



Polycom VVX 300 & 310

























6-Line Desktop Phone with HD Voice

Quick Start Guide

1. Getting to know your VVX300/310



2. Understanding the Icons

	Registered Line		Phone Warning
	Unregistered Line		Login Credentials Invalid
	Placing a call		Shared Line
	Active call using Polycom HD Voice		Shared Line with a Held Call
	Held Call		Call Forwarding Enabled
	Incoming Call		You have Messages
	Active Conference		Presence Status (Available)
	Placed Call		Presence Status (Busy/In Call)
	Received Call		Presence Status (Away)
	Missed Call		Presence status (DND)
	Favourite		Presence status (Offline)
	Do Not Disturb Enabled		Presence status (No information)

3. Basic Phone Features

New Call Messages

Select **new call** to display the dialler.
Select **messages** to access your voicemail.

Directories

Select **directories** to access your contact directory, favourites and recent calls list. You may also be able to access a corporate directory and buddy status list if they have been set up on your phone.

Forward

Select **forward** to set up forwarding options for incoming calls.

DND

Select **DND** to toggle (Do Not Disturb) on or off. When DND is enabled, your phone will not ring and incoming calls will go to voicemail.

Settings

Select **settings** to access phone features and settings to customise your phone.

Additional icons may include:

Applications

Select **applications** to access a menu of custom applications. See your administrator for information about any specific applications listed in this menu.

Calendar

Select **calendar** to show a calendar with your meeting details. Using the calendar feature, you can join a meeting directly from your phone.



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4. Phone Views

Your phone has three main views:

- Home
- Calls
- Lines (Default View)

To Change Views

- From home view, press 
- From home view, press  to display either lines or call view
- At the top of each view is a status bar. The status bar shows the date and time.

If your phone has information you should know about, messages will display along with the time.



Home View

- **Home view** displays your phone line, messages, settings and information. At the bottom of the home view is a page indicator that shows how many pages of icons home view displays.
- To change the displayed page, press the **down** or **up arrow** key. To change the highlighted entry, press the **right** or **left arrow** key. Press select to access the desired menu.

Calls View

- **Calls view** allows you to see multiple calls in progress on the same line, or if you have one held call. Use the **up** and **down arrow** keys to see all your calls. If your phone has multiple lines, calls display under the associated line.

Lines View

- **Lines view** is your phone's default display. Lines view displays your phone lines, favourites and soft keys on the soft keys area.





- If your phone is idle, you can press a line key to access the dialler. If your phone has calls, the phone line indicates the number of calls you have and if they're active or held. If the phone line has 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. The number of total calls is shown above the calls. To select a call, use the **up** or **down arrow** keys.



5. Place a call

Use any of the following methods to place a call:

Dial a number

- Press the **new call** soft key. Select one of the previously called entries shown in the display or start entering a number. As you enter numbers the dialler displays a list of similar numbers. Use the **up** and **down arrow** keys to select a match and automatically enter it.
- Dial the number then press the **speaker** button 
- Dial the number then press the **headset** button  if you are using a headset.

Dial a contact from your directory

- From home view, select **directories**, and select **contact directory**.
- From your directory, use the **up** and **down arrow** keys to select the contact you want to call.
- Place the call by doing one of the following:
 - From the contact's information screen – press **info**, then press **dial**
 - Use the **up** and **down arrow** key to select the contact, and press dial.

6. Responding to incoming calls

While your phone is ringing, you can do any of the following:

- Temporarily ignore the call before answering it.
- Reject the call so it goes directly to voicemail.
- Forward the call to another person.

Ignoring Incoming Calls

Ignore or silence a call to stop your phone from ringing. Even though the call is ignored, your phone will still display the incoming call notification so you can still answer the call.

To ignore or silence a call:

- From the incoming call window, press **ignore** (for private lines) or **silence** (for shared lines).
- The incoming call window disappears, your phone stops ringing and either home or calls view displays

Rejecting Incoming Calls

Reject a call to stop your phone from ringing and send the call directly to voicemail. Calls you reject display in your recent calls list. Rejecting calls is not available for shared lines.

To reject an incoming call:

- From the incoming call window, press **reject**. You can also reject an incoming call from lines and calls view.
- The call goes directly to voicemail.

Forwarding incoming calls to another person

While the phone is ringing, you can forward the call to another person

To forward an incoming call to another person:

- While the phone is ringing, press **forward**.
- From the call forwarding window, enter the forwarding number, and press forward.

7. Handling Active Calls

When you're in a call, you can do any of the following:

- Hold the call
- Transfer the call to another person
- Set up a conference call with the person you're talking with and another person.

Holding Calls

You can place an active call on hold. A held call is displayed in both calls view and lines view as follows:

To hold a call:

- From lines view or calls view, press **hold**. If you're in calls view be sure to highlight the call first.

To resume a held call:

- From lines view, press **resume**. If there's more than one held call on the line, the last call that you held will be resumed. If you have multiple lines and you press **resume**, the last call that you held – on either line – will be resumed.

Or

- From calls view, use the **up** and **down arrow** keys to highlight the call and press **resume**

8. Transferring Calls

When you transfer a call to another person, you have the option to talk to the person before the transfer completes.

If your phone supports a blind transfer, you can automatically transfer a call without talking to the other person. The call is automatically transferred after you dial the number you're transferring the call to.

To transfer a call:

- From lines or calls view, press **transfer**. The active call is held.
- From the dialler, place a call to the person you want to transfer the call to.
- When you hear the ring-back sound, press **transfer** to complete the transfer.

Or

- If you want to talk with the person before the transfer completes, 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:

- From lines or calls view, press **transfer**. The active call is held.
- From the dialler, press **blind**, and place a call to the person you want to transfer the call to. If you don't see **blind**, press **more** then **blind**.
- The call automatically transfers to the person you specified.

9. Conference Calls

Setting up Conference Calls

There are two ways to set up a conference: The conventional way – by calling to people and using the **confrnc** soft key – or joining two existing calls using the **join** soft key.

To set up a conference call:


1. Call the first person
2. From lines or calls view, press **more** and then **confrnc**.
The active call is held.
3. Using the dialler, call the second person
4. When the second person answers, press **more** and then **confrnc** to join everyone in a conference.
The 'Active: Conference' screen appears

10. Listening to Voicemail

Your phone may indicate new voicemail messages by the following:

- A message in the status bar, the status bar indicates how many new messages you have. The count is a total of all messages on all lines on the phone.
- A flashing message waiting indicator (MWI), located at the top-right of your phone.
- An audible alert (if your phone is idle)

To listen to voicemail messages:

1. Press  and select **message centre**. Or from home view, select **messages** and select **message centre**.
2. If multiple lines are configured on your 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.

If your voicemail messages are delivered to an email account, the message will be sent as a **.wav file**.

You must have sound on the device where the message is delivered in order to hear the message.

11. Viewing Recent Calls

Your phone maintains a recent calls list – a list of missed, received and placed calls. Each list can hold up to 100 entries.

From the recent calls list, you can:

- Sort, order and filter calls (press type). By default, the list for all call types displays with the most call displaying first.
- Remove certain calls from the list.
- Select a call record to view call details and manage the call.
- Use the up and down **arrow** keys to highlight an entry and press dial to call the person from the list.

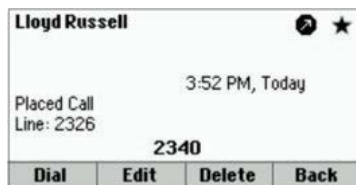
Call Lists			
	Lloyd Russell 2340	12:53 PM	
	Michael Smith 2333	12:53 PM	
	Michael Smith 2333	12:53 PM	
Dial	Sort	Type	More

To view your recent calls list:

- From home view, select **directories** from home view and select **recent calls**.

To manage a call record:

1. From your recent calls list, use the **up** and **down arrow** keys to highlight an entry and press the **right arrow** key.
2. From the call details screen, you can:
 - Press **dial** or the **right arrow** to call the person
 - Press **save** to add the person to your contact directory. If the person is already in your contact directory but isn't in a favourite, **add to Favourites** displays instead. Press **add to favourites** to automatically make the person a favourite.
 - Press **delete** to delete the call from the list.
 - Press **edit** to edit the phone number before you dial the person.



Customising recent calls list:

1. From home view, select **directories** from home view, and select **recent calls**.
2. Press **type** to filter calls for specific lines or types of calls.
 - When you filter calls, you can choose to display only missed, received or placed calls. Or you can choose to display all call types (the default). You can choose to display only calls from a certain line.
3. Press **sort** to sort the calls
 - When you sort calls in time order, you can sort by ascending (oldest call first) or descending (most recent call first) order.
 - When you sort calls by call name, you can order calls in ascending (alphabetical) or descending (reverse-alphabetical) order.

12. Working with your contact directory

You can store a large number of contacts in your phone's local contact directory.

To view contact information:

- From your contact directory, use the **up** and **down arrow** keys to select the contact, and press **info**.
- The contact's information screen, including the contact name and phone number displays. Additional information such as 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 your contact directory again.



To dial a contact:

1. From your contact directory, use the **up** and **down arrow** keys to select the contact you want to call and press the **info**.
2. From the contacts information screen, press **dial**.

To add a contact:

1. Select directories from home view, and select **contact directory**.
2. Press **add**.
3. From the add contact screen, enter contact information.


13. Calendar

Opening and Closing the Calendar

To open the calendar, select **calendar** from home view. The calendar's day view displays showing your meetings for the day. From day view you can access additional calendar views: month view and meeting view.

To see month view, press **month**. To see meeting view, select a meeting.

Tomorrow	
8:00 AM	Project One
9:00 AM	Conference Room One
10:30 AM	Doc Review - 1st Draft
11:30 AM	Conference Room Five
3:30 PM	Code Review - Beta Draft
Month	Previous Next

To close a calendar, press 

Working with meeting reminders

By default, your phone displays a meeting reminder 15 minutes before a meeting starts. Every minute before the meeting starts, the phone will emit an alert tone and update the meeting timer. If a meeting starts and you haven't joined in, the reminder will let you know that the meeting is overdue.

From the reminder, you can:

- Press the **meeting number** (on the far-left of the reminder) to join the meeting.
- Press **detail** to view specific information about the meeting.
- Press **snooze** to temporarily remove the reminder from the screen, until the next scheduled reminder.
- Press **dismiss** to permanently remove the reminder from the screen and stop all future reminders for the meeting.

To enable or disable meeting reminders:

1. Select **settings** from home view and select **basic > preferences > calendar settings**.
 2. From the calendar settings screen, select **reminder** and enable or disable the setting.
- The default setting is enabled. When enabled, your phone will display reminders for all meetings. When disabled the phone will not display reminders for any meetings.

Joining meetings from the calendar

You can join meetings from the calendar in two ways:

- From a meeting reminder.
- From meeting view.

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To join a meeting from a reminder:

- From the reminder, press the meeting number that displays at the far-left of the reminder



- If you want to use another number to join the meeting, and your meeting organiser has specified alternate meeting numbers you can call, press **detail** from the reminder. The calendar displays meeting view which may list alternate numbers you can call. To dial these numbers, press **more actions** and select one of the numbers.

To join a meeting from meeting view:

- From day view, select the meeting you want to join.
 - From meeting view, press the meeting number.
- If you want to use another number to join the meeting and the meeting organiser has specified alternate numbers you can call, press **more actions**. A list of numbers that you can dial is displayed. To join the meeting, select one of the numbers.

- This guide is intended for users of Polycom VVX300/310 series handsets.
- Not all features listed in this guide may be available at time of installation and may be licence dependant
- If you have any questions, we are here to help. Please call 1300 00 6398 or email team@nexttelecom.com.au

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