

POLYCOM VVX 300,301,310,311 USER GUIDE

Place an Outbound Call

- **Option 1:** Remove the handset or press the speakerphone button. Enter a number and press the **Dial** soft key
- **Option 2:** Press a corresponding line key on the Home view.
- **Option 3:** Use the Directional Pad to access your Favorites list, Recent Calls list, or Contact Directory, and select a contact.

Answer an Incoming Call

- **Option 1:** Pick up the handset to automatically answer
- **Option 2:** Press the speakerphone button to answer using the speakerphone.
- **Option 3:** Press the headset button to use your headset.

End an Active Call

Return the handset to the cradle or push the **End** call.

Transfer a Call

1. From Lines or Calls view, press the transfer button.
2. Enter the number you would like to transfer to or select one from the list. Push **Send** to dial.
3. When you hear the ring-back sound, press the transfer button to send the call. To announce the caller, relay the information to the person on the dialed line and press the transfer button.

Forward a Call

- When an call appears on the screen, press **Forward**, then enter the recipient number and press **Send**.

Place a Call on Hold

1. When an incoming call appears, press the hold button.
2. Press **Resume** to continue.

Start a Conference Call

1. Call the first person you would like in your conference.
2. From the Lines or Calls view, press **More**, then **Confnc**. The active call will be held.
3. Dial the second party you would like in your conference.
4. When this caller answers, press **More** and then **Confnc** to join all parties in the conference.

Park or Retrieve a Call

- If Call Park is configured on your phone, press the **Park** key.
- To retrieve a parked call, press the **Retrieve** soft key, park key, or busy park zone button.



FEATURE BUTTONS

1. Soft Keys

Launch labeled action.

6. Hold

Pause a call.

2. Line Key

Dial a contact listed onscreen.

7. Headset

Answer on your headset.

3. Home

View the actions screen.

8. Speakerphone

Start a hands-free call.

4. Forward

Send the a call to a new contact.

9. Mute

Prevent sound from your phone.

5. Voicemail

Access messages.

10. Volume Key

Adjust external or call volume.

Set your Availability Status

Push the **DND** soft key, then **More**, then **My Status**, and choose from:

• **Online** • **Busy** • **Be right back** • **Away** •
On the phone • **Out to lunch** • **Do not disturb**

Directional Pad

- Push the up arrow to see **Favorite** Contacts
- Push the left arrow to see **Received** Calls
- Push the down arrow to see **Missed** Calls
- Push the right arrow to see **Placed** Calls

Access Your Voicemail

- Push the mail button and select the mail category you would like to hear Follow the prompts..