



# User's Guide

This user's guide is to be used for  
**Polycom VVX300/310, VVX400/410**



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## BASIC FEATURES

*Soft keys are buttons that correspond to functions displayed on the screen. If display is obscured by current call information, press the More soft key, followed by the Lines soft key to access other options on screen.*

### MAKING AN OUTSIDE CALL

- 1) Dial number
- 2) Press **Send** or **Dial** soft key
- 3) Lift handset or press **Headset** button for privacy

### ANSWERING INCOMING CALLS

- 1) Lift handset or press **Speakerphone** or **Headset** button

### TO IGNORE AN INCOMING CALL

- 1) To ignore an incoming call press the "Ignore" soft key.  
*(Calls go to VM after ringing specified # of times as defined in "No Answer Forwarding" setting)*

### PICK-UP DIRECTED CALL RINGING

- 1.) Pick up handset or press **Speakerphone** or **Headset** button
- 2.) Press \*95
- 3.) Dial extension number
- 4.) Press Dial soft key  
*(i.e. \*95105, Dial to pick up call ringing at x105)*

### PICK UP GROUP CALL RINGING:

- 1.) Pick up handset or press **Speakerphone** or **Headset** button
- 2.) Press \*96
- 3.) Press Dial soft key  
*(i.e. \*96, Dial to pick up incoming group call ringing*

*elsewhere in business.)*

### PARKING CALL (System wide hold)

- 1) While on call, Press **More** then park
- 2) Or Press **Transfer** and dial 9000
- 3) Listen for announcement of Park Zone (i.e. 9001)
- 4) To retrieve call: dial Park Zone location (i.e. 9001) then press dial key.

### PLACE/RETRIEVE CALL ON HOLD (Exclusive to station)

- 1) While on call, press **Hold** soft key
- 2) To retrieve call, press **Resume** soft key or line key with blinking light

### TRANSFER CALL TO EXTENSION (Supervised)

*Used to announce caller*

- 1) While on call, Press **Transfer** soft key
- 2) Dial extension number
- 3) Speak to announce party
- 4) Hang up

### TRANSFER CALL TO EXTENSION (Unsupervised/Blind)

- 1) Press **Transfer** soft key
- 2) Press **Blind** soft key
- 3) Dial extension number
- 4) Hang up

### TRANSFER CALL TO VM

- 1) Press **Transfer** soft key
- 2) Press **Blind** soft key
- 3) Press \*99
- 4) Enter extension number
- 5) Hang up

### MAKING AN INTERCOM CALL

- 1) Lift handset or press **Speakerphone** or **Headset** button
- 2) Dial extension number
- 3) Press **Send** or **Dial** soft key  
(Call will ring until answered or voicemail)

- 3) Press **Select** soft key
- 4) Select **Disable**

#### DO NOT DISTURB:

(callers go straight to VM)

- 1) Press the DND soft key to turn do not disturb on/off

- 3) Press 3 to change your pin
- 4) Press 4 to send VM message to another station
- 5) Press # to return to previous menu

#### ACCESS VM REMOTELY FROM PHONE:

- 1.) Call your DID number
- 2.) When voicemail answers, enter PIN number
- 3.) Follow prompts to manage messages

## ADVANCED FEATURES

### CONFERENCE CALLS

- 1) Pick up handset or press **Speakerphone** or **Headset** button
- 2) Make first phone call
- 3) Press **More** soft key
- 4) Press **Conference** soft key
- 5) Dial second number and press **Send** soft key
- 6) Press **More** soft key
- 7) Press **Conference** soft key to connect all parties, (display will show Active: confrnc)

### ADJUSTING VOLUME

- 1) Adjust ringer volume, press **Volume** button up/down
- 2) Adjust handset volume, while on call press **volume** button up or down
- 3) Adjust speaker volume, while speakerphone is active press **Volume** button up or down

### FORWARDING CALLS

- 1) Press **Forward** soft key
- 2) Use navigation buttons to highlight **Unavailable**, **Busy**, or **Offline** option
- 3) Press **Select** soft key
- 4) Enter area code + phone number or extension
- 5) Select **Enable** soft key

### TO DISABLE CALL FORWARDING

- 1) Press **Forward** soft key
- 2) Use navigation buttons to select highlight **Unavailable**, **Busy**, or **Offline** option

### ACCESSING CALL LISTS

- 1) Press Home button (*button w/ house on it*)
- 2) Press scroll to Directories & press enter  
Press 2 for Recent calls

## VOICEMAIL

### ACCESSING VOICEMAIL

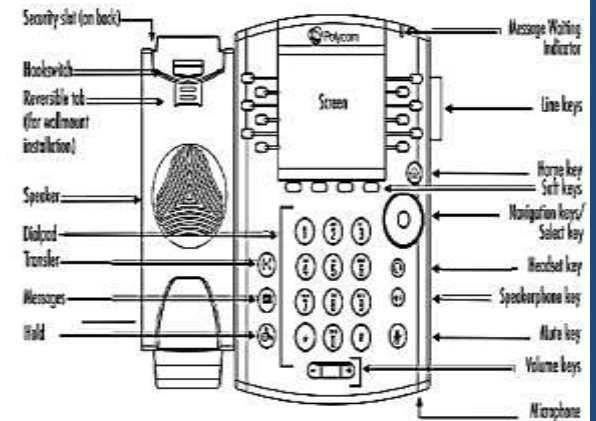
- 1) Press **Voicemail (Envelope)** button
- 2) Press connect soft key
- 3) Enter Pin number

#### Options for Handling Messages:

- Press 1 to replay message
- Press 2 to delete message
- Press 3 to mark message as new
- Press 5 to go to the next message
- Press 6 send message to another station
- Press 7 to go back a message
- Press 8 for User Options
- Press 9\*1 to hear return phone number
- Press 55 to skip the last message
- Press 77 to go to the beginning of messages

### MAILBOX OPTIONS: (Press 8 to access user functions)

- 1) Press 1 to record unavailable message
- 2) Press 2 to record directory name



**Transfer button**- Transfers Calls

**Mute Button**- Mutes the Microphone

**Hold Button**- Places a call on Hold

**Message Button**- Access voicemail

**Headset Button**- Turns Headset on/off

**Speakerphone button**- Activates Speakerphone

**Volume Button**- Controls ringer/handset/speaker volume

**Home button**- Brings user to main menu

**Navigation buttons**- Scroll in menu and access call lists

**Select button**- Selects options in menu

**DND Button**- Routes calls to Voicemail

