



Using Your Polycom VVX 300/400 IP Telephone

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Getting to know your phone...



1. Message Waiting Indicator
2. Line Keys
3. Home Key
4. Soft Keys
5. Navigation Key/Select Key
6. Headset Key
7. Speakerphone
8. Mute
9. Volume Keys
10. Dial Pad
11. Hold
12. Messages
13. Transfer

***Please note your phone model may vary slightly from the one pictured.**

Understanding Phone Icons and Status Indicators



The following icons and indicators indicate phone, call, or buddy/contact status, or to indicate that a feature is enabled.

| <i>Icon</i> | <i>Description</i> |
|---|------------------------------------|
|  | Registered line |
|  | Unregistered line |
|  | Placing a call |
|  | Active call using Polycom HD Voice |
|  | Held call |
|  | Incoming call |
|  | Active conference |
|  | Placed call |
|  | Received call |
|  | Missed call |
|  | Favorite |
|  | Do Not Disturb enabled |

| <i>Icon</i> | <i>Description</i> |
|--|-------------------------------------|
|  | Phone warning |
|  | Login credentials invalid |
|  | Shared line |
|  | Shared line with a held call |
|  | Call forwarding is enabled |
|  | You have messages |
|  | Presence status (Available) |
|  | Presence status (Busy or In a Call) |
|  | Presence status (Away) |
|  | Presence status (Do Not Disturb) |
|  | Presence status (Offline) |
|  | Presence status (No information) |
|  | Presence status (No information) |

Phone Settings

- **To Adjust the Display Contrast:**

- Press 
- Select **Settings > Basic > Backlight Intensity**.
- Press **Backlight Intensity** Choose: **High, Medium, Low**
- Press the **Select** soft key to accept changes.
- Press  or the left arrow to return to the idle display.

- **To Adjust the Ringer Volume:**

- While the handset is in the cradle and the speakerphone is off, use the **Volume Down (-) / Up (+)** buttons to change the Ring Volume.



- **To Adjust the Handset Volume**

- Remove the handset from the cradle and use the **Volume Down (-) / Up (+)** buttons to change the Handset Volume. Replace the handset.

- **To Adjust the Speakerphone Volume**

- Press the **Speaker** button to activate the speakerphone and use the **Volume Down (-) / Up (+)** buttons to change the Speakerphone Volume. Press the **Speaker** button again to disable the speakerphone.

- **To Change the Ring Type**

- Press 
- Select **Settings > Basic > Ring Type**.
- Using the arrow keys, highlight the desired ring type. Press the **Play** soft key to hear the selected ring type.
- Press **Select** soft key to change to the selected ring type.
- Press  or the left arrow key to return to the idle display.


Dialing

• Manual Dialing

- To dial an internal extension: Dial the Extension Number
- To dial a local call: Area code + Telephone Number
- To dial a long distance call: 1 + Area Code + Telephone Number
(unless you have universal dial then it is: Dial the Outside Access Digit[†]+ Telephone Number)
- To dial an international call: + 011 + Country Code + Area Code + Telephone Number

You can use internal extension dialing even if the other extension resides in another location

• Call History

- Press 
- Go to **Directories**
- Scroll to **Recent Calls > Type**
 - Choose: Missed, Received, Placed

To place a call from either of these menus:

- Scroll to highlight the desired number
- Press **Dial** soft key



Setting Up Voice mail (Default Menu)

- **To access Voice mail**

- Access your voice mailbox by pressing the **Messages >Message center > Connect**

- * Some phones may have a soft key **Mgs** (press to access Voice Mail) or an actual key on phone*

- **To Record Your Personal Greetings**

- Select option **0** to record your mailbox options.

- Select which greeting you'd like to record:

- Press 1 to record your Unavailable greeting. This greeting is played for your callers when you don't answer your phone.
 - Press 2 to record your Busy greeting. This greeting is played for your callers when you're talking on the phone.
 - Press 3 to record your Name greeting.
 - Press 4 to Manage your temporary greeting
 - Press 5 to Change the password
 - Press * to return to the main menu.

Call Forward (Always, Busy or No Answer)

Call Forwarding allows you to forward all incoming calls to another extension or number.


There are three options for Call Forwarding:

Always

No Answer

Busy

•To Forward


- Press 
- Choose **Forward**
 - Select Type: **Always, No Answer, Busy**
- Input extension or number then press **Enable** soft key



Main display returns and confirms Call Forwarding enabled in upper right corner

Call Forward (Always, Busy or No Answer) continued...

•To Cancel Call Forward

- Press  > **Forward** – Choose Enabled Forward > Press **Disable** soft key
- Home Screen appears

Idle display returns and the line indicator now displays the regular icon

Things to consider*

- Calls forwarded to internal extensions that are not answered will roll back to your own voice mail.
- Calls forwarded to external numbers that are not answered will roll to the voice mail box associated with the forwarding destination, if available. The amount of rings for that voice mail box are set to pick up sooner than the voice mail ring time default of 25 seconds

Call Waiting

Call Waiting enables you to answer an incoming call without disconnecting an existing call.

- **To Answer an Incoming Call While Already on a Call**

- Press the **Answer** soft key. The original caller will be placed on hold.

- **To Return to the Original Caller**

- Use the **Up/Down** arrow key to scroll to the caller that is on hold

- Press **Resume** soft key, this will put the current caller on hold and take you to the held caller

Hold

Hold enables you to place a call on hold for rapid retrieval from the same phone.

- **To place the current call on hold**

- During a call, press the **Hold** button. The call will be placed on hold and this will be indicated on the display.

- **To retrieve the held call**

- Press the **Resume** *soft key*

*If multiple calls are on hold on a single line key, use the arrow keys to switch between the calls then press the Resume soft key to retrieve the desired call.

*If more than two calls are on hold on a single key, an indication will appear on the display, for example “2/3” shows that this is the second call out of three calls.

Multi-Line Call Park

Multi-Line Call Park allows you to park one or more calls and then pick up these calls from any phone.

- **To Park a Call:**

- While in an active call, press the **Park** soft key > **Dial** ...phone will hang up
- The system will select a Call Park extension and park the call at that extension. It will then announce the Call Park Extension to you. The caller will be on hold until the “parked” call is picked up (if left unattended after 5 minutes the call will ring back to the extension that parked it)

- **To Retrieve a Parked Call:**

- Lift any handset on your phone system
- Dial the Call Park Extension of the call you wish to retrieve then press **Dial** button

Transfer

Transfer enables you to transfer an active call to another extension or telephone number. You have two options, Normal and Blind. Normal is with consultation (allows you to speak to the person you will transfer the call to prior to transferring) and Blind will send the call immediately to the transferred party without consult.

Attended (Normal) Transfer

- During a call, press the **Transfer** key (the active call is placed on hold)
- Dial the number to which you want to transfer the call. Wait for the party to answer to announce the call (Normal) then...
- Press the **Transfer** key again to complete the transfer or simply hung up

* Transfer may be canceled during establishment by pressing the **Cancel** soft key. The original call is resumed.

Blind Transfer (without consultation)

-Press **More > Blind X > Extension > Enter**

Transfer directly to Voice mail

-Press **More > Xfer2VM** soft key

-Enter *extension (mail box #)* > Press **Enter** button

Conferencing (N-Way)

Conferencing enables you to join multiple parties together into a single call. The maximum number of parties that you can join together is 3. That is you and two other callers.

- While in an active call with the first caller
- Press the **Confrnc** soft key to obtain a new line (the active call is placed on hold).
- Dial the phone number of the second party
- When the second party answers, press the **Confrnc** soft key again to join all parties in the conference, or press the **Split** soft key to put the first call on hold and keep the second call as the active call.
- A conference may be created at any time between an active call and a call which is on hold (on the same line) by pressing **More** > **Join** soft key.

Ending the call on the conference originator's phone will terminate the conference.

Notes