POLYCOM® VVX® 300, 301 & 311
QUICK USER GUIDE

GET TO KNOW YOUR PHONE

+ **Soft Keys:** These appear as they are needed. For example, if you are in a conference call, the soft keys display functions related to the conference function.

+ **Line Keys:** Located to the left and right of the phone screen, the line keys indicate the status of your lines and associated activity.

HOME VIEW

+ Home View displays icons that can be tapped to access phone functions.

+ From Home View, press ⌂ to display either Lines, Calls or Active Call View.

PLACING CALLS

+ Enter the phone number FIRST, then press **Dial**, pick up the handset, or press 🔊 or ☎.

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 automatically be placed on hold.

VOICEMAIL

+ An envelope, ✉, adjacent to a Line key, indicates that you have voicemail. You will also see the voicemail indicator light blinking in the upper right hand corner.

+ Tap the designated VM button ✉ and follow the prompts.

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CALL HOLD AND RESUME

+ During a call, tap the **Hold** soft key. Press the **Resume** soft key to resume the call.

CALL TRANSFER

+ During a call, tap the **Transfer** soft key to place the active call on hold.

To transfer a call unannounced:

+ Tap **Blind** in the upper right-hand corner and then dial the number or extension to automatically transfer the call.

To announce the transfer:

+ Place a call to the party to which you want to transfer the call. After speaking with the second party, tap **Transfer** again to complete the transfer.

PLACING CONFERENCE CALLS

+ Call the first party, and after the call connects, select **Confrnc**. You will now have an active three-way conference call.

+ Then dial and connect with the second party and press **Confrnc** again.

    + Press **Hold** to hold all participants.

    + Press **End Call** to remove yourself from the call but keep the other participants connected.

    + Press **Split** to end the conference and hold all participants.

MUTING THE MICROPHONE

+ During a call, press 🎙 so other parties can't hear you.

+ To disable Mute, press 🎙 gain.

+ This applies to calls using the handset, headset, and speakerphone.

ADJUSTING VOLUME

+ To change call volume, press ⊂▭⊃ during a call. To change the ringer volume, press ⊂▭⊃ when the phone is idle or ringing.

You can also view short how-to videos about all of these topics at **arvig.net/hostedpbx**

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