



Quick Cheat Sheet to Nextcom Polycom VVX Series Phones





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The following document is gathered by NextCom and works only for the phones purchased from NextCom or operated by NextCom's VoIP Services.

The following instructions are for Polycom Brand VVX series phone; however, many of the functionalities, including the star codes remain the same on all brands of phones that are working in NextCom's network.

## **General Functions:**

The following are a list of functions available when you purchase a hosted PBX from NextCom. Some of these features are included in your plans by default. Some others need to be activated. The advanced features might add additional one-time or monthly costs based on your phone plan.

## **Voicemail Box:**

Every extension comes with a private voicemail box number that matches with that extension. In addition to the private vm box, there is a general company-wide voicemail box, that is accessible on all phones. Take your time to set up the voicemails before starting to use the phones, following the setup instructions below.

### **Setting Private Voicemail Box:**

On your phone, either press the button that has the envelop sign on it, or dial \*[extension number]. Your initial password is same as your extension number. When you log in to the mailbox the first time, you will be prompted to change your password, and record your unavailable and busy greeting as well as your name.

Note: your new password should be different that your extension number; otherwise, every time you login to listen to voicemail, system behaves as if it is the first time you are logging in and will take you through changing password and recording messages.

Note: if you want to rerecord/change your unavailable and busy messages at a later time, you need to login to your mailbox and follow the prompts to choose mailbox options and rerecord per instruction.

Note: the name you record will be used in the directory of the names for the company, so that every time a caller chooses to go to directory of the names via automatic greeting and enters your first or last name, they will hear the name you have recorded.

**Accessing Voicemail:** There are several ways on accessing your voicemail box:

- Through Phone: If you are at your phone and you want to listen to your voicemails, simply press the envelop button or dial \*[extension number]. The system will then ask for your password. When logged in, follow the prompt to listen to new or old messages and save, erase or forward.
- Through Email: You can opt in to receive an email notification with an audio file of the message attached, every-time you receive a voicemail. To activate this at no charge, you need to provide an email address to your NextCom Rep.
- By Dialing: if you have a company auto greeting, you can dial to your main line and while the greeting plays, dial \*[extension number] and you will be prompted to your voicemail box.
- Through App: you can basically work on your cell phone as if it is your desk phone while you are away from your desk. Listening to voicemail is one of the features you can use our app for. This might have some cost associated with, based on the type of plan you have. To get more information consult with your NextCom rep.
- Through Other Phones in Your PBX: on any phones within your pbx you can dial \*5000 and this procedure will take you to voicemail center. You will then are asked for voicemail box number which is same as your extension number followed by password.

Note 1: if you have forgotten your password, please contact your NextCom rep.

Note 2: you have the option to erase each or all old voicemails manually after you login. Alternatively, you can let your NextCom rep set to automatically delete your messages every day, week, month etc.. Your voicemails will remain in the box no more than 180 days, unless you choose to save them.

### **Setting Up Company-Wide Voicemail:**

You will have a general company-wide voicemail which you can access by dialing \*999 on all phones within your Hosted PBX System. To setup this voicemail, follow the instructions above for setting up private voicemail using the initial password of 999.

### **Automating Greeting:**

You can record one or several automatic greetings for business hours, after hours, lunch time break, and different holidays. After recording you need to contact your NextCom's Rep so that they could activate the feature for you.

For business hours: on your phone dial \*321 and follow the prompt.

For after hours: on your phone dial \*322 and follow the prompt.

Note 1: Instead of recording your greeting using codes above, you can send an audio file of your greeting to your NextCom rep and they will apply the changes. Ask your rep for instruction.

Note 2: You don't necessarily need to have both business hours and after hours messages. Some clients choose to have only one message saved, depending on what the message is.

Note 3: It is highly suggested to write down a copy of your greeting message and send it to your rep so that everything is adjusted accordingly.

### **Ring Groups:**

You can have as many as ring groups you need in your phone system. Ring groups are a group of extensions that will ring simultaneously or sequential when a caller dials a number or chooses a route through automatic greeting. You can use this feature in case you have different departments or if you have more than one operator. This feature is activated upon request.

### **Time Frame:**

Time frame is how you like your phone system operate automatically during different times of the weekdays, weekends or in holidays.

You can activate and use this feature for business hours, after hours, lunch time and holidays. This is a company wide feature and cannot be set at extension level.

### **Listen Live and Barge In Features:**

To listen live dial \*57+[extension that you would like to listen to]. To barge in dial \*58+[extension you would like to listen to]. These two features are activated upon request and you need password to use them on *authorized* extensions. The difference is that in “Barge in” you can participate, rather than listen live in which you only can listen to the ongoing call.

Note: only one user can listen live or barge in to a call at a time.

### **Conference Bridge:**

This is a feature you need to request to be added to your order and it will include additional charges. To use it simply call the number or extension provided for this feature, enter the bridge conference number and password. If you are a moderator, you will have a separate password set for you.

### **Hold Music:**

There is a generic hold music on all accounts. If you like to change it to whatever you like, email your rep an audio file of it and the rest will be taken care of.

### **Call Center:**

If you have a call center activated, follow the following codes to login, logout, pause or unpaue.

- Agents:

\* 0 1 + Agent ID to log in

\* 0 0 + Agent ID to log out



\* 0 2 + Pause code + Agent ID to pause a queue or make busy

\* 0 3 + Agent ID to unpause the agent

- Queue:

You can have as many queues as you would like and adjust a ringing strategy that best suits each queue. You have the option to choose from the following ringing strategies: ring all, least recent, fewest calls, random, round robin manner. You can assign same agent to one or more queues as well.

- Reason Codes:

Reason Code	Reason
0	Wrap up time
1	Restroom
2	Break
3	Lunch

- Supervisor:

If you are a supervisor to a call center, you will receive a username and password that you can login to via <https://portal.nextcom.net/>

When logged in, you can go to “Reports” tab and on the left bar you can choose to review and save any of the reports.

Depending on what you expect from the agents, you will have access to a series of reports that you will find useful. This reports are real time monitoring of the agents, queue performance, queue activity, agent performance, agent events, abandon/answered call report.

**Call Activity: Nextcom Corporation ~ Demo**

From: 11/06/2018 To: 11/13/2018 Timezone: United States  
 Call Type: All Calls (GMT-08:00) America/Los Angeles

Date/Time	Duration	Call Type	From	To	Acct. Code	Extension
11/13/2018 04:41:59 PM	00:04:05	Incoming	(310) 993-9509 *310993...	Queue 'Orders'		402
11/13/2018 04:41:34 PM	00:00:22	Incoming	(310) 993-9509 *310993...	Queue 'Orders'		
11/13/2018 04:40:49 PM	00:00:24	Incoming	(310) 993-9509 *310993...	Queue 'Orders'		
11/13/2018 04:03:24 PM	00:05:59	Incoming	(310) 360-2036 *310360...	Queue 'Orders'		402
11/13/2018 04:02:33 PM	00:00:40	Incoming	(310) 360-2036 *310360...	Queue 'Orders'		402
11/13/2018 03:58:12 PM	00:00:22	Incoming	(310) 360-2036 *310360...	Queue 'Orders'		402

### DISA- Direct Inward System Access:

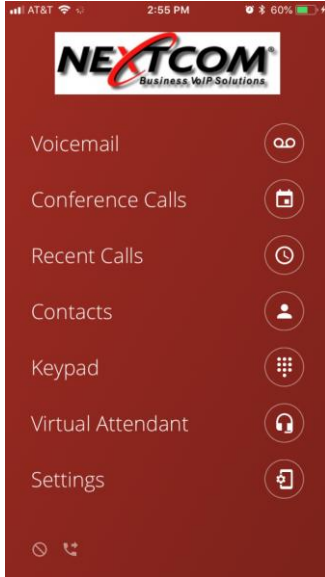
DISA allows users to dial into the hosted PBX from an outside number and after entering the DISA number and password they can make outside calls as if they have dialed from their extension at the office. A great alternative to all this is using our free Mobile App. This feature will be activated upon request.

### Call Blocking:

You can block several phone numbers from calling you or being called from your PBX. Send a spreadsheet of the numbers to your NextCom rep.

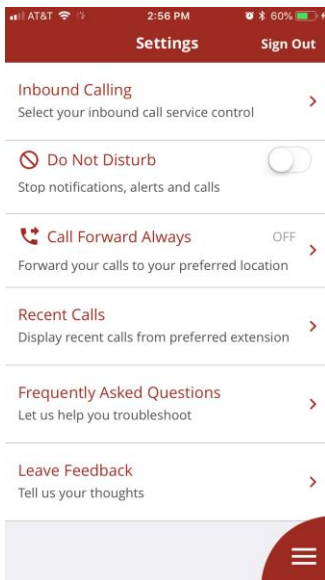
### NextCom's Mobile App:

If you often work from home or you like to take work outside of your office desk, you can use your smart phone just as you use your desk phones through NextCom's App. To download the app go to your Smart Phone App Store and download **Corenexa (Free App)**, send a request to your NextCom's rep and receive a Log-in username and password in your email and login to the following page:



Using the app you can access your voicemails, change your voicemail greetings, attend in conference calls, access call logs, make contact list, and make and receive calls (the caller ID for outgoing calls is as it is set up for your extension).

Under Settings tab you can change if you are willing receive calls on wifi or on Cellular and wifi, activate do not disturb mode, turn call forward always on and off.



## VVX Series Phones

### Quick Instruction:

Unlike your old phone systems, your new Polycom phones are very easy to use and you have all the buttons that you normally use either as a button or as a soft key set or on the screen. Below you have a picture of a vx400 phone that is registered with extension 401.



Here is quick overview of the buttons on your phones from the top:



### **Right Red LED Lamp:**

This is an indicator to new voicemails, if blinking.

### **BLF and Line Soft Keys:**

These are the keys to the right and left side of the screen. We generally assign two buttons to your extension and per your request we will assign the rest of the buttons to either park or extension BLF. Extension BLF is very popular especially in smaller offices where you need to know which of the users are on the phone or are available. A red button means the person associated with that number is on the phone.

Soft keys below screen:

### **New Call:**

There are several ways to place a call: one of them is pressing this button. You can simply press New Call and then enter the number OR enter the number first and then choose dial to get connected.

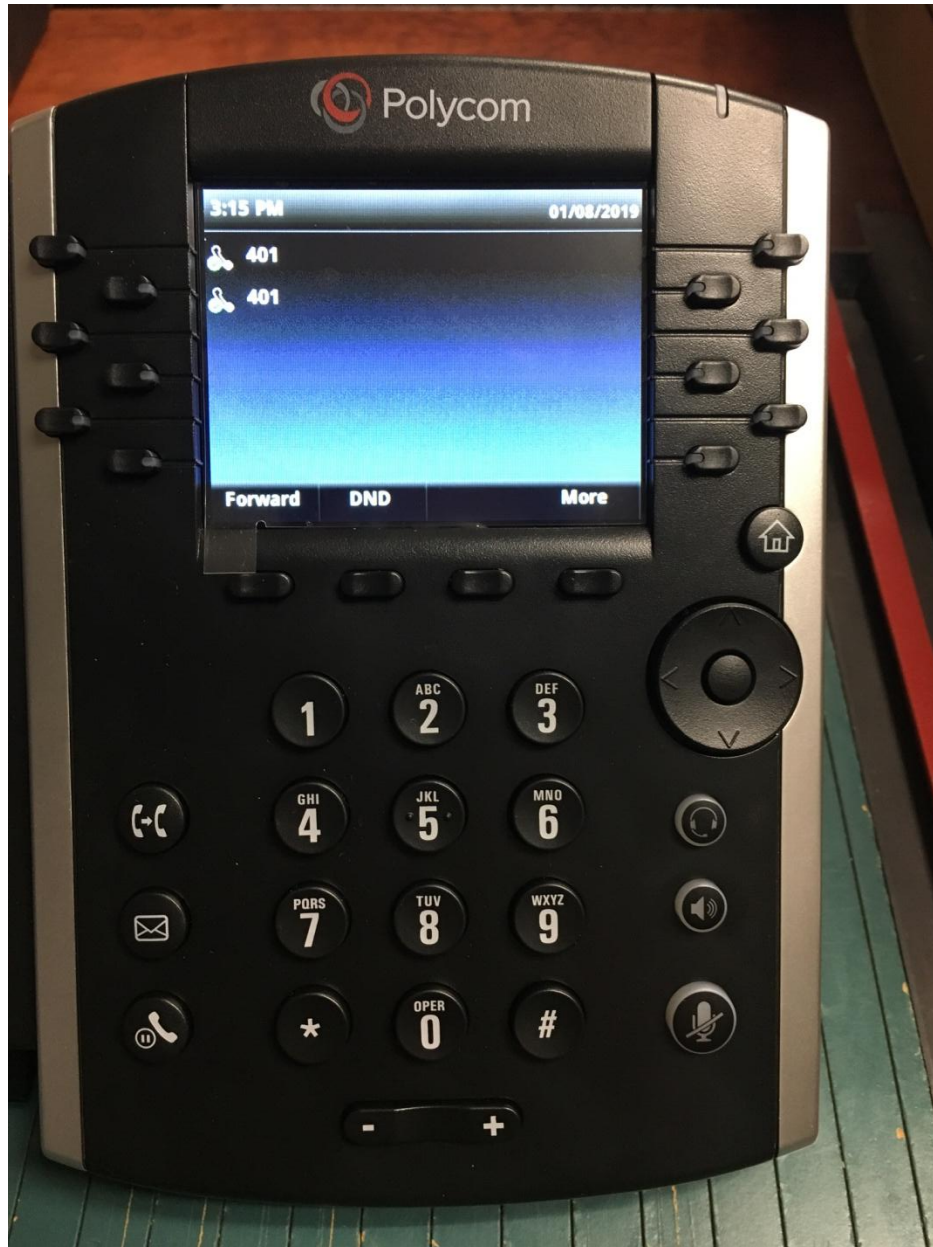
### **Directory:**

This is where the directory of your calls is saved. When you press directory, you can view contacts, add new contacts or change them. You can also see a list of your recent calls and clear the list or save any of the numbers as you wish.

### **Paging:**

This button needs to be activated on our end. When activated, to page, simply hit the "Paging" softkey on your phone and choose a group. Then press and hold the "Paging" key. The phone will beep and you can then start talking. All non-busy phones will answer the call in speaker-phone mode.

When you hit "more you will see:



### **Call Forward:**

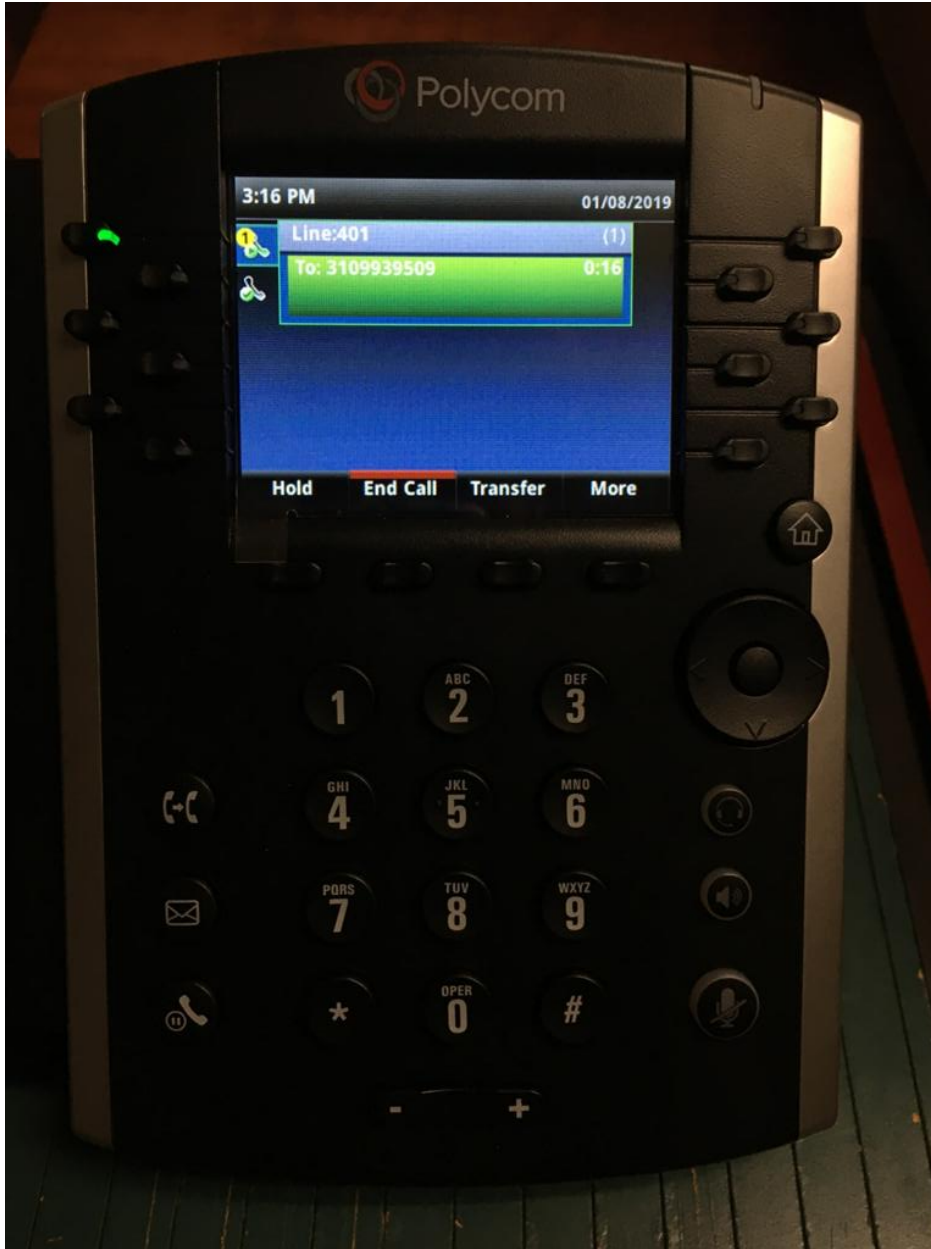
This button will allow you to forward calls from your phone. Once you hit this button, you will have option to forward all calls, no answer or busy. You can disable it through the same button and then hit disable.

### **DND:**

Press it to turn do not disturb mode on and to turn it off, simply press the soft key once more.

Press More to go back to the previous menu.

Once you are on a call, you will see a different set of buttons on the screen.



**Hold:**

On an active call, If you press this, the person on the other side of the call will be kept on hold and hear your music on hold, until you press resume and they can hear you again.

### **End Call:**

To end a call that is green on your screen.

### **Transfer:**

When you press transfer button, the other side of the call will hear your music on hold; then you will have the option to:

**Blind transfer:** Transfers caller A to person B directly without them knowing who is on the call. Person B will see your phone number on the caller ID. To do this press transfer, hit blind, enter the number and send. Once sent you can't get the call back.

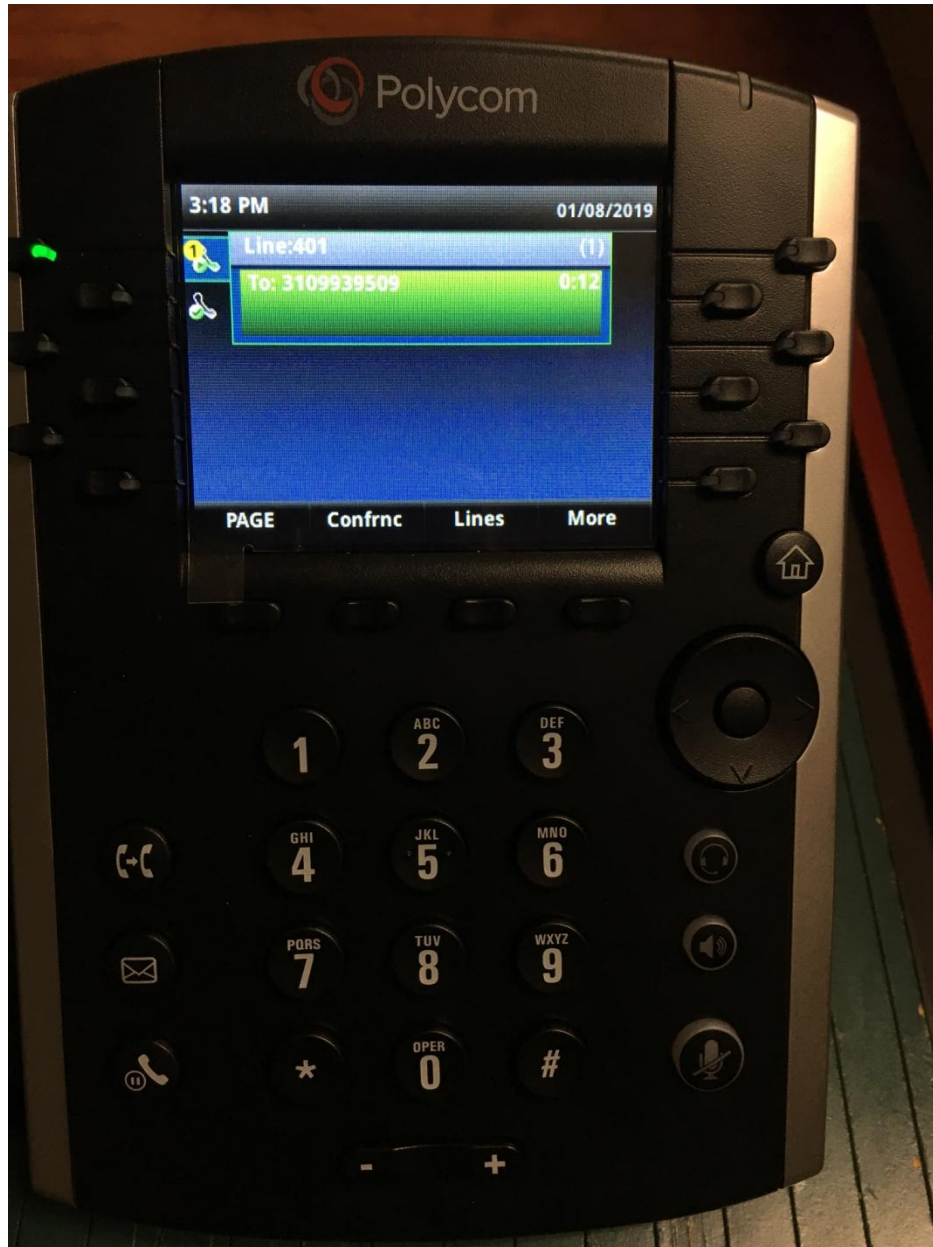
**Consultative transfer:** Allows to inform person B of who wants to talk to them. To do so, press transfer, enter the number and wait for person B to pick; if person B is available to take the call, hit transfer. If not, you can cancel and get the call back. At this moment you have the option to transfer directly to voicemail box.

Note: to transfer a call directly to the voicemail box of an extension, hit transfer >>> Blind >>> enter extension number followed by \* and hit send.

### **Park Call and Pick-up Parked Calls:**

if you want to park a call and pick it up on another phone while on a call, you will use transfer button. To park a call hit transfer and dial \*70 and the hit send. The system will tell you the spot number. To pick this parked call on another phone dial \*71 followed by the spot number you had received.

When on a call you press more, you see:



### **Conference:**

With your new phone set you will be able to have a three party conference. All you need to do it to press conference while you are on the phone. At this time, the first automatically goes on hold. Then you enter the number you want to conference in; if that calls go through; you will see conference button once again and by pressing it the second time, the conference begins.



### **Home Button:**

If you press this button you will then have the option to all the features above. Plus you have the redial option of the last call you made.

### **Navigation/ Select Button:**

This is the button and navigator right below the home button. If you are at a list, you can navigate and select through this button. Using the navigator once your phone is on the neutral mode, will show you dialed, missed and received calls.

Buttons to the left of your keypad:

From top to bottom:

### **Transfer Calls:**

This is an alternative to the transfer button on the screen.

### **Voicemail Box:**

This is one of the ways to access voicemail box of your own extension. To access company wide voicemail box you need to dial \*999.

### **Hold:**

This buttons is used to place a call on hold.

Three Buttons to the right of the Keypad from top to bottom:

### **Headset Key:**

If you are using a headset, you will use this button to switch between phone and headset.

### **Speakerphone:**

This will allow you to turn speaker phone on or use the handset and turn this off.

### **Mute Button:**

To mute your voice for the other side on an active call.

### **Plus and Minus Button Under the Key Pad:**

Once you are not on a call, using these two buttons you can increase and decrease the Ringing Volume. However, on an active call, using these buttons will increase and decrease the volume of the voice you hear on the handset, or speaker.

