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breezeline Polycom VVX 310 Business Media Phone User Guide

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breezeline Polycom VVX 310 Business Media Phone

Place Calls

You can only have one active call in progress on your phone. 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 ⊙ .

To place a call, do one of the following:

- Pick up the handset, press 🔊 or ⊙ , enter the phone number, and press Send.
- Enter the phone number, press Dial and pick up the handset, or press 🔊 or ⊙ .
- From the Lines screen, press the Line key, enter the phone number, and select Send.
- Select a Favorite from the Home screen.
- Select a contact from the Recent Calls list and select Dial.
- Select a contact from the Contact
  Directory and select Dial.

Answer Calls
You can answer calls using the handset, speakerphone, or a headset.

To answer a call, do one of the following:

- To answer with the speakerphone, press 🔊 or press the Answer soft key.
- To answer with the handset, pick up the handset.
- To answer with a headset, press ⊙ .

End Calls
You can only end active calls. To end a held call, you must resume the call first.

To end an active call: » Replace the handset in the cradle, press 🔊 or ⊙ , or press the End Call soft key.

To end a held call:

1. Highlight the held call and press Resume.
2. Press End Call.

Hold and Resume Calls
You can have multiple calls on hold and resume a call at any time.

To hold a call: » Highlight the call and press the Hold soft key or press 📞 .

To resume a call: » Highlight the call and press the Resume soft key or press 📞 .

Transfer Calls

You can transfer calls to any contact and choose the way to transfer the call.

To transfer a call:

1. Press and hold the Transfer soft key or press 📞 .
2. Choose Blind or Consultative.
3. Dial a number or choose a contact. If you chose Blind, the call is transferred immediately.
4. If you chose Consultative, press the Transfer soft key or press 📞 after speaking with your contact.

Forward Calls

You can forward an incoming call to a contact or forward all incoming calls to a contact.

To forward all incoming calls:

1. On the Home Screen, select Forward.
2. Choose either Always, No Answer, or Busy.
3. Enter a contact's number, and select Enable.
   If you chose No Answer, you can enter the number of rings before the call is forwarded.

To disable call forwarding:

1. On the Home Screen, select Forward.
2. Choose your forwarding type and select Disable.

Manage Voicemail

When you have new voicemail messages, the messages icon ✉ displays on your line.

To access the voicemail system:

1. On the Home screen, select Messages, or press , or dial *95.
2. Tap Message Center > Connect.

Initial Setup, select:

- 0 – to select mailbox options and then select:
- 1 – to record unavailable greeting
- 2 – to record busy greeting
- 3 – to record your name
- 5 – to reset your password

Listen to Messages, select:

- 1 – to play Messages

During playback:

- 1 – to Skip envelope info
- * – to Rewind message
- # – to Fast Forward message
- 2 – to Start message again
- 3 – for Advanced Options
- 4 – to Skip to previous message
- 5 – to Repeat current message
- 6 – to Skip to next message
- 7 – to Delete message
- 9 – to Save message

Contact Directory

To view the Contact Directory:
» From the Home screen, select
Directories > Contact Directory.

To add a contact to the Contact Directory:

1. In the Contact Directory, select Add.
2. Enter the contact's information and select Save.

Call Park

You can place a call on hold at one extension and have it picked up at a different extension. Note: Calls will return to your extension if not picked up within 3 minutes.

To park a call:

1. Dial #2 to park the call.
2. Listen for the system to announce the position of the call in the parking lot. You will need the position number if there are multiple calls set to park.

To pick up a parked call:

- Dial *221 to un-park the first parked call.
- Dial *225 to hear a list of parked calls and position numbers.
- Dial *229 to un-park the last parked call.
- Dial *225 plus the position # to un-park a specific parked call.
  Example: Dial *2253 to un-park the call parked in position #3.

Initiate a Conference Call

To initiate a conference call:

1. Call the first caller.
2. Press More, then select Conference.
3. Call your next contact. When your contact answers, press More, then select Conference again.
   To join two active calls into a conference call:
   » On the Calls screen, select Join.

Answer a Ringing Extension

When only one phone is ringing:
Dial *21 to answer a call ringing on someone else's extension.

When more than one phone is ringing:
Dial *21 plus the extension to answer a call ringing on a specific extension.
Example: To answer a call ringing on extension 2208, dial *212208.

Star Codes

*22 –	to access the Company Directory
*66 –	to dial back the last missed call
*21 –	to answer a call ringing on another extension
*21 +ext. –	to answer a call ringing on a specific extension
*29 –	to answer last call ringing
*95 –	to access voicemail
*95 +ext. –	to make a direct call to an extension's voicemail
#3 +ext. –	to transfer an active call to another extension's voicemail
#1 +ext. –	to perform a Blind transfer (unannounced transfer)
*2 +ext. –	to perform a Consultative transfer (announced transfer)
*85 –	turn off CallerID
*65 –	turn on CallerID
*71 –	activate call waiting
*70 –	deactivate call waiting
#2 –	park an active call
*221 –	un-park the first parked call
*229 –	un-park the last parked call
*225 +pos. –	un-park a specific parked call

Learn More
Additional user information, including self-help videos, can be found on our website at:
https://breezeline.com/business/support/hosted-voice
Hosted Voice Support: 1.844.579.0695

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Polycom VVX 310, Polycom VVX 311, Polycom VVX 410, Polycom VVX 411, Polycom VVX 310 Business Media Phone, Business Media Phone, Media Phone, Phone

References

- ✳ **Hosted Phone & Voice Support | Breezeline**