

Breezeline™ Business Hosted Voice User Guide






Welcome to Breezeline Business Hosted Voice

Welcome and thank you for choosing Breezeline Business Hosted Voice. Our cloud-based service offers advanced communication solutions that enable you to increase efficiencies, revenue and customer satisfaction.

Your business will benefit from state-of-the-art features and functionality without the costs and headaches of traditional premises-based phone systems, all while our service meets the present and future needs of your business.

Using this Guide

This guide provides instructions to help you get the most of Breezeline Hosted Voice and provides user features for the most common Polycom phone soft keys and displays. For access to the complete Polycom VVX User Guide visit <https://breezeline.com/for-business/support/hostedvoiceresources>. If you are a Hosted Voice mobile subscriber, some of the features in this guide are also available to the Breezeline Hosted Voice Mobile App. The icons below will help identify the context of the instructions as you read through:

	The phone icon means the feature is available on the Polycom desk phones.
	The mobile phone icon indicates that the feature is available on the Breezeline Business Hosted Voice Mobile Phone App.
	The computer screen icon indicates that more information or functionality can be found in the Breezeline Business Hosted Voice Manager User Guide.

Getting to know your Polycom VVX Phones

POLYCOM VVX 201



POLYCOM VVX 310



POLYCOM VVX 410



POLYCOM VVX 500



POLYCOM VVX 600



Logging into the Breezeline Business Hosted Voice Mobile Phone App

First you will need to download the App that fits your device type.

- **For Android™ users:** Search the Google Play™ Store for “Breezeline Business Hosted Voice”



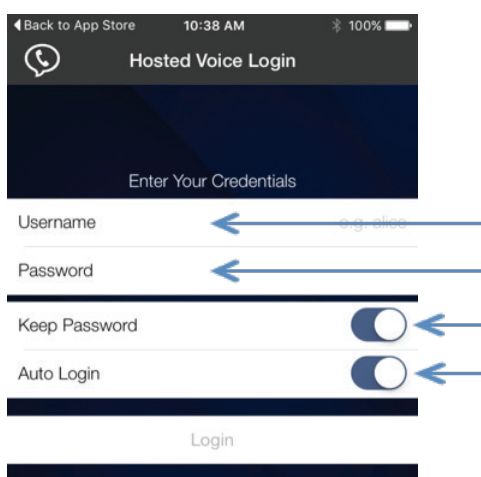
- **For iOS users:** Search the App Store® for “Breezeline Business Hosted Voice”



If you see two options, one for Mobile and one for Tablet/iPad, choose and install the version that best describes your device.

Upon launching the App you will be prompted for a username and password. These credentials were provided to you in your Hosted Voice welcome email. **If you cannot locate these credentials, please call Breezeline Business at 877.435.2227.**

Once you have your App downloaded and your credentials ready, please follow the instructions below to initialize your Mobile App.



Enter your username & password as provided.

1. Be sure to select “Keep Password” to avoid having to enter your credentials each time you use the App.
2. Select “Auto Login”. This will ensure you are logged into the App whenever your device is powered on.

Call Management Features

User Screens

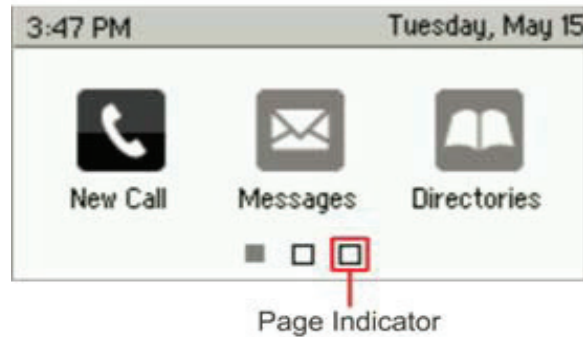
Polycom VVX phones have four screens that display on the phones:

1. Home screen displays your messages, settings, and information (all VVX phones).
2. Calls screen displays all active and held calls on your line (VVX 101, 201, 300 series, 400 series, 500 series, and 600 series phones).
3. Lines screen displays your phone lines, your favorites, and conditional soft keys (VVX 101, 201, 300 series, 400 series, 500 series, and 600 series phones).
4. Active Call screen displays the active call currently in progress (VVX 500 series, 600 series phones).

Home Screens

On VVX 101, 201, 300 series, 400 series, 500 series, and 600 series phones, a Page Indicator shows the page you are currently viewing. On VVX 500/501 and 600/601 phones, you can press and hold the Page Indicator to control how many icons display on the Home screen. The following figure shows the Page Indicator on the VVX 300 series phones.

Home screen and Page Indicator on VVX 300 series phones



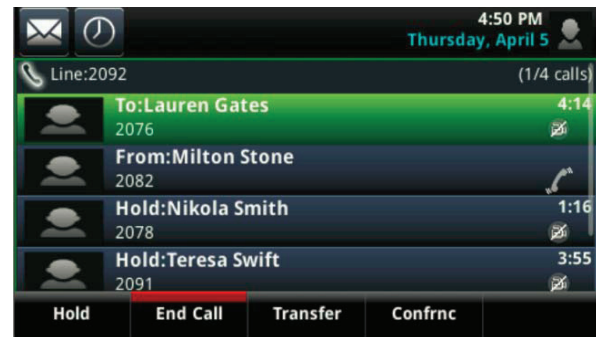
Calls Screen

The Calls screen is supported on VVX 101, 201, 300 series, 400 series, 500 series, and 600 series phones.

You can access the Calls screen when you have one held call or an active and held call in progress on your phone. The Calls screen is automatically displayed when you have an active call and one or more held calls on your phone.

All of your active and held calls display on the Calls screen. You can use the arrow keys or swipe the screen from the bottom to the top to view all calls on your phone. The total number of calls is displayed on your line, and if you have multiple lines on your phone, calls display under the associated line.

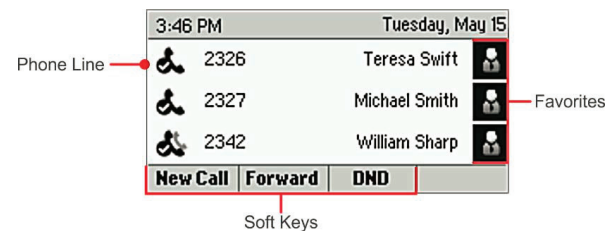
Calls Screen on the VVX 600



Lines Screen

The Lines screen is supported on VVX 101, 201, 300 series, 400 series, 500 series, and 600 series phones and is the default screen when your phone is not in use. When you have multiple calls on your phone, the number of calls you have is displayed next to the line number.

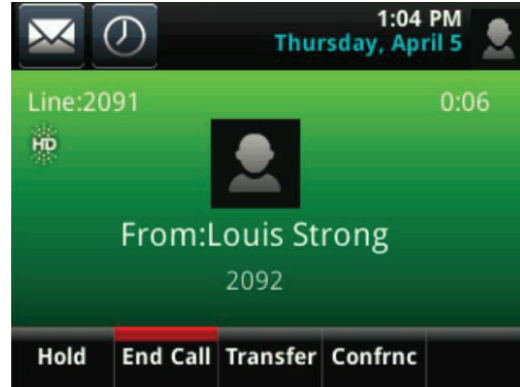
Lines screens on VVX 300 series phones



Active Call Screen

The Active Call screen is supported on VVX 500/501, 600/601, and the screen is displayed when you place a call and you have an active call in progress. When you have an active call in progress, the name and number of the contact you are talking with and the duration of the call is displayed in the Active Call screen. In the Active Call screen, you can hold, end, and transfer the call, or set up a conference call.

Active Call screen on VVX 500 series phones Display



Making Internal Calls

From the dial pad or keypad, dial the 4-digit extension.


Making External Calls

Making Local Calls

To make calls within the US, dial 1 plus the 10-digit telephone number.

Making International Calls

From your Polycom VVX Desk Phone:

1. In the Dialer, quickly press the star key * twice.
 - o A plus sign + is displayed.
2. Enter the rest of the number and press Dial or tap the number and press Dial or tap  .

From the Breezeline Business Hosted Voice Mobile Phone App:

Dial 011, the country code, the city code and the local number.

NOTE: Be sure you have activated international calling on your Hosted Voice account.

Making External Calls from Recent Call Lists



In addition to the Dialer, you can place calls from the Recent Calls list, which has calls that were recently placed, answered, or missed on your phone. To place calls from the Recent Calls list:

1. Do one of the following:
 - On VVX 101, 201, 300 series, and 400 series phones, navigate to Directories > Recent Calls.
 - On VVX 500/501 and 600/601 phones, tap Directories > Recent.
2. From the Calls List screen, select a contact and select Dial. On VVX 500/501 and 600/601 phones, the call is automatically placed after you select a contact.

Call a Favorite from the Home or Lines Screen:

- Contacts you add as favorites display on the Home screen. You can quickly call favorites from the Home screen.

To place a call to a favorite from the Home or Lines screen, do one of the following:

- On VVX 101, 201, 300 series and 400 series phones, press a line key associated with a favorite.
- On VVX 500/501 and 600/601 phones, press , tap your phone line, and tap a favorite.

Working with Voicemail



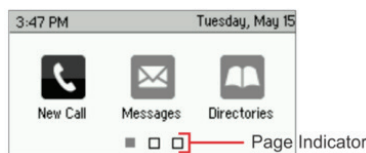
Enabling/Disabling Voicemail

If you would like to enable or disable voicemail, dial *950.

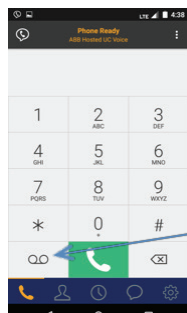
Logging into Voicemail from your Polycom VVX Desk Phone

You must log into the voicemail system to listen to voicemail and manage your greetings.

1. From the Home screen, navigate to Messages > Message Center.
2. If you have multiple lines on your phone, select the line that has the new message.
3. From the Messages screen, select Connect and follow the prompts to access your messages.



Logging into voicemail from the Breezeline Business Hosted Voice Phone App:



Open the Breezeline Business Hosted Voice Mobile Phone App.

Tap the voicemail icon below. Enter your password and follow the prompts below.



Navigating Voicemail

Record Greetings

0 – to select mailbox options

1 – to record unavailable greeting, Record your greeting at the tone & then press:

1 – to accept recording, Press the * key when done & then press the # key to exit.

2 – to listen to the greeting & then either accept or:

3 – to re-record your greeting

2 – to record busy greeting

1 – to accept recording, Press the * key when done & then press the # key to exit.

2 – to listen to the greeting & then either accept or:

3 – to re-record your greeting

3 – to record your name

1 – to accept recording, Press the * key when done & then press the # key to exit.

2 – to listen to the recording & then either accept or:

3 – to re-record your name

4 – to record a temporary greeting (normally used as an “away” greeting played during absences).
This greeting takes priority over the “unavailable” greeting.

1 – to accept recording, Press the * key when done & then press the # key to exit.

2 – to listen to the greeting & then either accept or:

3 – to re-record your greeting

Remove Your Temporary Greeting

0 – to select mailbox options

4 – to manage your temporary greeting.

2 – to erase the temporary greeting press the * key and then the # key to exit.

Listen to a New Voicemail Message

1 – to play new messages and then:

3 – to select advanced options (as follows)

1 – to send reply

3 – to get envelope information

5 – to repeat message

7 – to erase message

9 – to save to one of the following folders:

0 – new folder

1 – old folder

2 – work folder

3 – family folder

4 – friends folder

– to cancel

***** – for help

– to exit

Listen to Previously Saved Voicemail Message (When No New Messages Exist)

- 1** – listen to old messages
 - 3** – advanced options
 - 1** – to send reply
 - 3** – listen to envelope
 - * to return to the main menu
 - 5** – repeat message
 - 6** – play next message (if one exists)
 - 4** – play previous message
 - * for help
 - # to cancel
- 2** – listen to old messages
 - 0** – new messages
 - 1** – old messages
 - 2** – work messages
 - 3** – family messages
 - 4** – friends messages
 - # to cancel
- 0** – for mailbox options

Change Your Password

- 0** – to select mailbox options
 - 5** – to manage your temporary greeting.
 - Enter your new 4-5 digit password followed by the # key.
 - Re-enter the password followed by the # key
 - Press * key and then the # key to exit.

Voicemail from the User Portal

Users and administrators can also navigate voicemail and change voicemail settings from the User Portal. For more information about messaging on the Portal, visit <https://breezeline.com/for-business/support/hostedvoiceresources>.

Miscellaneous

- Dial *95 <extension> to leave a message on a specific extension without calling the extension.
Example: to leave a message for J. Smith on extension 2233, dial *952233.
- Dial #3 <extension> to transfer an active call to a specific extension's voicemail box.
Example: A caller dials your extension by mistake but the person he/she wants is out on vacation. They want to leave a message for the owner of voicemail box 2233—dial #32233.

Do Not Disturb

Enabling Do Not Disturb (DND) stops your phone from ringing and sends all incoming calls directly to voicemail. All calls you receive while DND is enabled are logged to your Recent Calls list.

From your Polycom VVX Desk Phone—press or tap the Do Not Disturb key. 

From the Breezeline Business Hosted Voice Mobile Phone App:

To turn “Do Not Disturb” on, dial *78. Wait for a confirmation message and then hang up the phone.

To turn the feature off so that you can resume taking incoming calls, dial *79. Wait for a confirmation message and then hang up.

Call Waiting

This feature allows you to be notified when another call is coming in on your extension.

- Dial *71 to activate Call Waiting. The system plays an activated confirmation message.
- Dial *70 to deactivate Call Waiting. The system plays a deactivated confirmation message. Callers will hear a busy signal when the extension is in use.

Call Transfer

You can transfer active or held calls to another person using the following transfer types:

- Blind transfer—transfer calls directly to another line without speaking with the other party first.
- Consultative transfer—speak with the other party before completing the transfer.

Choose a Default Transfer Type

You can choose a default transfer type to use for all calls or choose a transfer type during a call. When you choose a default transfer type, you can press the Transfer soft key, and your phone uses the set transfer type for all calls. Consultative is set as the transfer type by default.

To set a default transfer type for all calls:

1. Navigate to Settings > Basic > Preferences > Default Transfer Type.
2. On the Default Transfer Type screen, choose a transfer type. The selected transfer type is used for all calls.

Transferring Calls without Announcement (Blind Transfer)

Transferring from your Polycom VVX Desk Phone

During a call, do one of the following:

1. Press Transfer to use the default transfer type.
2. Press and hold Transfer and select a transfer type.
3. Dial a number or choose a contact from the call list or directory.
4. If the transfer type is set to Blind, the call is transferred immediately.

Transferring to an Extension from the Breezeline Business Hosted Voice Mobile Phone App

During a call, do one of the following:

1. Dial #1.
2. Wait for the transfer confirmation.
3. Dial the 4 or 5-digit extension and hang up the phone

Transferring to an External Number from the Breezeline Business Hosted Voice Mobile Phone App

1. Dial #1.
2. Wait for the transfer confirmation.
3. Dial 1 plus the 10-digit phone number (e.g., 1.908.555.1212) and hang up the phone.

Transferring Calls with Announcements

From your Polycom VVX Desk Phone

During a call, do one of the following:

1. Press Transfer to use the default transfer type.
2. Press and hold Transfer and select a transfer type.
3. Dial a number or choose a contact from the call list or directory.
4. If the transfer type is set to Consultative, press Transfer after speaking with your contact.

Transferring to an Extension from the Breezeline Business Hosted Voice Mobile Phone App

1. Dial #2.
2. Wait for the transfer confirmation.
3. Dial the 4 or 5-digit extension.
4. Announce the forwarded call and hang up.

Transferring to an External Number from the Breezeline Business Hosted Voice Mobile Phone App

1. Dial #2.
2. Wait for the transfer confirmation.
3. Dial 1 plus the 10-digit phone number.
4. Announce the forwarded call and hang up.

Forward Calls

To forward an incoming call:

1. On the Incoming Call screen, tap Forward.
2. Enter your contact's number and tap Forward.

To forward all incoming call:

1. On the Home screen, tap Forward
2. If you have more than one line, select a line.

3. Choose either Always, No Answer, or Busy
 - If you chose No Answer, you can enter the number of rings before the call is forwarded.
4. Enter a contact's number, and tap Enable.

To disable call forwarding:

1. On the Home screen, tap Forward.
 - If you have more than one line, select a line.
2. Choose your forwarding type and tap Disable.

Call Pickup

Call Pick Up allows you to pick up either the first call ringing on someone else's extension or a specific extension when more than one extension is ringing.

Dial *21 to pick up a call coming in on someone else's extension.

Dial *21 plus the extension to pick up a call coming in on a specific extension. Example: phones are ringing on extensions 2208 and 2233. You want to pick up the call on 2208—dial *212208.

Call Park

Use this feature when you want to place a call on hold at one extension and have it picked up at a different extension.

NOTE: You have 3 minutes to pick up the call placed on hold before it's returned to your extension.

1. Dial #2 to park the call. Listen carefully for the system to announce the position of the call in the parking lot—you will need the position number if there are multiple calls set to park.
2. To pick up a parked call:
 - Dial #221 to un-park the first call found.
 - Dial #225 to un-park a specific parked call if you do not know the position of the call that is parked.
 - Dial #229 to un-park the last call in parking lot.

Extension Virtualization

You can use your extension on another hosted phone. This feature works similarly to Call Forwarding. Once you virtualize your extension, the phone on your desk will stop ringing and won't allow outbound calls. Incoming calls to your extension will ring on the phone you virtualized.

1. Dial *30 plus your extension on the phone you wish to take calls on. Example: Your extension is 2233—you are sitting at a desk whose phone is extension 2208. From 2208, pick up the phone and dial *302233.
2. When prompted, enter your virtualization password that you set up in the User Portal or that the administrator has set up for you.

When you get back to your phone associated with your extension, repeat steps 1 and 2 above to remove the virtualization from the other phone.

Call ID Management

You may turn your caller ID on or off when you make calls.

To turn the feature off, dial *85 and wait for the confirmation announcement.

Your caller ID will be disabled until you reactivate the feature. To reactivate Caller ID, dial *65.

Corporate Directory

Search for Contacts in the Contact Directory

From your Polycom VVX Desk Phone:

In the Contact Directory, you can enter search criteria to find your desired contact. To search for a contact:

1. Navigate to Directories > Contact Directory.
2. In the Contact Directory, select Search.
3. From the Search screen, enter your search criteria and select Search. If you're using the onscreen keyboard, tap then Search.
4. A list of search results is displayed.

When you get back to your phone associated with your extension, repeat steps 1 and 2 above to remove the virtualization from the other phone.

From the Breezeline Business Hosted Voice Mobile Phone App:

1. Dial *22.
2. When prompted, enter the first 3 letters of the person's first or last name. Example: enter DAV for David.
3. Press the 1 key if the system matches the person for whom you are looking, or:
Press the * key to listen to the next match.

The system connects you to the extension based on your entry.

Learn More

We recommend all users attend training near the time of install. We have self-help videos to guide you through how to set up and use individual features —you and your colleagues can view these at any time.

Please visit <https://breezeline.com/business/support/hosted-voice> for details.