



# Quick Tips for Using Polycom® VVX® Phones with Microsoft® Skype™ for Business

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These Quick Tips apply to VVX 201, 300, 301, 310, 311, 400, 401, 410, 411, 500, 501, 600, and 601 business media phones running Polycom UC software 5.4.0 or later and signed into Polycom with Skype for Business Server.

The *Polycom VVX Business Media Phones User Guide* on [Polycom Support](#) includes more information on the features available on VVX phones.

## Sign into Skype for Business

You can sign into the phone using your Skype for Business login credentials.

### To sign into Skype for Business:

- 1 Press the **SignIn** soft key.
- 2 Complete the required sign-in fields with your login credentials.
- 3 Press the **SignIn** soft key. Your line shows as registered.

### To sign out of Skype for Business:

- » Press the **SignOut** soft key.

## Add Favorites

When you add Skype for Business contacts as favorites in the Skype for Business client, those

favorites display on your Home screen and in the Contacts list on your phone.

### To add contacts as favorites:

- » In the Skype for Business client on your computer, right-click on a contact and click **Add to Favorites**.

## Add Contacts

Add your Skype for Business contacts to a Contacts list on your phone.

### To add contacts to your phone:

- 1 Press **Contacts > Add**.
- 2 Enter your contact's email address and press **Submit**.

## View Contacts' Information

In the contact card, you can view a contact's name, presence status, organization, work number, mobile number, and voicemail.

### To view the contact card:

- » Press **Contacts**, select a contact, and press **Info**.

## Update Your Presence Status

Your presence status information displays your availability and activity to your contacts, and automatically updates when you are actively using your phone or it's inactive. You can also update your presence status at any time.

### To update your presence status:

- » Press **MyStatus** and select your desired status.

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

## Initiate a Conference Call

Initiate a Skype for Business conference call with Skype for Business contacts or a group of contacts on your phone.

### To initiate a conference call:

- 1 Press **Meet Now > Invite**.
- 2 Select a contact and press **Dial**.
- 3 Press **Invite** to add additional contacts.

### To initiate a conference call with a group:

- 1 Press **Contacts > Groups**.
- 2 Select a group and press **Dial All**.

## Forward Calls

Forward your incoming calls to another contact or to your voicemail.

### To forward incoming calls to a contact:

- 1 Press **Forward > Forward to Contact**.
- 2 Enter your contact's number and press **OK**, or press **Contacts**, choose a contact, and press **Forward**.

### To forward incoming calls to voicemail:

- » Press **Forward > Forward to Voicemail**.

## Park and Retrieve Calls

You can park up to eight active phone calls.

### To park a call:

- » During an active call, press **Park**.

Parked calls are given orbit numbers to retrieve the calls. For example, #1023.

Anyone in your organization can retrieve the call with the orbit number from any Polycom with Skype for Business phone.

### To retrieve a parked call:

- » Do one of the following:
  - On your phone, press **Retrieve**.
  - On another phone, press **New Call** and dial the call's orbit number.

## Use the Directory

You can search, call, and save contacts in the Skype for Business Directory on your phone.

### To search the directory:

- 1 Select **Directories > Skype for Business Directory**.
- 2 Enter your contact's first or last name. The phone automatically displays search results.

### To call contacts from the directory:

- » After you find your contact, press **Dial**.


### To save a contact from the directory:

- » After you find your contact, press **Add to Contacts**.

## Use Boss-Admin

You can assign delegates to manage your calls, set distinct ringtones for boss calls, and interact with assigned lines.

### To assign delegates:

- 1 In your Skype for Business client, click  and click **Tools > Options > Call Forwarding**.
- 2 Click **Simultaneous Ring > My Delegates** and add contacts as delegates for your line.

### To view a list of delegates on your phone:

- » Press **Contacts > Groups > Delegates**.

### To view a list of bosses on your phone:


- » Press **Contacts > Groups > People I Manage Calls For**.

### To respond to incoming boss calls:

- » Do one of the following:
  - Press **Answer**.
  - Press **Reject** or **Ignore**.
  - Press **Boss VM**.

## Use Better Together Over Ethernet (BToE)

BToE enables you to answer, place, pause, and resume calls on your phone and in the Skype for Business client.

Calls display on your phone and in the Skype for Business client, and the PC audio icon  displays next to the call on your phone.

### To answer an incoming call:

- » Press **Answer** on your phone or click **Answer** in the Skype for Business client.

Calls placed in the Skype for Business client are also placed on the phone.

### To place a call from the Skype for Business client:

- » Right-click a contact and click **Call**.

Pausing audio on your phone pauses the audio on the phone but not in the Skype for Business client.

Pausing video on your phone pauses the video in the Skype for Business client, but not on the phone.

### To pause an audio or video call:


- » Press **Pause** on your phone.

### To resume a paused call:

- » Press **Resume** on your phone, or click **Resume Call** in your client.

You can move the call audio between your phone and your computer.

### To move call audio between the computer and phone:

- 1 In the Skype for Business client, click .
- 2 Click **Devices** and do one of the following:
  - Click **Handset** to move call audio to your phone.
  - Click **PC Mic and Speakers** to move call audio to your computer.