

QUICK OVERVIEW – POLYCOM VVX 311



Quick User Guide - Polycom VVX 311

ANSWERING A CALL

- Pick up the handset
- If you have a headset, press the headset button.
- If you prefer speakerphone, press the speakerphone button

TRANSFER KEY

- During a call press the Transfer key. The default setting is a Consultative transfer type.

MESSAGES KEY

- If you have voicemail the indicator light will flash red. Press the Messages key to listen; enter password proceed with instructions.

HOLD KEY

- Press the soft key that is labeled HOLD or the HOLD button. To resume a held call, press Resume.



MAKING A CALL

- With the handset still on the in the cradle, dial the number and then pick up the handset or press

- Pick up the handset, or press
- Enter the phone number, and wait or press **Dial**

HEADSET KEY

- Activates hands free for making and receiving calls without lifting the handset

SPEAKER KEY

- Press to answer or place call over speaker

MUTE KEY

- Place a call on mute so caller cannot hear you.

VOLUME KEYS

- Adjusts volume of ringer OR
- Adjust volume of caller while on an active call

OTHER FEATURE CODES

Transfer Call to Voicemail, Press Transfer *55 Ext #
 Call Park: Press Transfer *68 Ext# / Retrieve *88 Ext#
 *50 - Extension # Push to Talk (speaker intercom)

*97 - Extension # Call Pick Up
 *78 - Do Not Disturb Activate
 *72 - Call Forward Activate

*98 - Group Call Pick Up
 *79 - DND Deactivate
 *73 - Call Fwd Deactivate

Please note: Not all features are available on all phones.

TO TRANSFER: Transfer – extension or phone number – Transfer

TO CONFERENCE: Conference – extension or phone number – Conference

ANSWER 2ND CALL: PRESS 'ANSWER' soft key. Your current call will be automatically placed on hold.

Soft Keys are located near bottom of Display.