ACD Agent Login

1. To log into ACD from your Polycom phone, dial 9997.
2. Press 1 for Agent Login or 2 for Supervisor Login.
3. When prompted, enter your Agent Extension (XXX) and PIN. XXXXX (Your Agent PIN is the same as your voicemail PIN)
4. Press 1 to Login.
5. When valid code and password are used, you get the "Agent logged in" message.

ACD Agent Logout

1. To Log off ACD from your Polycom phone, dial 9997.
2. When prompted, enter your Agent Number (XXX) and PIN. XXXXX (Agent Number is the same as your extension, Your ACD PIN is the same as your voicemail PIN)
3. Press 2 to Log off.
4. When valid code and password are used, you get the "Agent logged out" message.

Direct Call Pickup

Any user can pick up any ringing call of another user by dialing *53 followed by the extension of the user.

Group Call Pickup

Any user in a group can pick up a ringing call of a group by dialing *54 followed by the extension of the group.

Phone Commands

9999	Voicemail
9998	Greetings
9997	ACD Login
9996	Park Call
9995	Hoteling

Call ID

Caller ID Blocking	*67 + Phone Number
Caller ID Unblocking	*82 + Phone Number

Call Return

Dialing *69 generates a call to the latest received inbound call (does not work if latest caller had ID blocked).

Intercom

*96 + Extension of the person you want to intercom

Transfer To Voicemail

Dialing #*55 followed by the extension transfers received inbound call to the voicemail of that extension. This is available for calls coming through the AutoAttendant.

Transfer To Voicemail

Dialing #*55 followed by the extension transfers received inbound call to the voicemail of that extension. This is available for calls coming through the AutoAttendant.

Voicemail Menu: #1 Listen To Messages

1	Listen to Next Message
2	Repeat Current Message
3	Previous Message
4	No Action
5	Forward to Another User (1 Prepend 2 No Prepend)
6	No Action
7	Delete Message
8	Call Back
9	Save Message

Voicemail Menu: #2 Change Folders

0	New Messages
1	Old Messages
2	Work Messages
3	Family Messages
4	Friend Messages
5	Cancel
3	More Options

Voicemail Menu: #3 More Options

1	Record Unavailable Message
2	Record Busy Messsage
3	Record Name
4	Change Password
	Options 1 through 4: 1 Accept Recording 2 Listen to Recording 3 Re-Record

Accessing Group Voicemail

To access a group's voicemail messages, simply use the group's mailbox extension and PIN. Your Account Administrator can provide this information to you.

By **chuckreis**
cheatography.com/chuckreis/

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Transfering A Call

Transferring Calls using #	During a call, press # followed by the number or extension to which the call is to be transferred.
Blind Transfer	1. During a call, press the Transfer button or the Transfer soft key which appears for a connected call. 2. Press the Blind soft key in the menu which appears. 3. Enter the number to which you want to transfer the call. Use the Dial soft key to complete the call.

Transfering A Call (cont)

Supervised Transfer	1. During a call, press the Transfer button or Transfer soft key to place the call on hold. 2. Dial the number to which you want to transfer the call. Use the Dial soft key to complete the call. {{nl}]3. Press the Transfer soft key on approval with second caller. With this action, you will be disconnected with the call. 4. Cancel transferring the call at any time by pressing the Cancel soft key. Press Resume to return to the active call.

Transfering A Call (cont)

Transfer to Voicemail	WORLDSMART allows you to transfer a connected call directly as voicemail to one of your colleagues. To do this on your Polycom VVX Phone: 1. Press #*55 followed by user's extension. 2. This sends your caller to the voicemail box of your colleague, and you are disconnected on your phone. 3. During an ACD call, press # 2 # followed by the number or extension to forward a call directly to a user's Voicemail.