



Quick User Guide

For Polycom®


VVX® 310/311

Business Media Phones



Phone Views

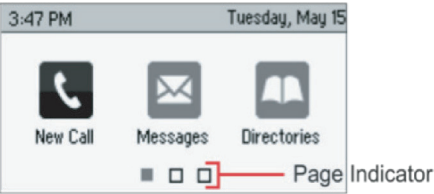
Our phone has four main Views: Home, Calls, Active Call, and Lines view (the default). You can access Home and Lines view at any time. If your phone has one or more calls, you can also access Calls or Active Call view.

For Home view from any menu, press 

Press  to alternate between Home and Lines view.

Home View

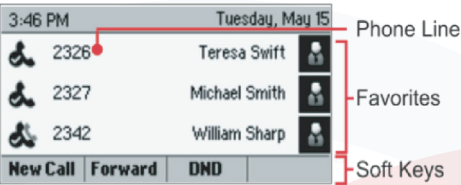
Home view displays icons you can select to access phone functions.



You can use the right, left, up, and down arrow keys to display more icons.

Lines View

Lines view displays phone Lines, Favorites and soft keys .



If your phone is idle, you can press the Line key to access the

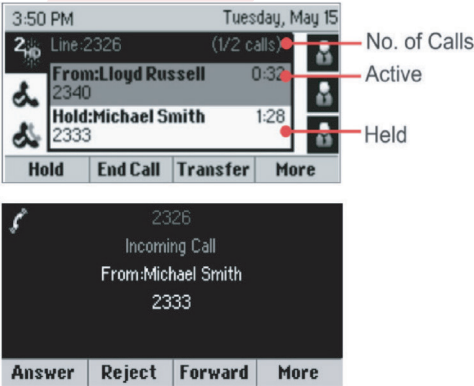


Tip: Referring to Soft Keys

In this guide, soft keys are referred to by their name only. For example, to end an active call, press End Call.

Calls View

If your phone has one or more calls, you can access Calls view.




Call Color Indicates Status :




- Medium grey - Active call
- Dark grey - Incoming call
- White- Held call

Use the up and down arrow keys to select a call (highlight it)
The soft keys control the highlighted call.



Entering Data

- Use the dialpad keys to enter information. To backspace, press Backspace 
- To type with the dialpad keys, press a key repeatedly to view the character options and stop to select.
- To type other characters, press Encoding or Mode. When using the dial pad keys, use the 1, *, 0, and # keys.





About Calls

- Only one call can be active at one time.
- You can use the handset, speakerphone, or headset for calls. During a call, you can change modes by picking up the handset, or by pressing  or .
- If you navigate away from your call(s), press  to see Active Call or Calls view again.

Tip: Switching Between Lines and Calls View

- When in Calls view, switch to Lines view by pressing the Home Key  as a toggle or by pressing More > Lines.
Switch back to Calls view by pressing the Home Key  as a toggle or pressing More > Calls.

Placing Calls

- Pick up the handset, or press  or  . Enter the phone number, and press **Send**.
- Enter the phone number first, then press **Dial**, pick up the handset, or press  or .

From Lines view:

Press The Phone line Key, Enter the phone number and press **send**

From Home view:



Select **New Call** using the left and right arrow keys. Enter the phone number, and press Dial.



Timesaver: Placing Calls Quickly



Select a recent call or Favorite, or select a contact's phone number in the Contact Directory.

Answering Calls

To answer with the speakerphone, press  or tap Answer. To **Answer** with the handset, pick up the handset. To answer with a headset, press .



To answer a new call while on an active call, press **Answer**. The current call will be held.

Ending Calls



To end an active call, replace the handset, press , or press  . Or, press End Call.

To end a held call, navigate to Calls view and highlight the held call. Press Resume, and press End Call.

Holding Calls

From Calls view, press . Remember to highlight the call first.
To resume a held call, press **Resume** or  again.

Transferring Calls

From Calls view, press **Transfer** or  ,and call the other party. When you hear the ringback tone, or after you talk with the other party, press **Transfer** or  again.

To complete a transfer without waiting for the ringback tone, Press **More > More > BlindXfer**.

Transferring Live Calls to Voicemail

Press **xfrVM** during a live call then dial the extension number and press **#**.

Parking Calls

To park a live call, press **Park**.

- Listen to the message which identifies the extension the call is parked to.
- Then notify the intended recipient(s).

To pick up the parked call, the recipient dials the extension that the call was parked on.

Forwarding Calls

- To enable call **forwarding (phone based)**
- Press **Forward** from Home or Lines view. Select the forwarding type to enable, enter a forwarding number, and press **Enable**.
- To disable call forwarding, press **Forward** from Home or Lines view, 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**.

LCR – Last Call Return

- From Home view, select **More** until you see **LCR**.
- Then select **LCR** to place the call.

Placing Conference Calls

Call the first party, and after the call connects, press **More**, and select **Conference**. Then, dial and connect with the second party and press **Conference** again.

From Lines or Calls view, you can:

- Press **Hold** to hold all participants.
- Press **End Call** to remove yourself from the call, but keep the other participants connected.
- Press **Split** to end the conference and hold all participants.



Timesaver: Placing Conference Calls

If you have an active and held call, press Join to set up a conference.


Favorites

Favorites are contacts you call most often. Your Favorites list displays all your Favorites. A smaller number of Favorites displays in Lines view.

- **To view your Favorites list** – From Home view, select **Directories > Favorites**.
- **To make a contact a Favorite** – Navigate to your Contact Directory and select the contact. Press **Info**, press **More**, and select **Add to Favorites**. Press **Yes** to confirm.
- **To dial a Favorite** – Press the Favorite from Home or Lines view, or from your Favorites list.


Viewing Recent Calls

From Lines view, do one of the following:

- Press , select **Directories**, and select **Recent Calls** to view your Recent Calls list.
- Press the right arrow key to view the recent Placed Calls. Press the left arrow key to view the recent Received Calls. Press the down arrow key to view the recent Missed Calls.
- Press the up arrow key to view Favorites.

From the Recent Calls list, press Sort. This will allow you to order calls by name or time and by ascending or descending. Press Type to display only certain calls by missed, received, or placed as well as which line was called, or Select a call to redial the contact.

Contact Directory

To select a contact from the Contact Directory, press .

To view your Directory–Select **Directories** from Home view. Select **Contact Directory** on the Directory screen.

To add a contact–Navigate to your Contact Directory and press **Add**. Enter the contact's information, and press **Save**. To make a contact a Favorite, enter a Favorite Index number.

To update contact information– Navigate to your Contact Directory and select the contact. Press **Info**, press **Edit**, update the contact's information, and press **Save**.

To delete a contact– Navigate to your Contact Directory and select the contact. Press **Info**, press **Delete**, and press **Yes** to confirm.

To search for a contact– Navigate to your Contact Directory and press **Search**. Enter search criteria and press **Search**.

To dial a contact from your Directory–Navigate to your Contact Directory, select the contact and press **Dial**.



Tip: What Does the Star Mean?



A star, ★, indicates a Favorite.

Corporate Directory

To view your Corporate Directory– Select **Directories** from Home view. Select **Corporate Directory** on the Directory screen. Then start typing the name of your contact and press **Submit**.



To dial a contact from your Corporate Directory– Navigate to your Corporate Directory, select the contact and press **Dial**.

Listening to Voicemail

An envelope, , adjacent to a Line key, indicates that you have voice mail. Select Messages from Home view or press , and select **Message Center**. Press **Select > Connect** and follow the prompts.

Only applies if user does not receive voicemail message through email.

Muting the Microphone

During a call, press  so other parties can't hear you. To disable Mute, press  again. This applies to calls using the handset, headset, and speakerphone.

Adjusting Volume

To change call volume, press  during a call. To change the ringer volume, press  when the phone is idle or ringing.

Updating Ringtones

- To change the incoming call ringtone, select **Settings** from Home view, and select **Basic > Ring Type**. Select the ringtone you want.
- To set a ringtone for a contact, navigate to your Contact Directory and select the contact. Press **Edit**, update the contact's ring type, and press **Save**.

BLF – Busy Line Field (If Enabled)

BLF keys monitor the status of other phones

When a phone that a BLF key is monitoring rings, the BLF key flashes. When a phone that a BLF key is monitoring is busy, the BLF key lights up.

BLF Pickup: When a phone that a BLF key is monitoring rings, answer (intercept) the call by pressing the BLF key.

BLF Speed Transfer : If you are on a live call, press a BLF key to instantly transfer the call to the phone that the BLF key is monitoring.

BLF Speed Dial: To instantly call a phone that a BLF key is monitoring, press the BLF key

