

Welcome to EPX Elite!

Our EPX business phones are 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 EPX packages along with your new Polycom VVX 350 phone.

Thank you for allowing Emerge Technologies to provide your business with Smart Connections.

We are dedicated to exceptional customer service and quality business solutions. Feel free to call us.

Thanks,
Your Emerge Technologies Team
208.298.2700
emerge@inlandcellular.com

- *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
- *44 Call Recording (if enabled)
- *67 Calling Line ID Delivery Blocking per Call
- *65 Calling Line ID Delivery per Call
- *68 Call Park
- *88 Call Park Retrieve
- *98 Call Pickup
- *11 Call Retrieve
- *69 Call Return
- *70 Cancel Call Waiting
- *99 Clear Voice Message Waiting Indicator
- *55 Direct Voicemail Transfer
- *78 Do Not Disturb Activation
- *79 Do Not Disturb Deactivation
- *62 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.



Powered By **INLAND CELLULAR**

Polycom VVX 350



Customer Care:
208.298.2700
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EPX Portal:
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EPX

208.298.2700
Enhanced Phone Xchange



EPX QUICK START GUIDE



Before You Start

You need to configure your account settings in the ANPI VIP Portal. Go to vip.anpi.com and click "Log in." You can create your profile settings, set up your voicemail, set up call forwarding, upload phone lists and more.



Soft Keys

The soft keys located underneath the phone screen perform the functions that appear directly above them on the display. Their functions are context sensitive, which means the function of the soft keys changes depending upon your current activity. For example, if you are conferencing, the soft keys display functions related to the conference function.

Line Keys

With the VVX 350, you have the ability to access up to six physical lines and up to 18 additional virtual keys. The line keys, located to the left of the phone screen, indicate the status of your lines and associated activity. The icon informs you when a line is idle, ringing, in use, on hold or disconnected altogether. Use the left and right navigation buttons to change virtual pages of line keys.

Navigation Keys

The Navigation keys allow you to scroll through the options and lists on the display keys by pressing left, right, up or down. To select an item, press the Select button (the button in the center of the navigation keys).

Answer a Call

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

Place a Call

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

Set up Voicemail

- Initiate a call.
- Dial *62 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 pass code
 - Exit voice portal

Retrieve Voicemail Messages

A red "message waiting" indicator light means new Voicemail.

- To check your voicemail, initiate a call and press the Message key. (You may also dial *62 or your extension.)
- Enter your voicemail passcode, 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.

Access Call Lists

Call History can be accessed using the Navigation keys.

- To see Recent calls including placed, received or missed calls (denoted by icon), press the down arrow key or press the Dir soft key and choose Recent Calls.
- To dial a number, scroll to the desired number, then press the Dial soft key or the select button.

Do Not Disturb

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

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 new party.
- When call connects, press the Confrnc soft key again to join the calls.

Transfer a Call

After first call is connected:

- Press the Transfer hard key or the soft key (The active call will be placed on hold.)
- To transfer the call unannounced, press the Blind soft key.
- To speak to the transfer-to party first, Dial the number or extension and press Send.
- When the party answers, announce the transfer. Then press Transfer again to complete. If a Blind transfer, the call will transfer automatically.

To transfer the call directly to another user's voicemail:

- During the transfer process, dial *55 instead of the extension.
- Dial the extension, followed by #.
- A confirmation will announce the transfer is complete.

Call Forwarding

- Press the Forward soft key or the Home key.
- If using Home, press the down arrow on the Navigation keys until the Forward Menu option is selected. Press the Select navigation button.
- Use the up and down arrows on the Navigation keys to select your option.
 1. Call Forwarding Always
 2. Call Forwarding No Answer
 3. Call Forwarding Busy
- Enter destination number and press Enable soft key.
- To disable, follow same steps and press 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