reset to Factory**.

Troubleshooting

If you're having issues with your Poly phone, you can try the troubleshooting options and solutions in the following topics to resolve certain issues.

Warnings

The warning icon lets you know that your phone has one or more important issues.

Investigate Warnings

When a phone can't perform certain tasks, a **Warning** icon displays in the status bar.

View details about the issues from the **Warnings** screen.

Procedure

1. Go to **Settings** > **Status** > **Diagnostics**.
2. Select **Warnings**.

   The **Warnings** screen displays, listing any issues.

Remove Warnings

Clear any warnings displayed on the phone's screen.

After you view phone warnings, you can temporarily remove the warning icon from the status bar. However, the warning displays in the Warnings list until the issue is resolved. The warning icon displays each time your phone has a warning that you haven't viewed.

Procedure

- » In the **Warnings** screen, select **Clear Icon** to remove the Warning icon from the status bar.

Test the Hardware

If you're experiencing issues with your phone, your system administrator may ask you to test the phone hardware.

Test the display, microphones, and speaker. Contact your system administrator for instructions on how to perform these tests.

Procedure

1. Go to **Settings** > **Status** > **Diagnostics**.
2. Select **Test Hardware** and select an option from the list.

Speakerphone

If your speakerphone doesn't work, your system administrator may have disabled it. If this is the case, a message displays after you press the speakerphone key informing you that Handsfree mode is disabled. In this case, use the handset or a headset to handle calls.

USB Port

If you attach a USB device to your phone, and the phone does not detect the attached USB device, your system administrator may have disabled the USB port on your phone.

In this case, you cannot attach a USB device to your phone to use the following features:

- Call recording
- Picture frame
- USB headset

Contact your system administrator for help on enabling the USB port on your phone.

Check the Status of the Calendar

Issues with the phone's connection to the Microsoft server may cause calendar problems. Without a functioning connection, you may not see the **Calendar** icon on the **Home** screen or you may not receive meeting reminders.

Procedure

1. Go to **Settings** > **Calendar**.
2. On the **Calendar** screen, select **Connect**.

Troubleshoot Audio and Echo Issues

In some cases when you are using your headset during a call, your contacts may experience audio or echo issues, such as feedback of your voice or of their own voice. If your contacts hear an echo during a call when using your headset, enable echo cancellation on your phone.

Procedure

1. Go to **Menu** ☰ > **Settings** > **Basic** > **Preferences**.
2. Select **Headset** > **Echo Cancellation** and select **Enabled**.

Bluetooth Headset Issues

If you encounter any issues using a Bluetooth headset, see the following table for possible solutions to common problems.

Common Bluetooth Headset Issues and Solutions

Issue	Corrective Action
The Bluetooth settings do not display on my phone	Do one of the following: • Check with your system administrator to see if the Bluetooth feature is enabled on your phone. • Make sure the Bluetooth Radio setting is on.
My headset doesn't pair automatically.	If your headset is an older model, you may need to enter a password before the headset can pair with your phone. Refer to your headset documentation for more information.

Recording Issues and Solutions

If you encounter any issues recording calls, see the following table for possible solutions to common problems.

Common Recording Issues and Solutions

Issue	Corrective Action
The message “USB device is full. Recording canceled” displays when I pressed Start.	Check that there’s sufficient space on the USB flash drive.
The recording stops during a call.	If the USB flash drive becomes full during recording, recording stops and the message “USB device is full. Recording stopped” displays. Delete previous recordings to make space on the USB flash drive.
The message “USB device removed unsafely. Recording canceled” displays when I remove my USB flash drive during a call.	Don’t remove the USB flash drive while recording. If you want to remove the drive during a call, press **Stop**, and then remove the drive.
The message “Unsupported USB device attached” displays.	Use the compatibility matrix on https://compatibility.plantronics.com/deskphone for a list of compatible headsets.

Better Together over Ethernet

Use the following solutions as a guide to resolve certain issues that might arise while installing the BToE Connector or pairing your phone.

Troubleshoot the BToE Connector Installation

If the BToE Connector fails to install, download and reinstall the application from Poly Voice Support on your computer.

If the application installation continues to fail, find the log file for the installation error and call Poly Technical Support. The technical support representative needs the log file to understand why the installation failed.

If you cannot access the log files, contact your system administrator for assistance.

Procedure

1. Open the **Start** menu and select your user name.
2. Select the folders `AppData > Local > Temp > MSI*.LOG`.

Troubleshoot BToE Connector Start Issues

If the BToE Connector successfully installs, but the application fails to start or you experience other application-related failures, uninstall the BToE Connector and reinstall the application.

If the application still does not start or you experience other related issues, find the log file showing the failed to start error and call Poly Technical Support. The technical support representative needs the log file to understand why the application failed to start.

If you cannot access the log files, contact your system administrator for assistance.

Procedure

1. Open the **Start** menu and select your user name
2. Select the folders `AppData > Local > Polycom > Polycom BToE Connector`.
3. Click the file **polycom_BTOE_log.txt**.

Troubleshoot Pairing Your Phone with Your Computer

If you're having trouble pairing your phone with your computer, make sure that the Ethernet cable is plugged into the PC port on the phone.

If an unable to pair message displays after checking the Ethernet cable, ensure that your computer firewall allows the BToE Connector to communicate with your network.

Procedure

1. Go to **Start** > **Control Panel** > **System and Security** > **Windows Firewall** > **Allow a program through Windows Firewall**.
2. Select **Change Settings**.
3. Search for **Poly BToE Connector** in the list of applications and select the check boxes for **Domain**, **Home/Work**, and **Public** networks.
4. Select **OK**.

Regenerate a Pairing Code for Manual BToE Pairing

If you can't clearly read the Better Together over Ethernet (BToE) pairing code, generate a new code.

Procedure

1. On the **BToE PC Pairing** screen, select **Pairing Mode**.
2. Select **Auto** then select **Manual**.

   A new pairing code generates and displays on the **BToE Pairing** screen.

Login Credentials

If your phone has incorrect login credentials or you need to resubmit login credentials, one of the following messages or icons displays on your phone:

- The message "Login Credentials have failed. Please update them if the information is correct" displays on the screen.
- A lock icon is displays in the status bar.
- The message "Invalid login credentials" scrolls under the time in the status bar.
- The Calendar icon that displays on the Home screen isn't available.