

## Welcome to **UNIFIED VOICE**

Armstrong Unified Voice is packed with many advanced features that will enhance your day-to-day business activities and make your life easier.

This guide is designed to help you use some of the most popular features of Armstrong Unified Voice with your new Polycom® VVX® 501 phone — right out of the box.

### FEATURE CODES

- \*72 Call Forwarding Always Activation
- \*73 Call Forwarding Always Deactivation
- \*90 Call Forwarding Busy Activation
- \*91 Call Forwarding Busy Deactivation
- \*92 Call Forwarding No Answer Activation
- \*93 Call Forwarding No Answer Deactivation
- \*67 Calling Line ID Delivery Blocking per Call
- \*82 Calling Line ID Delivery per Call
- \*41 Call Park
- \*42 Call Park Retrieve
- \*69 Call Return
- \*70 Cancel Call Waiting
- \*78 Do Not Disturb Activation
- \*79 Do Not Disturb Deactivation
- \*98 Voice Portal Access
- \*66 Last Number Redial

Note: Some of these codes may not be available to all users. See your group admin to add features.

For more support, please visit or call  
[ArmstrongOneWire.com/UV](http://ArmstrongOneWire.com/UV)  
**1.866.483.9127**

## **UNIFIED VOICE** QUICK START GUIDE



### **Polycom VVX 501 Business Media Phone**

An easy-to-use, performance business media phone that's designed for today's busy managers and knowledge workers.

**ARMSTRONG**<sup>®</sup>  
BUSINESS SOLUTIONS

## THE PHONE





## THE BASICS



### GET TO KNOW YOUR PHONE

In Idle state, your touchscreen will display your extension and the soft keys. The Home screen is displayed when you press the Home key. From here, you can initiate new calls and access your messages, directories, settings and applications.

### ANSWER A CALL

To answer a call, simply pick up the handset or press the **Answer** soft key,  or .

### PLACE A CALL

To place a call, simply pick up the handset or press the **New Call** soft key,  or . Then dial the number.


### OTHER WAYS TO PLACE A CALL

To dial a recently placed call:

- Access the Recent Calls list
  - From the Idle screen, press your extension or the **Callers** soft key. The Recent Calls list will appear.
  - From the Home screen, tap **Directories**, then press **Recent Calls**.


## OTHER FEATURES

### SET UP VOICEMAIL

- Initiate a call.
- Press . (You may also dial \*98 or your extension.)
- At prompt, enter in a unique pass code, then press #.
- Re-enter your pass code, then press #.
- Follow instructions to record your name.
- Follow prompts to:
  - Access voicemail box
  - Access greetings menu
  - Change call forwarding options
  - Make a call
  - Change pass code
  - Exit voice portal

### RETRIEVE VOICEMAIL MESSAGES

A red “message waiting” indicator light notifies you when you have a new voicemail message. If you have more than one message, the count will be displayed near the message icon.

- To check your voicemail, initiate a call and press . (You may also dial \*98 or your extension.)
- Enter your voicemail pass code, then press #. (If you forgot your pass code, please contact your system administrator.)
- Follow the audio prompts.

### HOLD AND RESUME A CALL

- To hold, press the **Hold** soft key.
- To resume, press the **Resume** soft key.

### MAKE A THREE-WAY CALL

After first call is connected:

- Press the **More** soft key, then the **Confrnc** soft key. The active call will be placed on hold.
- Dial the new party.
- When call connects, press the **Confrnc** soft key again.
- Note: You may drop off a three-way call, and the other two parties will remain connected. (This is also an effective method of transferring a call.)

### DO NOT DISTURB


- To enable Do Not Disturb, press the **DND** soft key.
- To disable, press the **DND** soft key again.

### TRANSFER A CALL

After the first call is connected, press the **Transfer** soft key. (The active call will be placed on hold.)

- To transfer the call unannounced:
  - Press **Blind** in the upper right-hand corner.
  - Dial the number or extension.
  - The call will transfer automatically.
- To announce the transfer:
  - Dial the number or extension.
  - When the second party answers, announce the transfer.
  - Press the **Transfer** soft key again to complete.
- To transfer the call directly to another user’s voicemail:
  - Press the **Transfer** soft key.
  - Press the **Blind** soft key followed by #.
  - Dial the extension, followed by #.
  - A confirmation will announce the transfer is complete.

### CALL FORWARDING

- Press .
- Tap the Forward icon. Tap your choice:
  1. Call Forwarding Always
  2. Call Forwarding No Answer
  3. Call Forwarding Busy
- Enter destination number and press the **Enable** soft key.
- To disable, follow same steps and press the **Disable** soft key.

### SHORTCUTS

- Pick up handset and dial:
  - \*72 = Call Forwarding Always
  - \*90 = Call Forwarding Busy
  - \*92 = Call Forwarding No Answer
- Enter destination number, then press #.
- To deactivate, dial:
  - \*73 = Call Forwarding Always
  - \*91 = Call Forwarding Busy
  - \*93 = Call Forwarding No Answer

### PAGE

- Press **Page**, and talk.

### INTERCOM

- Dial the extension.