Quickstart Guide
Polycom VVX 300/310

epik n e t w o r k s

Polycom VVX 300/310 Features

Line Keys

Soft Keys

Speaker

Transfer

Messages

Hold

Dialpad

Message Indicator

Line Keys

Home/Lines key

Navigation keys/ Select

Headset key

Speakerphone key

Mute key

Volume keys

Microphone
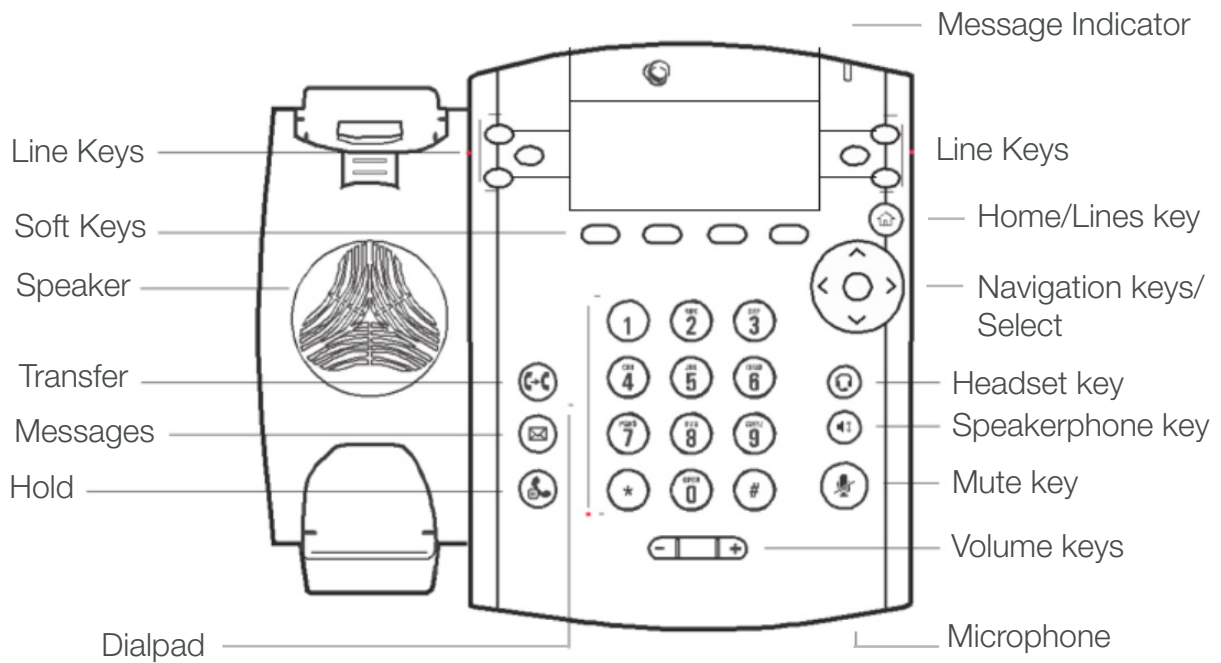
Registered line

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 is enabled

Incoming call (in Home view)

You have messages

Active conference

Presence status (Available)

Placed call

Presence status (Busy or In a Call)

Received call

Presence status (Away)

Missed call

Presence status (Do Not Disturb)

Favourite

Presence status (Offline)

Do Not Disturb enabled

Presence status (No Information)

New Call   Select **New Call** to display the Dialer so you can place a call.

Messages   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're set up on your phone.

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

DND   Select **DND** to toggle DND (Do Not Disturb) on or off. When DND is enabled, your phone won't 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 meeting directly from your phone.

Phones View

▶ Your phone has three main views: **Home**, **Calls**, and **Lines** view (the default).

▶ To change views:
   - For **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, together with the time.

3:47 PM	Tuesday, May 15

10:59 AM	2 missed calls

Home View

▶ **Home view** displays your phone line, messages, setting 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 phones default display. Lines view displays your phone lines, your favourites, and soft keys on the soft key area.

▶ If your phone is idle, you can press a line key to access the Dialer.

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 down arrow keys.

Place a call

Use any of the following approaches to place a call:

▶ 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 Dialer 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.

▶ To call from your Directory:
- From Home view, select **Directories**, and select **Contact Directory**.
- From your Directory, use the up and down arrow key 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**, and press **Dial**.
  - Use the up and down arrow key to select the contact, and press **Dial**.

Placing and receiving calls

Responding to Incoming Calls

While your phone rings, you can do 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 voice mail. 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 voice mail.

Forwarding Incoming Calls to Another Person

While your phone rings, you can forward the call to another person.

To forward an incoming call to another person:

1. While your phone rings, press **Forward**.

2. From the Call Forwarding screen, enter the forwarding number, and press **Forward.**

During Calls

When you're in a call, you can do 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 any active call on hold. A held call displays in Calls and Lines view as follows:

To hold a call:

▶ From Lines or Calls view, press **Hold**. If you're in Calls view, be sure to highlight the call first.

To resume a held call:

▶ Do one of the following:

- 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**.

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:

1. From Lines or Calls view, press **Transfer**. The active call is held.

2. From the Dialer, place a call to the person you want to transfer the call to.

3. 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, tap **Cancel**.

Transferring Calls

To perform a blind transfer:

1. From Lines or Calls view, press **Transfer**. The active call is held.

2. From the Dialer, press **Blind**, and place a call to the person you want to transfer the call to. If you don't see Blind, press **More**, and then **Blind**.

3. The call automatically transfers to the person you specified.

Conference Calls

Setting Up Conference Calls

There are two ways to set up a conference: the conventional way—by calling two 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 Dialer, 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 displays.

Listening to Voicemail

Your phone may indicate new voicemail messages by the following:

▶ A message in the status bar, as shown next. The message indicates the number of new messages you have. The count is a total of all messages on all lines on the phone.

▶ A flashing Message Waiting Indicator, located at the top-right of your phone.

▶ An audible alert (if your phone is on-hook).

To listen to voicemail messages

1. Press ✉, and select **Message Center**. Or, from Home view, select **Messages**, and select **Message Center**.

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.

Recent Calls

Viewing Recent Calls

Your phone maintains a Recent Calls list—a list of missed, received, and placed. Each list can hold up to 100 entries.

From the Recent Calls list (shown next), you can:

▶ Sort, order, and filter calls (press Type). By default, the list displays all call types (missed, placed, and received), with the most recent call displaying first, as shown next.

▶ 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 automatically call the person.

Recent Calls

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, shown next, you can:

▶ Press **Dial** or the right arrow key 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 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.
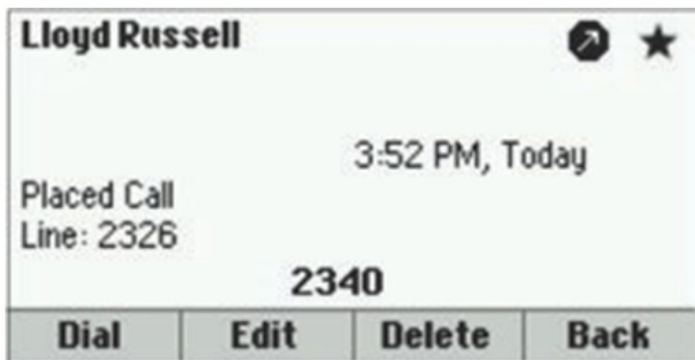
Recent Calls

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 by the time of the call, you can to order calls in 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.

Contact Directory

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's name and phone number, displays (as shown next). 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 your Contact Directory again.

Contact Directory

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 **Info**.

2. From the contact's 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.

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 the Calendar, press ⌂.

Working with Meeting Reminders

By default, your phone displays a meeting reminder 15 minutes before a meeting starts, as shown next. 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.

Calendar

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 won't display reminders for any meeting.
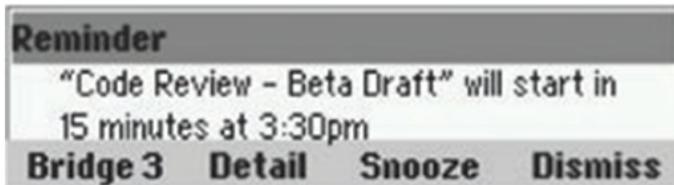
Joining Meetings from the Calendar

You can join meetings from the Calendar in two ways:

▶ From a meeting reminder.

▶ From Meeting view.

Calendar

To join a meeting from a meeting 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 the meeting organizer 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:

1. From Day view, select the meeting you want to join.

2. From Meeting view, press the meeting number.

▶ If you want to use another number to join the meeting, and the meeting organizer 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.

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