

Polycom VVX 250 350 AND 450 User Guide

Offer: Cloud Collaboration – TIPT

Category: Cloud Collaboration





Table of Contents

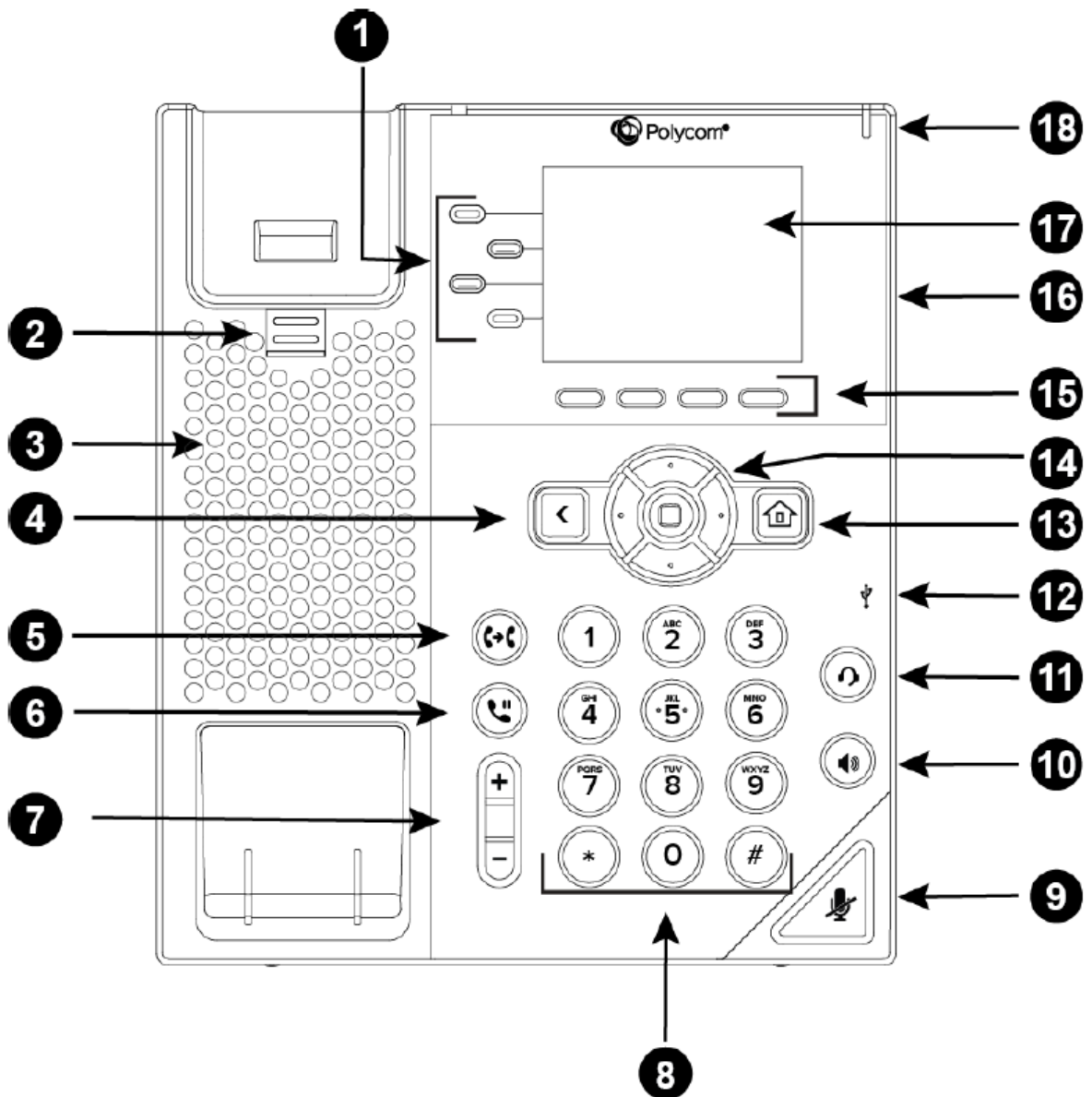
1. DOCUMENT PURPOSE	3
2. VVX 250	3
VVX 250 Telephone Buttons.....	3
3. VVX 350	5
VVX 350 Telephone Buttons.....	5
4. VVX 450	7
VVX 450 Telephone Buttons.....	7
5. VVX 250, 350 & 450 SCREEN OVERVIEW	9
6. VVX 250, 350 & 450 TELEPHONE FEATURES	10
7. FEATURE ACCESS CODES	14

1. Document Purpose

This Guide describes the various features available on the TIPT Polycom VVX 250, 350 & 450. Telephone Buttons describe the physical buttons and keys on the phone, the Screen Overview outlines basic functions, and Telephone Features describe the phone functionalities of TIPT Polycom VVX 250, 350 & 450. The Other Features and Access Code sections describes even more features that are available by entering a star [*] code.

2. VVX 250

VVX 250 Telephone Buttons

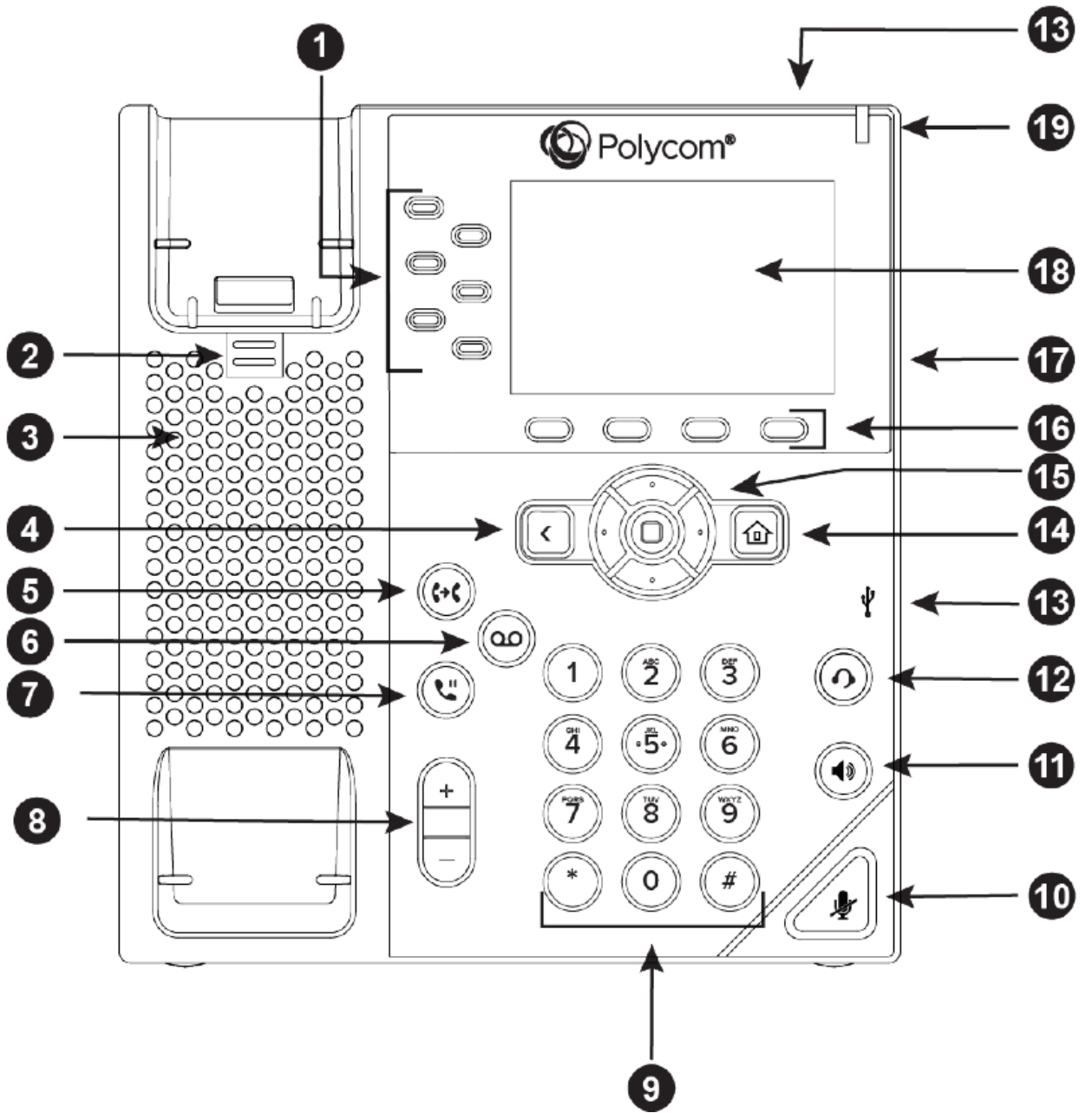




#	KEY	DESCRIPTION
1	Line Keys	Enables you to select a phone line, view calls on a line or quickly call a favourite contact
2	Reversible Tab	Secures the handset in the cradle when your phone stand is positioned in a high angle. To secure the handset, remove the tab, reverse it so the protrusion points up, and re-insert it. Position the handset to the protrusion on the tab fits into the slot on the handset
3	Speaker	Provides ringer and hands-free (speakerphone) audio output
4	Back Key	Enables you to return to the previous screen
5	Transfer Key	Transfers an active call to a contact
6	Hold Key	Holds an active call or resumes a held call
7	Volume Keys	Adjust the volume of the handset, headset, speaker and ringer
8	Dial Pad	These are the telephone dialling keys – and more. Enables you to enter numbers, letters, and special characters. You can also use the Dialpad keys to select menu items that have index numbers
9	Mute Key	Mutes audio during calls and conferences
10	Speakerphone Key	Enables you to place and receive calls using the speakerphone
11	Headset Key	Enables you to place and receive calls through the headset. If you have a headset attached and wish to use it instead of the handset, press the button instead of picking up the handset. It will turn off your handset and turn on the headset
12	USB Port	Enables you to attach a USB flash drive or USB headset
13	Home Key	Press the Home key from any screen to display Home View. From Home View press the Home key to display the Lines and Calls Views
14	Navigation Keys / Select Keys	Scroll through displayed information or options. Select a field of displayed data
15	Soft Keys	Enable you to select context sensitive keys that display along the bottom of the screen
16	Security Slot	The connector on the back of your phone enables you to attach a universal cable lock to your phone so you can secure it to a desktop
17	Screen	The 2.8-inch colour screen that enables you to view menu options and data
18	Message Waiting	Indicator flashes red to indicate new messages

3. VVX 350

VVX 350 Telephone Buttons

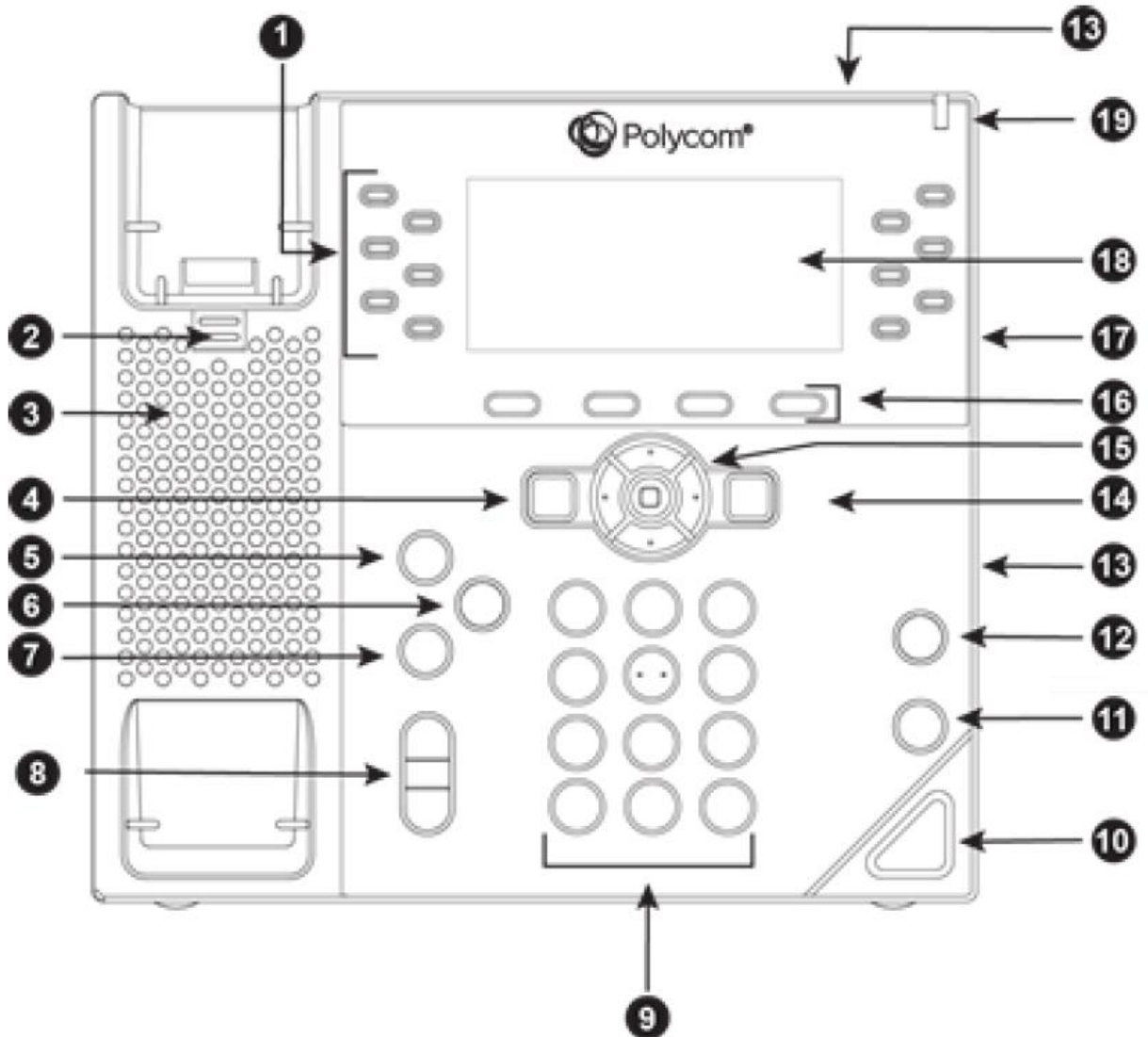




#	KEY	DESCRIPTION
1	Line Keys	Enables you to select a phone line, view calls on a line or quickly call a favourite contact
2	Reversible Tab	Secures the handset in the cradle when your phone stand is positioned in a high angle. To secure the handset, remove the tab, reverse it so the protrusion points up, and re-insert it. Position the handset to the protrusion on the tab fits into the slot on the handset
3	Speaker	Provides ringer and hands-free (speakerphone) audio output
4	Back Key	Enables you to return to the previous screen
5	Transfer Key	Transfers an active call to a contact
6	Messages Key	Enables you to access and manage instant and voice messages
7	Hold Key	Holds an active call or resumes a held call
8	Volume Keys	Adjust the volume of the handset, headset, speaker and ringer
9	Dial Pad	These are the telephone dialling keys – and more. Enables you to enter numbers, letters, and special characters. You can also use the Dialpad keys to select menu items that have index numbers
10	Mute Key	Mutes audio during calls and conferences
11	Speakerphone Key	Enables you to place and receive calls using the speakerphone
12	Headset Key	Enables you to place and receive calls through the headset. If you have a headset attached and wish to use it instead of the handset, press the button instead of picking up the handset. It will turn off your handset and turn on the headset
13	USB Port	Enables you to attach a USB flash drive or USB headset
14	Home Key	Press the Home key from any screen to display Home View. From Home View press the Home key to display the Lines and Calls Views
15	Navigation Keys / Select Keys	Scroll through displayed information or options. Select a field of displayed data
16	Soft Keys	Enable you to select context sensitive keys that display along the bottom of the screen
17	Security Slot	The connector on the back of your phone enables you to attach a universal cable lock to your phone so you can secure it to a desktop
18	Screen	The 2.8-inch colour screen that enables you to view menu options and data
19	Message Waiting	Indicator flashes red to indicate new messages

4. VVX 450

VVX 450 Telephone Buttons





#	KEY	DESCRIPTION
1	Line Keys	Enables you to select a phone line, view calls on a line or quickly call a favourite contact
2	Reversible Tab	Secures the handset in the cradle when your phone stand is positioned in a high angle. To secure the handset, remove the tab, reverse it so the protrusion points up, and re-insert it. Position the handset to the protrusion on the tab fits into the slot on the handset
3	Speaker	Provides ringer and hands-free (speakerphone) audio output
4	Back Key	Enables you to return to the previous screen
5	Transfer Key	Transfers an active call to a contact
6	Messages Key	Enables you to access and manage instant and voice messages
7	Hold Key	Holds an active call or resumes a held call
8	Volume Keys	Adjust the volume of the handset, headset, speaker and ringer
9	Dial Pad	These are the telephone dialling keys – and more. Enables you to enter numbers, letters, and special characters. You can also use the Dialpad keys to select menu items that have index numbers
10	Mute Key	Mutes audio during calls and conferences
11	Speakerphone Key	Enables you to place and receive calls using the speakerphone
12	Headset Key	Enables you to place and receive calls through the headset. If you have a headset attached and wish to use it instead of the handset, press the button instead of picking up the handset. It will turn off your handset and turn on the headset
13	USB Port	Enables you to attach a USB flash drive or USB headset
14	Home Key	Press the Home key from any screen to display Home View. From Home View press the Home key to display the Lines and Calls Views
15	Navigation Keys / Select Keys	Scroll through displayed information or options. Select a field of displayed data
16	Soft Keys	Enable you to select context sensitive keys that display along the bottom of the screen
17	Security Slot	The connector on the back of your phone enables you to attach a universal cable lock to your phone so you can secure it to a desktop
18	Screen	The 2.8-inch colour screen that enables you to view menu options and data
19	Message Waiting	Indicator flashes red to indicate new messages



5. VVX 250, 350 & 450 Screen Overview

VIEW	DESCRIPTION
Phone View	The phone has three main views: Home , Calls , and Lines View (the default). To change views: For Home View press the Home key. From Home View press the Home key to display either Lines or Calls View.
Home View	Home View displays the phone line, messages, settings and information. To change the displayed page, press the down or up arrow key. To change the highlighted entry, press the right or left arrow key. Select New Call to place a call. Select Messages to access voicemail. Select Directories to access Contact Directory, Favourites and Recent Calls list. Select Forward to establish forwarding options for incoming calls. Select DND to toggle DND (Do Not Disturb) on or off. When DND is enabled, phone won't ring, and incoming calls will go to voicemail. Select Settings to access phone features and settings to customize the phone.
Lines View	Lines View is the default display. Lines view displays phone lines, favourites, and soft keys. If the phone has calls, the phone line indicates the number of calls and if they are active or held. If there is an active call, the call colour is medium grey. If the phone line has one or more held calls, the call colour is light grey. To select a call, use the up and down arrow keys.
Calls View	If multiple calls are in progress or if there is one held call, Calls View can be accessed. Use the up and down arrow keys to view all calls.
Entering Data	Use the Dialpad keys to enter information. To delete characters, use left and right arrow keys until the cursor is positioned to the right of the character, then press the double arrows. To enter characters, press key repeatedly to see the character options and then stop to select. To type special characters, select Encoding then use the 1, *, 0 or # key one or more times to enter special characters. To enter a space, select Encoding, select one of the alphabetic options and then press the 0 key.
About Calls	Only one call can be active at one time (others can be on hold). You can use the headset, speakerphone, or handset for any call. During a call, you have the option to change modes.



6. VVX 250, 350 & 450 Telephone Features

- **Placing, Answering, Returning to calls & Ending Calls**

Placing a call: Simply pick up the handset, press the speakerphone key or press the headset key then enter the phone number **or** enter the phone number first then choose the method. To place calls quickly, choose a favourite in Home or Lines view or choose from your Favourites list, Recent Calls list or Contact Directory.

Answering calls: To use the handset, pick up the handset. To use the speakerphone, press **Answer**, the speakerphone key, or the line key of the incoming call. To use the headset, press headset key. If already in handset, speakerphone or headset mode, press **Answer** and the phone will automatically use that mode. To answer a new call while on an active call, tap **Answer** and the current call will be held.

To Return to your calls: If you navigate away from your calls, return to Calls view by pressing **More** and then **Lines** or the **Home** key. Scroll up or down to see all lines and calls.

Ending Calls: Hang up to end a call or press **End Call**. In Calls view, select the held call, and press **Resume > End Call**.

- **Favorites**

Favourites are contacts you call most often. Favourites display in your Favourites list and Lines view. They also display when you choose the phone line in Home view.

To assign a contact as a favourite: From Home view, select **Directories > Contact Directory**. Select the contact and select **Edit**. There are also 9 favorites that will display in Lines view and from Home view. They can quickly be dialled by choosing the correct contact. They will display according to an assigned index number. The contact with the lowest index number displays first. Establish the index number from the Edit Contract Screen by using the up and down arrow keys to select **Favorite Index** and entering an index number. Press **Save**.

To dial a Favorite: From Home view, select **Directories > Contact Directory**. From the Favorites list, use the up and down arrow key to select the favorite. The call is automatically placed.

To reorder your Favorites list: Update the contact's *Favorite Index* number in the Contact Directory.

- **Call Hold & Resume**

From Lines or Calls view, press **Hold**. If in Call View, the call must first be highlighted. To resume a held call, from Calls view, use the up and down arrow keys to highlight the call and press **Resume**.

- **Redial**

To dial the last number called, press the right arrow key for the Placed Calls list. The first number in the list is the last call placed. From the Placed Calls list, press **Dial**.



- **Microphone Mute**

The mute feature allows you to hear the other party, but they cannot hear you. During a call, press the **Mute** button. The button turns red and a microphone on the screen indicates that the other party (or parties) cannot hear you. Microphone Mute applies to all modes: Handset, Headset, and Speakerphone. You can still hear all other parties while mute is enabled. To turn off microphone Mute, press **Mute** button again.

- **Conference Calls**

To establish a conference call: Call the first person. From Lines or Calls view, press **More > Confnc**. The active call is held. Using the Dialer, call the second person. When the second person answers, press **More > Confnc** or press **Join** to join everyone in a conference.

To hold a conference call: From Lines or Calls View, press **Hold**. If in Calls view, be sure to highlight the conference first.

To resume a held conference call: From Lines or Calls view, press **Resume**.

To end a conference call: From Lines or Calls view, press **End Call**.

To split a conference call: From Lines or Calls view, press **Split**. The conference call ends. By default, the other two people are held.

- **Using the Speakerphone**

Press the **speakerphone** button and it will glow green and activate the speakerphone. If on a call and want to use the speakerphone instead of the handset or the headset, press the **speakerphone** button then hang-up the handset. Press it again and the speakerphone will hang-up. Lifting the handset or pressing the **headset** button while on the speakerphone will turn the speakerphone off and place the call on the handset or the headset.

- **Incoming Call Ringtones**

A simple way to personalize the phone is to change the phone's ringtone. Unique ringtones can be chosen for the different lines on the phone.

To select an incoming call ringtone for the phone or a line: From Home view, select **Settings > Basic > Preferences**. If multiple lines are configured on the phone, select the line to apply a new ringtone to. From the Ring Type screen, use the up and down arrow keys to select the ringtone. To hear the ringtone before changing it, press **Play**. The default ringtone is Low Trill.

To set a ringtone for a contact: Navigate to the Contact Directory and select the contact. From the contact's information screen, press **Edit > Ring Type**. Use the up and down arrow keys to select the ringtone and press **Save**.

- **Reject Calls**

When a call comes in that you do not wish to answer and do not want it to keep ringing your phone, press **Reject**. This will send the call immediately to voicemail.



- **Call Transfer**

When transferring a call to another party, there is an option to talk to the party before the transfer completes (consultative) or can be a blind transfer (without talking to the other party).

To perform a consultative transfer:

1. From Lines or Calls view, press **Transfer**. The active call is held.
2. From the Dialler, press **Consultative and** place a call to the party to transfer the call to.
3. Connect and talk with the person, and then press **Transfer**. To cancel the transfer before the call connects, press **Cancel**.

To perform a blind transfer:

1. From Lines or Calls view, press **Transfer**. The active call is held.
2. From the Dialler, press **Blind**, and place a call to the party want to transfer the call to. If you don't see **Blind**, press **More**, and then **Blind**. The call automatically transfers to the party you specified.

- **Call forwarding**

To enable call forwarding: From Home View, press **Forward**. Select the forwarding type to enable, type a forwarding number, and press **Enable**.

To disable call forwarding: From Home View, press **Forward**. Select the forwarding type to disable, and press **Disable**.

To enable per-call forwarding: As your phone rings, press **Forward**, enter the forwarding number, and press **Forward** again.

- **Call Park and Retrieval**

Parking a call is very similar to putting a call on hold. The key difference is, when placing a call on hold it can only be retrieved from the phone that put the call on hold. With Call Park, a call can be placed on hold and picked up from ANY phone within the same group.

To park a call: Press **Transfer**. Dial *68. Enter the extension to place the call against and Press # or follow the IVR prompts to place the call against the same user.

To retrieve a parked call: Dial *88. Enter the extension the call was placed and Press # or follow the IVR prompts to place the call against the same user. The call will immediately be connected.

- **Do Not Disturb**

Enabling Do Not Disturb (DND) prevents the phone from ringing and sends all incoming calls directly to voicemail. All calls received while DND is enabled will be logged to the Recent Calls list.

To toggle Do Not Disturb on and off, from Home view, select **DND**. If the phone is idle, press **DND**.



By default, the Do Not Disturb feature applies to all lines on the phone. However, your phone may be set up so that you can enable the feature on a per-line basis.

To enable or disable Do Not Disturb for a particular line:

1. From Home view, select **DND**.
2. From the Line Select screen, use the up and down arrow keys to select the line to enable or disable Do Not Disturb on.
3. From the Do Not Disturb screen, select **Enable** or **Disable**.

- **Voicemail**

When a caller has left a voice message, the telephone will flash the red light at top right of the phone, the status bar will identify the total number of new messages (the count is a total of all messages on all lines on the phone) and there will be a stutter dial tone.

To listen to voicemail messages:

1. Press the messages button (*Note: **Message Button** Not available on VVX 250*) Or, from Home view, select **Messages > Message Centre**.
2. If multiple lines are configured on the phone, the Line Select screen displays. Use the up and down arrow keys to select the line that has the message.
3. From the Messages screen, press Connect and follow the prompts.

- **Contact Directory**

Store a large number of contacts in the phone's local Contact Directory. From the local Contact Directory, view contact information, search for contacts and dial contacts. If able to update the Contact Directory, can also add contacts, update contact information, and delete contacts.

To view the Contact Directory:

From Home view, select **Directories** and then select **Contact Directory**.

To view contact information:

From the Contact Directory, use the up and down arrow keys

To select the contact and press **Info**. The contact's information screen, including the contact's name and phone number, displays. Additional information—such as a job title, label, or email address may also display.

To search for a contact:

1. From your Contact Directory, press **Search**.
2. From the Search screen, enter search criteria and press **Search**. A list of search results is displayed. Press **Back** to display the Contact Directory again.

To dial a contact:

1. From the Contact Directory, use the up and down arrow keys to select the contact and press **Info**.
2. From the contact's information screen, press **Dial**.



To add a contact:

1. From Home view select **Directories** and then select **Contact Directory**.
2. Press **Add**.
3. From the Add Contact screen, enter contact information.

- **Enterprise Directory**

If Enterprise Directory is available on the phone, select Enterprise Directory. Then perform a search. The screen displays a list of contacts, starting with the most successful matches.

7. Feature Access Codes

The below are commonly used features that can be activated and deactivated via the use of access codes by dialling a * and a 2-digit number

Feature Access Code Name	Default	Description
Anonymous Call Rejection Activation	*77	Activates the Anonymous Call Rejection service. After the user dials the FAC, an announcement informs the user that the service has been successfully activated. If the service was already active, the user still receives the announcement.
Anonymous Call Rejection Deactivation	*87	Deactivates the Anonymous Call Rejection service. After the user dials the FAC, an announcement informs the user that the service has been successfully deactivated, even if the service was never activated.
Anonymous Call Rejection Interrogation	*52*	Informs the user whether the Anonymous Call Rejection service is activated or deactivated.
Call Forwarding Always Activation	*72	Activates the Call Forwarding Always service, which sends incoming calls to another number, such as a mobile phone or administrative assistant. After dialing the FAC, the user dials the phone number to which to redirect calls.
Call Forwarding Always Deactivation	*73	Deactivates the Call Forwarding Always service.
Call Forwarding Always Interrogation	*21*	Informs the user whether the Call Forwarding Always service is activated or deactivated. If the service is activated, the user also hears the forwarding destination, which can be a phone number, SIP-URI, or voice mail. Call Forwarding Always Interrogation is available only when one or more of the following services are authorized (for a service provider or group) or assigned (for a user): Call Forwarding Always, Voice Messaging User, Third-Party Voice Mail Support.
Call Forwarding Always To Voice Mail Activation	*21	Activates the Call Forwarding Always To Voice Mail service. After activation all user's calls are sent to voice mail.
Call Forwarding Always To Voice Mail Deactivation	#21	Deactivates the Call Forwarding Always To Voice Mail service.
Call Forwarding Busy Activation	*90	Activates the Call Forwarding Busy service, which sends incoming calls to another number, such as a mobile phone or administrative assistant, when the user is on the phone. After dialing the assigned code, the user dials the phone number to which to redirect calls.



Call Forwarding Busy Deactivation	*91	Deactivates the Call Forwarding Busy service.
Call Forwarding Busy Interrogation	*67*	Tells the user whether their Call Forwarding Busy service is activated or deactivated. If the service is activated, the user also hears the forwarding destination, which can be a phone number, SIP-URI, or voice mail. Call Forwarding Busy Interrogation is available only when one or more of the following services are authorized (for a service provider or group) or assigned (for a user): Call Forwarding Busy, Voice Messaging User, Third-Party Voice Mail Support.
Call Forwarding Busy To Voice Mail Activation	*40	Activates the Call Forwarding Busy To Voice Mail service, which sends the user's calls to voice mail when the user is on the phone.
Call Forwarding Busy To Voice Mail Deactivation	#40	Deactivates the Call Forwarding Busy To Voice Mail service.
Call Forwarding No Answer Activation	*92	Activates the Call Forwarding No Answer service, which sends incoming calls to another number, such as a mobile phone or administrative assistant, when the user does not answer the phone. After dialing the FAC, the user dials the phone number to which to redirect calls.
Call Forwarding No Answer Deactivation	*93	Deactivates the Call Forwarding No Answer service.
Call Forwarding No Answer Interrogation	*61*	Informs the user whether their Call Forwarding No Answer service is activated or deactivated. If the service is activated, the user also hears the forwarding destination, which can be a phone number, SIP-URI, or voice mail. Call Forwarding No Answer Interrogation is available only when one or more of the following services are authorized (for a service provider or group) or assigned (for a user): Call Forwarding No Answer, Voice Messaging User, Third-Party Voice Mail Support.
Call Forwarding No Answer To Voice Mail Activation	*41	Sends user's calls to voice mail when calls are not answered.
Call Forwarding No Answer To Voice Mail Deactivation	#41	Deactivates the Call Forwarding No Answer To Voice Mail service.
Call Forwarding Not Reachable Activation	*94	Activates the Call Forwarding Not Reachable service, which sends calls to another number, such as a mobile phone or administrative assistant, when the user's device is not accessible by BroadWorks. After dialing the FAC, the user dials the phone number to which to redirect calls.
Call Forwarding Not Reachable Deactivation	*95	Deactivates the Call Forwarding Not Reachable service.
Call Forwarding Not Reachable Interrogation	*63*	Informs the user whether their Call Forwarding Not Reachable service is activated or deactivated. If the service is activated, the user also hears the forwarding destination. Call Forwarding Not Reachable Interrogation is available only when the user has the Call Forwarding Not Reachable service assigned.
Call Forwarding Selective Activation	#76	Activates the Selective Call Forwarding service, which sends incoming calls to another number, such as a mobile phone or administrative assistant, based on pre-defined criteria. The service must be configured through the web portal with the default forwarding number and at least one active selective criterion before it can be activated.
Call Forwarding Selective Deactivation	#77	Deactivates the Selective Call Forwarding service.
Calling Line ID Delivery Blocking Interrogation	*54*	<ul style="list-style-type: none"> • Informs the user whether their Calling Line ID Delivery Blocking service is activated or deactivated.
Calling Line ID Delivery Blocking per Call	*67	Blocks the display of the user's calling line ID for one call. Before placing a call, the user dials the FAC, and then places the call as usual.



Calling Line ID Delivery Blocking Persistent Activation	*31	Activates the Calling Line ID Delivery Blocking service, which blocks the display of the user's calling line ID for all calls.
Calling Line ID Delivery Blocking Persistent Deactivation	#31	Deactivates the Calling Line ID Delivery Blocking service for all calls.
Calling Line ID Delivery per Call	*65	Overrides Calling Line ID Delivery Blocking for one call. Before placing a call, the user dials the FAC, and then places the call as usual.
Call Park	*68	Places the call on hold in such a way that other users in the group or enterprise can retrieve the call. Calls can only be parked on extensions with the Call Park service assigned.
Call Park Retrieve	*88	Retrieves a call that was previously parked.
Call Pickup	*98	Answers the ringing phone within an assigned call pickup group. If more than one phone is ringing, Call Pickup answers the phone that has been ringing the longest. The call pickup group is determined by an administrator and may or may not consist of those listed in the group phone list. The extensions in the call pickup group can be viewed on the web portal.
Call Retrieve	*11	Retrieves an existing active call from another endpoint. The user dials the Call Retrieve FAC from the location where they want to retrieve the call. The user can retrieve a call from the primary location, from a Shared Call Appearance alternate location, from a BroadWorks Anywhere location, or from a Flexible Seating Host location the user is associated with. In addition, a user with the Executive service can retrieve a call that is connected to an assistant location and a user with the Executive-Assistant service can use the Call Retrieve FAC via the Executive-Assistant Initiate Call FAC to retrieve/pull an executive's call to the assistant's location.
Call Return	*69	Places a call to the phone number of the last received call. The user is allowed to return calls only to call types in the Outgoing Calling Plan.
Call Return Number Deletion	#92#	Deletes the last incoming number.
Call Waiting Interrogation	*53*	Informs the user whether the Call Waiting service is activated or deactivated.
Call Waiting Persistent Activation	*43	Activates the Call Waiting service for all calls.
Call Waiting Persistent Deactivation	#43	Deactivates the Call Waiting service for all calls.
Cancel Call Waiting	*70	Deactivates the Call Waiting service for the next call the user places.
Clear Voice Message Waiting Indicator	*99	Allows the user to dial the assigned code to clear the audible (and visible for some devices) message waiting indicator on their phone.
Connected Line Identification Restriction Interrogation	*56*	Informs the user whether Connected Line Identification Restriction is activated or deactivated.
Direct Voice Mail Transfer	*55	Transfers a held call directly to a voice mailbox, that is, without using the CommPilot Call Manager. The call can be transferred to the user's voice mailbox or to any other voice mailbox in the group. The Voice Messaging service or the Third Party Voice Mail Support service must be assigned to the user's group.
Diversion Inhibitor	*80	Prevents redirection services from being activated on the terminating side of an unanswered call.
Do Not Disturb Activation	*78	Activates the Do Not Disturb service. When the service is active, the user's phone does not ring and all calls receive a busy treatment, such as forwarding to voice mail.



Do Not Disturb Deactivation	*79	Deactivates the Do Not Disturb service.
Last Number Redial	*66	Redials the last dialed number. The user is only allowed to redial to numbers allowed by their Outgoing Calling Plan.
Music On Hold Per-Call Deactivation	*60	Deactivates the Music On Hold service for the current call.
Voice Mail Retrieval	*86	Allows the user to retrieve their BroadWorks or third-party voice mail. Upon dialing this FAC, the user is automatically connected to their voice mail retrieval menu.
Voice Portal Access	*62	Allows a user with the Voice Messaging User, Third-Party Voice Mail Support, or Flexible Seating Guest service to access their voice portal.