allied telecom

QUICK USER GUIDE

POLYCOM VVX 300/310

Polycom

Using the Key Pad

DISPLAY SCREEN (WITH SOFT KEYS)

MESSAGE WAITING INDICATOR

LINE KEYS

LINE KEYS

HOME

DIAL KEY PAD

NAVIGATION KEYS

TRANSFER

HEADSET

MESSAGES
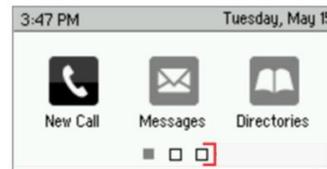
SPEAKER

HOLD

MUTE ON/OFF

VOLUME CONTROL

Display Screen Views

Below are some of the common views you'll use on your display screen.

LINES VIEW: Default Display showing your lines and favorites.

HOME VIEW: Access call history, directories, features and settings.

INCOMING CALL VIEW: Accept, reject, or forward a call.

Placing Calls

1. To place a call, first dial the number.
2. Then pick up the handset or press the Speaker or Headset key.

Receiving Calls

1. To answer an incoming call, pick up the handset, press the Speaker or Headset key, or press the **Answer** soft key.
2. To answer an incoming call when you're already on an active call, press the **Answer** soft key on the screen.
   - Your first call will automatically be placed on hold.
   - To retrieve your first call: use the navigation arrows to scroll to the call, and then press the **Resume** soft key.

Placing Calls on Hold and Resuming Calls from Hold

1. To put an active call on hold, press the **Hold** button or the soft key.
2. To resume the call, press the **Resume** soft key.
3. If you have more than one call on hold, using the navigation arrows, select the call you wish to reconnect with and press the **Resume** soft key.

Enabling and Disabling "Do Not Disturb"

The "Do Not Disturb" feature is used to send all incoming calls to voicemail.

1. To enable "Do Not Disturb", press the **DND** soft key.
2. You will see the "Do Not Disturb" icon by your extension line appearance, indicating that the feature has been enabled.

**Please note: once "Do Not Disturb" is enabled, calls cannot be received until you disable the feature.

3. To disable "Do Not Disturb", repeat the previous steps.

Initiating 3-Way Conference Calls

1. To initiate a three-way conference call, while on an active call, press the **More** soft key. Then press the **Conference** soft key; the first call will be placed on hold.
2. Dial the second number.
3. When the second party answers, press the **More** soft key, then press the **Conference** soft key again to join the calls.

Performing a Blind Transfer

A "Blind" or unannounced transfer takes place when you transfer a call to someone else without announcing the call first.

1. To conduct a blind transfer, while on an active call, press the **Transfer** button or soft key, then select **Blind** soft key.
2. Enter the destination (extension) you wish to transfer the call to.
3. Press the **Dial** soft key. This completes the transfer.

Performing an Consulted Transfer

A "Consulted" or announced transfer is performed when you announce the call to the recipient prior to transferring the call.

1. To conduct a consulted transfer, while on an active call, press the **Transfer** button or soft key and enter the destination (extension) you wish to transfer the call to.
2. Then press the **Dial** soft key.
3. The caller is automatically placed on hold. Once the receiving party answers, announce the call.
4. To complete the transfer, press the **Transfer** button or soft key again.

Performing a Transfer Directly to Voicemail

A direct transfer to voicemail is performed when you wish to transfer a call directly to another user's voicemail.

1. To conduct a direct transfer to voicemail, while on an active call, press the **Transfer** button or soft key.
2. Next, enter ***55,** and follow the voice prompts; enter the user's extension followed by the pound **#** key. You will hear a confirmation message. This completes the transfer to voicemail.

Accessing Call History

You can view your recent call history and place calls from your call history lists.

1. From the Home view, use the navigation arrows to select the **Directories** icon. Then select **Recent Calls**. Your call history will be displayed.
2. To dial a number from your history, find to the desired number and then press the **Dial** soft key.

Adding Contacts to Directory from the Call History List

1. To create a new contact from a call history item, from the Home View use the navigation arrows to select **Directories,** then select **Recent Calls.**
2. Select the caller you wish to add, and then press the **Info** soft key. Press **Save** to add it to your directory.
3. To edit the contact's information, use the navigation arrows to scroll to the field you wish to edit. Enter the information and press **Save** to save the contact.

Accessing Directories and Adding New Contacts

1. From the Home view, use the navigation arrows to select the **Directories**. Then select **Contact Directory.**
2. Press the **Add** soft key to add a new contact. Using the navigation arrows, select the fields you wish to edit. When finished, press **Save** to save the contact.

**Note: the Contact field is required and must contain the telephone number of the contact.

Enabling and Disabling Call Forwarding

1. To enable call forwarding, tap the **Forward** soft key or press the Home button and then select **Forward**. Next, select the type of forwarding option that you would like to enable, including:

   o Call Forwarding Always, which will forward all incoming calls to the forward-to destination.
   o Call Forwarding No Answer, which will only forward calls if you do not answer.
   o Call Forwarding Busy, which will only forward calls when the Do Not Disturb feature is enabled.

2. Select the type of call forwarding you wish to enable. Enter the phone number to forward calls to in the contact field, then select **Enable**. You will see the forwarding indicator next to your extension line appearance in the Lines view.
3. To disable call forwarding, repeat the steps above. Then select **Disable**.

Accessing Voicemail

A blinking red "voicemail message waiting" indicator light notifies you when you have a new voicemail message on your phone.

1. To check your voicemail messages, pick up the handset then press the **Messages** (envelope) button.
2. Enter your voicemail passcode followed by the **#** pound key. Follow the audio prompts to retrieve your voicemail messages.

**Note: If you forget your voicemail passcode, please contact your system administrator to have it reset.