Business Phones and Networks

Polycom VVX310 User Guide

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Basic Features

Picking Up Calls

There are multiple ways to pick up calls depending on how you'd like to answer them –

- If you'd like to use the handset, just simply pick up the handset when you're getting a call.
- If you're using a headset, and your headset it plugged in at the back, all you need to do is press the headset button. [1] (Refer to image above.)
- If you want to answer it hands-free, so they're talking out of the speaker, you will need to press the speaker button. [2] (Refer to image above.)
- If another phone is ringing in the same pickup group, you just need to press the button labelled "Pickup" to take the call after picking up the handset. [3] (Refer to image above.)

Transferring Calls

When you're on a call and need to transfer the caller to another users extention, you'll need to follow these simple steps –

- First, you will need to press the transfer button, this places the caller on hold and lets them hear music. [1] (Refer to image above.)
- Second, you will need to dial in the number/extension of the person you want to transfer to.
- You will then be put on a call to the person you want to transfer to who you can speak to without the caller hearing you. (the caller will still be listening to music)
- If the person you want to transfer to DOES want the call, you simply have to put down your handset to put the caller through.
- However, if they DON'T want the call, you will need to bring the call back to yourself; this can be done by pressing the button on the top left. [2] (Refer to image above.)

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Voicemail

When you first go to use your voicemail, you'll need to set it up –

- First, you will need to press the voicemail button. [1] (Refer to image above.)
- Second, you will need to press the button labelled "Connect". [2] (Refer to image above.)
- At this point it will ask you to enter your pass-code for the first time, by default it is "123456" then #, it will then ask you to change your pass-code to your own 6 digit pass-code and # (This will be asked for twice so it can confirm the pass-code).
- It will then sound very much like your mobile phone voicemail set up.
- It will then ask you to record your name; this can be changed at a later time. (It will talk you through how to do that when you're setting it up.)
- Your voicemail is now set-up for use, you can navigate around your voicemail following the options the automated message gives you.
- To access your Voicemail again, simply press the voicemail button [1], press "Connect" [2] and then enter your pass-code as it asks followed by #. From here you can follow the options.

Call Forward

If you ever need to forward your calls to another phone or your mobile, this can be done with the Call Forward feature –

- First, you will need to press the button labelled "More". [1] (Refer to image above.)
- Then you will need to press the button labelled "Forward". [2] (Refer to image above.)
- You'll then find yourself on another screen that says "Always", "No Answer" and "Busy".
- Once you have selected the condition you want it to forward on, click the button labelled "Select". [1] (Refer to image above.)
- Then you can enter the extension or number you want your calls to be forwarded to.
- Once entered, you can then click the button labelled "Enable". [1] (Refer to image above.)
- To turn it off, simply follow the same steps. However in the final step you will see disable, which you'll need to select. [1]. (Refer to image above.)

Do Not Disturb

- First, you will need to select "More". [1] (Refer to image above.)
- Then you will need to select "DND". [2] (Refer to image above.)
- To turn this off, just simply repeat the two steps above.

Calls Received, Calls Placed and Missed Calls

If you want to see a list of the calls you've received, press the left navigational button. [3] (Refer to image above.)

If you want to see a list of the calls you've placed, press the right navigational button.

[4] (Refer to image above.)

If you want to see a list of the calls you've missed, press the down navigational button. [5] (Refer to image above.)