

**Place a call:** Pick up the handset or press the Speakerphone or Headset key, enter the phone number, and press Send. Or enter the phone number, press Dial, then pick up the handset or press the Speakerphone or Headset key.

**Transfer a call:** Press Transfer, dial extension (caller is placed on hold) and press Send. Press Transfer again to transfer immediately. Or press Transfer, press Blind, then extension and Send. For an announced transfer, wait until party answers then press Send to transfer or Cancel to return to the original caller.

**Transfer a call directly to Voicemail:** Press the Transfer key, press Blind soft key, dial \*21 and the extension. Press End Call soft key.

**Call Pick-Up:** A call to any extension can be answered by dialing \*\* and the extension number.

**Call Park:** As an alternative to Hold and Transfer, a call can be Parked virtually then picked up from any other phone. While on a call, press the Park key, listen for the Park location (701, 702, etc). Hang up. The parked call can be picked up from any phone by dialing the designated park location. If the call is not picked up within 90 seconds, it will ring back to the original extension.

**Intercom:** Press Icom key, enter the desired extension and press Send. After a single ring, your party will hear you via the speakerphone. The receiving party can choose to speak via speakerphone or pick up the handset.

**Conference Call:** Call the 1st party, and after the call connects, press More and select Conf. Dial and connect with the second party and press Conf again. Press End Call to remove yourself from the call, but keep the other parties connected. Press Split to end the conference and place both parties on hold. If you have an active and held call, press Join to set up a conference.

**Callers List/Redial:** Calls made, Calls received, and calls missed can be seen by pressing the various arrow keys on the navigation wheel. Redial or return a call by highlighting the desired number and pressing Dial.

**Do Not Disturb:** To send incoming calls directly to voicemail, press DND. Notice the icon change on the line keys. To disable the feature and resume ringing, press DND again.

**Voicemail:** The voicemail system can be accessed by pressing the Messages key. Follow the prompts. See the Voicemail Guide for detailed instructions.

**Rebooting the phone:** Press the Home key, Navigate to Settings using the navigation wheel and choose settings by pressing the Navigation button. Select Basic and navigate to Restart Phone or press 8. Confirm.



# Polycom® VVX® 300 and VVX® 310 Business Media Phones

## Quick User Guide

For use with Polycom® UC Software 4.1.4 or later

The information in this guide applies to both the VVX 300 and VVX 310 phones. Configurations vary and the screen displays used in this guide may not reflect those on your phone. See your system administrator for more information. For detailed information on how to use your phone, see the Polycom VVX 300 and 310 Business Media Phone User Guide, available by navigating to your phone's Support page from [Polycom Voice Support](http://Polycom Voice Support).

[www.polycom.com](http://www.polycom.com) | 1725-49087-001 Rev. A | March 2013

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### Phone Views

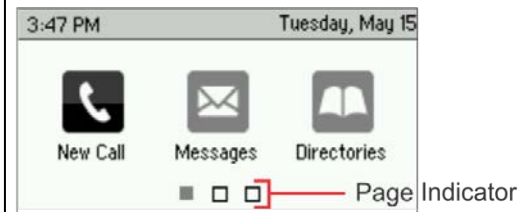
Your phone has four main Views: Home, Calls, Active Call, and Lines view (the default). You can access Home and Lines view at any time. If your phone has one or more calls, you can also access Calls or Active Call view.

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.

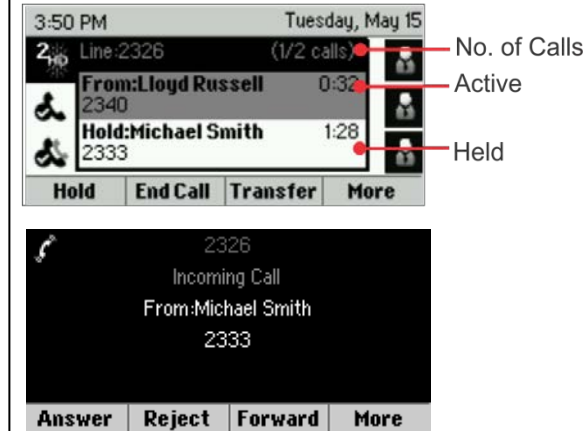


If your phone is idle, you can press the Line key to access the Dialer.

**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 dialpad 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 **More > Lines**.  
Switch back to Calls view by pressing **More > Calls**.

### Placing Calls

Pick up the handset, or press or . Enter the phone number, and press **Send**.

Or 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 **Send**.

**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 **Hold** or . 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. Press **Blind** to complete a transfer without waiting for the ringback tone.

## Forwarding Calls

To enable call forwarding, 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**.

## Placing Conference Calls

Call the first party, and after the call connects, press **More**, and select **Confrc**. Then, dial and connect with the second party and press **Confrc** 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 **Manage** (if available) to manage each participant.
- 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, press  and 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** to sort and order calls, press **Type** to display only certain calls, or select a call record to call the person.

## Contact Directory


To select a contact from the Contact Directory, press .

- **To view your Directory**—Select **Directories** from Home view. Press **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 and select the contact. From the contact's information screen, select the contact's phone number.




### Tip: What Does the Star Mean?


A star, , indicates a Favorite.

## Listening to Voicemail

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


## 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.

## Using Do Not Disturb

To enable or disable ringing, press **DND** from Home or Lines view. When Do Not Disturb is enabled, the DND icon, , displays in the status bar and beside the appropriate Line key.

## 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 press **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**.

### INTERCOM

To place a speakerphone intercom call to another extension, press the <Intercom> key, input the extension number and press <Enter> and begin speaking after the tone. The desired party will here a tone and your voice will be broadcast through the speakerphone. If they are on a call, the phone will ring as an incoming call.

### PAGING

To make a general speakerphone announcement to all phones, press the <Paging> key, Press <Page>, and begin speaking. All extensions will hear your announcement. To end the call, hang up or press <End Call>.

### PARK

Callers can be parked and the call can be picked up from any extension by dialing the designated park location. To park a call, press <Park> and listen for the virtual park location (701, 702, etc). The screen will show "700", but this is not the park location. You can then use the intercom feature to inform the user of the parked call and location. The intended user can then pick up the call from any extension by simply dialing the designated park location (701, 702, etc).