User Guide

Polycom Business VVX 300 and 400 Series Business Media Phones

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About This Guide

This guide uses several conventions that help you to understand information and perform tasks.

Conventions Used in this Guide

This user guide contains terms, graphical elements, and typographic conventions. You need to familiarize yourself with these terms, elements, and conventions to successfully perform tasks.

Terms and Writing Conventions

• **The Phone/your phone** These terms refer to either the VVX 300 or VVX 310 phone. Unless specifically noted in this guide, both phones operate in the same way, and the information in this guide applies to both phones. Throughout this guide, VVX 300 is used to represent both the VVX 300 and VVX 310 phones.

• **Press** This term indicates pressing a key on the keypad, a line key, an arrow key, a hard key such as Hold or Microphone Mute – or pressing and holding a soft key.

• **Select Submenu > Submenu > Submenu** This convention describes how to access submenus. Each submenu name is in bold and separated by a greater that (>) symbol. If the instructions indicate to select **Basic** > **Preferences** > **Language**, select the **Basic** submenu, then the **Preferences** submenu, and then the **Language** submenu.

• **Highlight** This term indicates selecting an item on the screen so that its appearance brightens. Soft keys apply to highlighted items.

• **Select** This term indicates selecting an item on the screen by using the arrow keys—up, down, left, and right—to highlight an item. Pressing the central **Select** key opens another screen for the selected option.

• **Views** Your phone has four views: Home, Calls, Active Calls, and Lines, which is the default view on VVX phones. A view is a specific screen on the phone's interface that provides unique information and enables you to perform specific tasks.

• **Dialpad** The dialpad is the area of the keypad you use to enter numbers and characters. The dialpad consists of the number and symbol keys, which includes the asterisk (*) and pound (#) keys.

• **Key** This term applies to any button on the phone's console. Phone keys include the dialpad keys and the following keys: ⌂ , ◁)) , ◯ , 🎤 , ✉ , ☏ , (•() , and ⊟▭⊞

• **Option** An option is one of a series of items you can select for a phone setting, such as Enabled and Disabled.

• **Held call** Any call, including a conference call, that is on hold.

• **Active Call** A call, including a conference call, you're currently in.

• **Setting** The name of a field where you can define information or choose an option.

• **Field** The area of the screen next to a setting in which you can enter information or select an option.

• **Icon** A picture on the screen. The following types of icons are available on VVX phones:

→ An icon that you can select to access a function, feature, setting, or application.

For example, when you're in Home view, you can select the New Call icon to place a call.

→ An icon that provides phone information or status only. Selecting this type of icon doesn't access another function. For example, your phone displays an icon that indicates when you have a voicemail message

• **Soft key** The context-sensitive keys that display along the bottom of the screen and update depending on the task you're performing. To see additional options, if available, press the **More** soft key, as shown below. The **More** soft key is always on the far-right side of the soft key area, as shown next.

Getting Started

This user guide helps you navigate and use your Polycom® VVX® 300 or VVX 310 phone. It provides an overview of your phone, and walks you through tasks so you can successfully use your phone to perform basic and advanced phone functions.

This chapter provides you with details you need to know about your VVX 300 or 310 phone's features, components, and user interface before you begin using your phone. This chapter also shows you how to configure your phone remotely using the Polycom Web Configuration Utility.

> **Note: Accessing Features and Options**
>
> As you read this guide, keep in mind that your system administrator configures and chooses features available on your phone. As a result, some features are not enabled on your phone. The examples and figures in this guide do not always reflect what displays on your phone screen.

Viewing Your Phone Keys and Hardware

Use the following figure to understand your Polycom phone's hardware features. For more information about attaching phone hardware, including how to connect your phone to the network, see the *Quick Start Guide* for your phone available your phones web page on Polycom Business Media Phones.

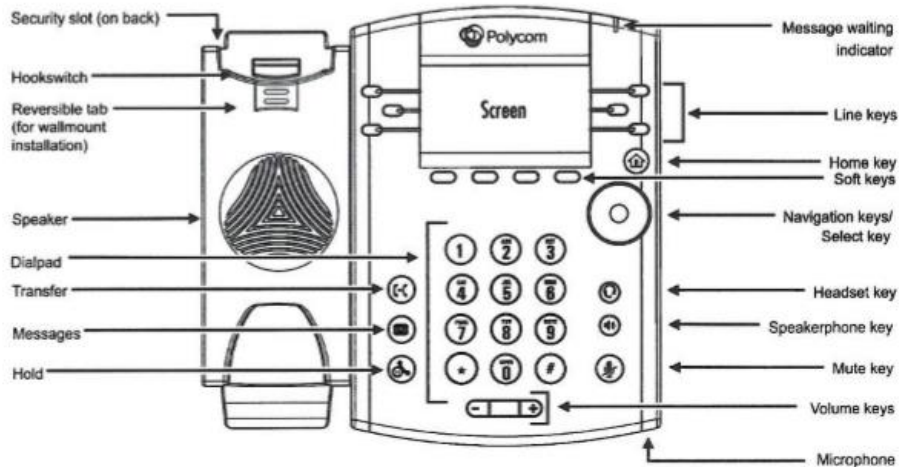**Figure 1: Understanding VVX 300 and 310 Hardware Features**

Table 1: VVX 300 and 310 Hardware Features

Feature	Description
Speaker	Provides ringer and hands-free (speakerphone) audio output.
Dialpad	Enables you to enter numbers, letters, and special characters. You can also use the dialpad keys to select menu items that have index numbers.
Security slot	Enables you to connect the back of your phone to a laptop cable lock so you can secure it to a desktop. For more information about locking your phone to a desktop, see Security Slots on Polycom Phones (Technical Bulletin 64654).
Message Waiting Indicator	Flashes red to indicate new messages.
Home key	Enables you to press ⌂ from any screen to display Home view. From Home view, press ⌂ to display other phone views.
Screen	Shows a 2.2-inch diagonal screen with a backlight.
Navigation keys/Select key	Scrolls through information or options displayed on the phone's screen. Selects a field of displayed data.
Headset key	Enables you to place and receive calls through a headset. The key glows green when an analog headset is activated.
Speakerphone key	Enables you to place and receive calls using the speakerphone. The key glows green when activated.
Mute key	Mutes your audio during calls and conferences. The key glows red when audio is muted.
Volume keys	Adjusts the volume of the handset, headset, speaker, and phone's ringer.
Microphone	Transmits sound from your phone to other phones.

Understanding Phone Views

Your phone has three main views: Home, Calls, and Lines view, which is the default view. Home view displays your messages, settings, and information. Lines view is your phone's default phone view and displays your phone lines, your favorites, and conditional soft keys. In Calls view, you can see all your active and held calls.

To change views:

» For Home view, press ⌂ to display either Lines or Call view.

Troubleshooting: I Can't Access Different Phone Views

The views you can access depend on the number of calls your phone has, and whether your phone has an active call. If your phone is idle, you can access Home and Lines view by pressing ⌂. If your phone has only one active call, you can access the Home and Lines view by pressing ⌂. If your phone has multiple calls, or one held call, you can access Home, Lines, and Calls view by pressing ⌂.

At the top of each view is a status bar, which shows the date and time and important phone messages, as shown next.

Figure 2: Viewing the Status Bar

3:47 PM	Tuesday, May 15

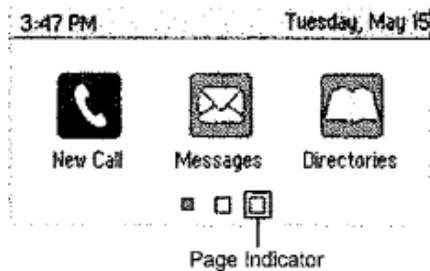| 10:59 AM	2 missed calls
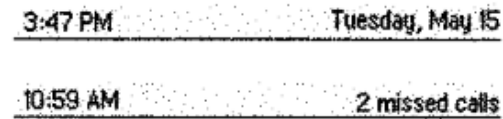
Home View

You can display Home view by pressing ⓐ. At the bottom of Home view is a Page Indicator that shows how many pages of icons Home view displays, as shown next.

Figure 3: Viewing the Page Indicator

To view more menu options in Home view:

> » Press the down or up arrow key to navigate the pages in Home view.

To select a menu option:

> » Press the right or left arrow key to choose a menu option, and press **Select**.

The following icons display in Home view on your phone:

- **New Call** Displays the Dialer so you can place a call.
- **Messages** Provides you with access your voicemail.
- **Directories** Enables you to access your Contact Directory, Favorites, Recent Calls list, Corporate Directory and Buddy Status List.
- **Forward** Sets up forwarding options for incoming calls on your line.

- **DND** Enables Do Not Disturb for your phone. When DND is enabled, your phone doesn't ring and incoming calls go to voicemail.
- **Settings** Provides you with access to phone features and settings you can use to customize your phone.

The following are additional icons available on your phone:

- **Applications** Provides you with access to a menu of custom applications. See your administrator for information about any applications available for your phone.
- **Calendar** Show a calendar with your meeting details. You can also join meetings from your phone using the calendaring feature.

Lines View

Lines view is your phone's default phone view and displays your phone lines, your favorites, and conditional soft keys, as shown next.

Figure 4: Viewing Lines View
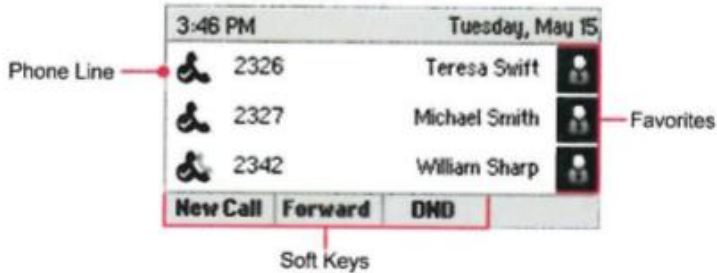
In Lines view, you can press a line key to access the Dialer and view the number of active or held calls on your phone, as shown below. If your phone line has an active call, the call color is medium gray. If your phone line has one or more held calls, the call color is light gray. The number of total calls on your phone line is shown above the calls. To select a call, use the up and down arrow keys.

Figure 5: Viewing Active and Held Calls in Lines View
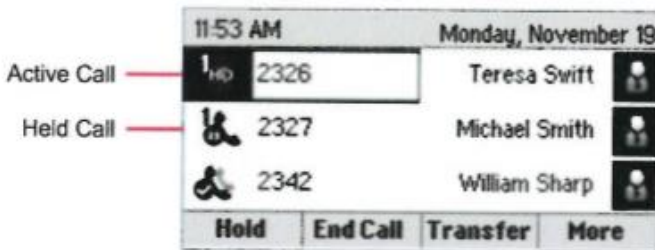
Troubleshooting: Why Can't I Access the Idle Browser?

You can't access the Idle Browser during phone calls. To access the Main Browser, select **Applications** from Home view. For information about the Browser, see Using the Browser.

Calls View

You can access Calls view if your phone has an active and held call in progress, or you have one call on hold. In Call view, you can use the up and down arrow keys to see all your active and held calls. If your phone has more than on line, your calls display under the associated line, as shown next.

The following colors indicate the call statuses on your phone:

- **Medium gray**   Active call
- **Dark gray**   Incoming call
- **Light gray**   Held call

You can use the up and down arrow keys to highlight a call. When you select a call, available soft keys display for the call.

Figure 6: Viewing Calls View
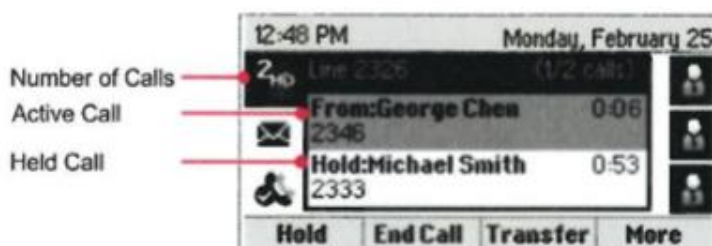
Understanding Phone Icons

The VVX 300 and 310 has a number of icons that display on your phone screen. The following table displays the icons and indicators used on the VVX 300 and 310 phone screen.

Table 2: Icons Used on the VVX 300 and 310

Icon	Description	Icon	Description
	Registered line		Phone warning
	Unregistered line		Login credentials invalid
	Placing a call		Shared line
	Active call using Polycom HD Voice		Shared line with a held call
	Held call		Call forwarding is enabled
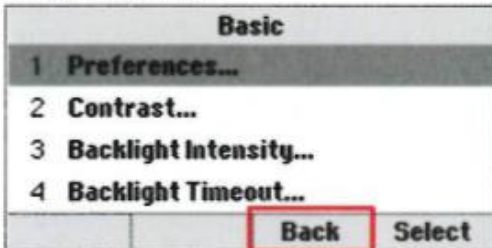
Understanding Phone Icons

Icon	Description	Icon	Description
	Incoming call		New messages
	Active conference		Presence status (Available)
	Placed call		Presence status (Busy or In a Call)
	Received call		Presence status (Away)
	Missed call		Presence status (Do Not Disturb)
	Favorite		Presence status (Offline)
	Do Not Disturb enabled		Presence status (No information)

Navigating Your Phone's Interface

Your phone has a number of keys and soft keys you can use to navigate menus and phone views on your phone. The following table shows you how to use keys and soft keys to perform tasks and navigate your phone.

Table 3: Navigating Your VVX 300 and 310 Phones

Task	Action
Return to Home view from any screen	Press ⌂.
Return to the previous screen	Press **Back**, as shown next. You can also press the left arrow key to return to the previous screen. **Basic** 1 **Preferences...** 2 **Contrast...** 3 **Backlight Intensity...** 4 **Backlight Timeout...** **Back** **Select**
Switch phone views	Press ⌂ to switch between Home view and Lines view or between Home view, Lines view, and Calls view during an active call.

Task	Action
Place a call	Press **Dial** or use the right arrow key from a call list.
Highlight calls in Calls view	Use the up and down arrow keys to select a call. The available soft keys, such as **Hold** or **Resume**, display for the highlighted call.
Select a menu item or option	Use the up and down arrow keys to highlight a menu item or option, and press **Select**.
	If the menu is numbered, press the corresponding dialpad key for a menu option. For example, press **4** to enter the Backlight Timeout menu, as shown above.
	You can also use * to page up and # to page down for the additional menu options.
Close an option box without selecting an item or option	Press the left arrow key or the **Back** soft key.
Select a soft key, menu item, or option	Use the up and down arrow keys to highlight the menu item or option and press the appropriate soft key.
	You can also press the corresponding number on the dialpad to select the item in a numbered list.
Select a soft key not displayed on screen	Press the **More** soft key, if displayed in the far-right of the soft key area, to view additional soft keys, as shown next.

Hold	**End Call**	**Transfer**	**More**

Using the Dialpad Keys

You can use the dialpad keys on your phone console to enter field information. The following table shows you how to enter information in text fields using the dialpad and text options on your phone.

Table 5: Entering Information on the VVX Phones

Task	Action
Enter numbers or text in uppercase, lowercase, or title case	Select **Encoding** or **Mode**, and select one of the alphabetic options: *Abc*, *ABC*, or *abc*.
Enter only numbers	Select **Encoding** or **Mode**, and select the numeric (*123*) option.
Enter text in a special language	Select **Encoding**, and select one of the language options.
Enter a character	Press a dialpad key repeatedly to view the character options and stop to select a character. When the character you want to enter displays in the field, wait one second before pressing the dialpad to enter the next character.
Enter a number	Press a dialpad key to enter the number that displays on that key.
Enter a special character	Select **Encoding**, and select one of the alphabetic (*Abc*, *ABC*, or *abc*) options. Then, press the **1**, *****, **0**, or **#** key repeatedly to enter one of the following special characters: • **1** key: ! | ' ^ \ @ : 1 • ***** key: . * - & % + ; ( ) • **0** key: / , _ $ ~ = ? 0 • **#** key: # > < { } [ ] " ' **Note:** You can't access special characters when you're in numerical (*123*) mode.
Enter a space	Select **Encoding**, and select one of the alphabetic (*Abc*, *ABC*, or *abc*) options. Then, press the **0** key. **Note:** You can't enter a space when you're in numerical (*123*) mode.

Using Basic Features

Now that you are familiar with your phone's user interface, you are ready to perform basic phone tasks that you can do on a daily basis. This chapter explains how to handle multiple calls at one time, how to manipulate incoming and active calls, and how to access directories and lists so you can perform tasks quickly and efficiently.

This chapter includes information about the following tasks:

- Calling, answering, holding, and ending calls
- Ignoring, rejecting, forwarding, and transferring calls
- Setting up conference calls
- Enabling Do Not Disturb
- Listening to voicemail
- Managing Directories, Recent Calls, and Favorites
- Customizing ringtones
- Controlling phone volume
- Using headsets
- Managing shared lines

Managing Call Activity

Your system administrator can set up your phone to have up to six lines with unique extension numbers, or the same extension number as other lines on your network. Your phone can manage a maximum of 24 active, incoming, and held calls at a time on all registered lines. However, you can only have one active call in progress with numerous other incoming calls or calls on hold.

You can place and answer calls using the following:

- The handset
- The speakerphone
- A headset

To alternate between the handset, headset, and speakerphone:

» During a call, pick up the handset, press 🅞, or press 🅭.

For example, if you're using the handset, you can switch to headset mode by pressing 🅞, or switch to speakerphone mode by pressing 🅭.

When you're in speakerphone mode, 🅭 glows green. When you're in headset mode, 🅞 glows green if an analog headset is connected.

Managing Call Activity

Your system administrator can set up your phone to have up to six lines with unique extension numbers, or the same extension number as other lines on your network. Your phone can manage a maximum of 24 active, incoming, and held calls at a time on all registered lines. However, you can only have one active call in progress with numerous other incoming calls or calls on hold.

You can place and answer calls using the following:

- The handset
- The speakerphone
- A headset

To alternate between the handset, headset, and speakerphone:

» During a call, pick up the handset, press ⊙, or press ⊕.

For example, if you're using the handset, you can switch to headset mode by pressing ⊙, or switch to speakerphone mode by pressing ⊕.

When you're in speakerphone mode, ⊕ glows green. When you're in headset mode, ⊙ glows green if an analog headset is connected.

Answering Incoming Calls

All incoming calls display in an Incoming Call window, as shown next.

Figure 7: Viewing the Incoming Call Window

You can answer incoming calls by:

- Picking up the handset.
- Pressing **Answer**. The call is answered using the speakerphone.
- Pressing ⊕. The ⊕ is green when in use.
- Pressing ⊙. The ⊙ is green when in use.
- Pressing the line key of the incoming call. The line key of the incoming call blinks green and the call is answered using the speakerphone.

If you're already in handset, speakerphone, or headset mode, press **Answer**, and the phone automatically uses the mode you're currently using.

If you don't answer an incoming call within 10 seconds, the Incoming Call window disappears, and the incoming call is displayed in Calls view, as shown next.

Figure 8: Viewing Incoming Calls in Calls View
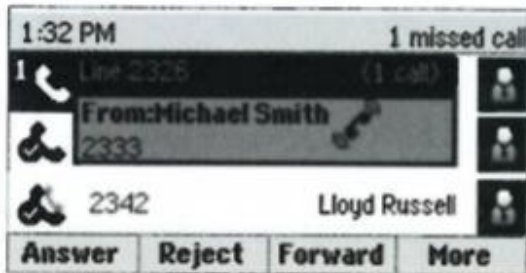
You can answer incoming calls in Calls view by picking up the handset, pressing ⊕, pressing ⓞ, or pressing the line key of the incoming call. From Calls view, you can also press **Answer** to use the speakerphone.

Note: Answering Calls When Your Phone is Locked

You can answer incoming calls on a locked phone by entering your password. For information about answering calls from a locked phone, see Calling and Answering from a Locked Phone.

Answering Additional Calls

If you are on an active call and you receive an incoming call on the same or a different line, a call waiting tone beeps, and the Incoming Call window displays.

To answer an incoming call:

» Press **Answer**.

The active call you are currently on is held.

If you don't answer the incoming call within 10 seconds, the Incoming Call window disappears, and Calls view displays, as shown above.

Answering Calls on Shared Lines

If you share a line with another phone, you and another person can answer, hold, and resume calls on the same line. If you answer the call and hold it, anyone who shares your line can resume the held call.

For more information about shared lines, see Managing Shared Lines.

Answering Calls Automatically

You can enable auto answer on your phone to answer calls automatically so that you don't have to pick up the handset or press a key to answer calls. When you enable auto answer, your phone automatically

answers incoming calls using the speakerphone. Ask your system administrator about enabling auto answer and setting how many times your phone rings before the call is answered.

If Auto Answer is enabled and you receive an incoming call while you're in an active call, the incoming call is automatically answered when you end or hold the current call.

Your phone's default setting mutes the microphone for all auto-answered calls so that the party calling you can't hear you until you are ready to talk. The mute button, ⊛, glows red when the microphone is muted. You can press ⊛ to unmute the microphone when you are ready to talk.

To enable your phone to automatically answer incoming calls:

1 From Home view, select **Settings** > **Basic** > **Preferences** > **Auto Answer**.

2 From the Auto Answer screen, do one or both of the following:

   ➢ To enable your phone to automatically answer SIP calls, select **Auto Answer SIP Calls**, and select **Yes**. The default setting is No.

   ➢ To mute the microphone for all auto-answered calls so the incoming caller can't hear you, select **Microphone Mute**, and select **Yes**. The default setting is Yes.

3 Press **Save**.

After you have enabled auto answer, your phone answers all incoming calls after the set amount of default rings using the speakerphone.

Managing Multiple Calls

You can manage multiple calls from the Calls and Lines views. Calls view displays all the calls for each phone line, as shown below. All the active and held calls for a line display under the associated phone line. Use the arrow keys to navigate between your lines and the calls on each line.

Figure 9: Managing Calls in Calls View
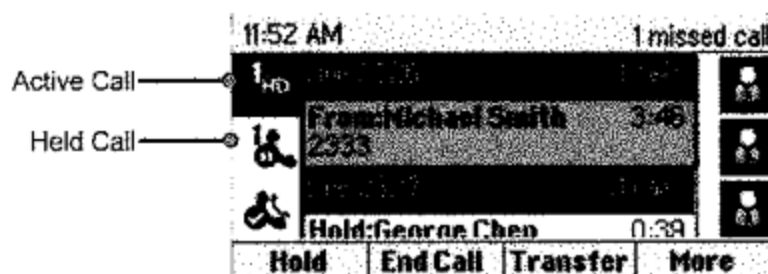
To switch to Lines view from Calls view:

» Press **More** > **Lines**, or press ⌂.

Lines view shows you each line on your phone and how many calls each line has, as shown below. In this example, line 2326 has one active call, and line 2327 has one held call.

Figure 10: Viewing Calls in Lines View
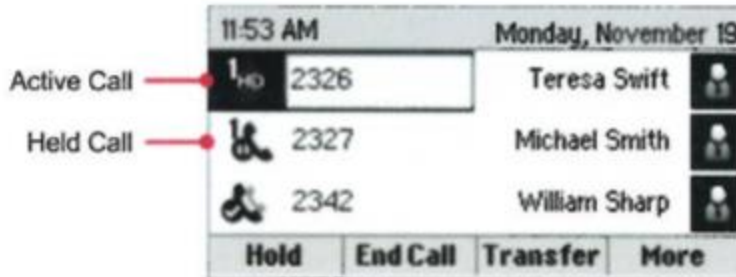
If you press a line key that has a call on hold, that call is resumed and the active call is held.

To highlight a call, use the up and down keys to select the call. You can press one of the soft keys to hold, resume, end, or transfer the highlighted call, or set up a conference with the highlighted call.

Placing Calls

You can place a call using the handset, speakerphone, headset, or by pressing the line key of the phone number you want to call. You can either dial the number first, and choose a method—by picking up the handset, pressing ⊕, pressing ⊕, or pressing the line key of the phone number you want to call—or choose a method first, and dial the number.

You can place calls in these ways:

- Manually, from the Dialer
- Automatically, by tapping a favorite in Lines view
- Automatically, from your Favorites list, Recent Calls list, or Contact Directory

Note: Calling from a Locked Phone

If your phone is locked, see Calling and Answering from a Locked Phone for information about placing calls when your phone is locked.

Calling from the Dialer

The Dialer displays a list of previously placed calls. Select one of the entries to automatically enter the number into the Dialer field, or, enter a number. As you enter numbers, the Dialer displays a list of similar numbers, as shown next. Use the up and down arrow keys to select a match.

Figure 11: Placing a Call Using the Dialer

11:29 AM		Friday, February 22
23			
📞 23		
👥 5551234		J Forest
👥 2340		Lloyd Russell
👥 2222		Michael Smith
<<	Dial	URL	Cancel

To display the Dialer, do one of the following:

* From Home view, select **New Call**.
* From Lines or Calls view, press **New Call**. The New Call soft key doesn't display when you have an active call.
* If your phone is idle, start entering a phone number.
* Pick up the handset, or press 📞 or 🎧. This method only works if you don't have an active call.
* In Lines view, press a line key that has no calls.

Power Tip: Choosing URLs or Numbers Mode from the Dialer

To enter a URL in the Dialer, tap **URL**. To exit URL mode and enter numbers, tap **Number**.

Note: No New Call Icon when Maximum Calls Reached

The New Call soft key is not displayed when the maximum number of calls is reached. The maximum number of calls is 24 calls.

When you access the Dialer, an active call is held.

To call from the Dialer, use one of the following methods:

* Enter the number and pick up the handset, press a line key, press 📞, or press 🎧.
* If you're already in handset, speakerphone, or headset mode, enter the number and press **Dial**.

Note: Handling Automatically Placed Calls

Your administrator sets up your phone to automatically place the call after you enter a certain number of digits. If your phone doesn't automatically place the call, press **Send**.

Placing Calls from Favorites, Recent Calls, and Directories

In addition to the Dialer, you can place calls from the Recent Calls list, Favorites list, and your Directory. You can also call a favorite from Home or Lines view.

To call from the Recent Calls list:

1 Access your Recent Calls list by doing one of the following:

> ➤ From Home view, select **Directories**, and select **Recent Calls**.

> ➤ From Lines view, press the right arrow key for the Placed Calls list, the down arrow key for the Missed Calls list, or the left arrow key for the Received Calls list.

2 From the Recent Calls list, select the person you want to call and press **Dial**.

To call from your Favorites list:

1 From Home view, select **Directories** or press the up arrow key and select **Favorites**.

2 From your Favorites list, select the favorite you want to call, and press **Dial**.

To call from your Directory:

1 From Home view, select **Directories**, and select **Contact Directory**.

2 From your Directory, select the contact you want to call.

3 Place the call by doing one of the following:

> ➤ From the contact's information screen, press **Info**, select the contact, and press **Dial**.

> ➤ Use the up and down arrow key to select the contact, and press **Dial**.

Redialing Numbers

To dial the last number you called, press the right arrow key for the Placed Calls list. The first number in the list is the last call you placed.

To redial a number:

» From the Placed Calls list, as shown next, press **Dial**.

Use the up and down arrow key to select other previously placed calls.

Call Lists (Placed Calls)	
↗ Michael Smith 2333	Last Fri
↗ Lloyd Russell 2340	Last Fri
↗ Lloyd Russell 2340	Last Fri

Dial	Sort	Type	More

Ending Calls

You can end an active call in the following ways:

- Place the handset on the cradle.
- From Lines or Calls view, press **End Call**.
- In Calls view, highlight the call before you press **End Call**.

To end a held call:

» From Calls view, select the held call, and press **Resume > End Call**.

Using Headsets

You can connect an analog headset to your phone. If an analog headset is connected and in use, ⊚ glows green.

If you use a headset, you can set up your phone so that all calls use your headset (see Enabling Headset Memory Mode). If you use a headset that supports electronic hookswitch (EHS), you can press the hookswitch button to place, answer, and end calls. In addition, you can mute calls and control the volume from your headset.

For information about how to connect a headset to your phone, see the *Quick Start Guide* for your phone, which is available on the Polycom Business Media Phones web page.

For information about your headset's features and how to sync your headset with your phone, see your headset's documentation.

For a list of supported headsets, see the Headset Compatibility List (Technical Bulletin 37477). For detailed information about how to use electronic hookswitch, see Using an Electronic Hookswitch (Technical Bulletin 35150). All of these documents are available on the Polycom Profiled UC Software Features and Polycom Engineering Advisories and Technical Notifications support pages.

Enabling Headset Memory Mode

This feature is useful for full-time headset users. You can set up your phone so that all incoming and outgoing calls use your headset. You can switch to handset or speakerphone mode at any time.

To use Headset Memory Mode, you must enable and activate Headset Memory Mode. When Headset Memory Mode is activated, ⓞ flashes green for analog headsets or blue for USB or Bluetooth headsets.

To enable Headset Memory Mode:

1 From Home view, select **Settings > Basic > Preferences > Headset > Headset Memory**.

2 From the Headset Memory Mode screen, select **Enabled**.

3 Press ⓐ.

To activate Headset Memory Mode:

» Press ⓞ twice.

The Headset key flashes to indicate that the phone is in Headset Memory Mode.

Now, whenever you answer a call, the call connects to your headset automatically.

If you switch to the speakerphone or the handset, you deactivate Headset Memory Mode. Calls no longer automatically go to your headset, unless you reactivate Headset Memory Mode. To have calls go to your headset again, activate Headset Memory Mode by pressing ⓞ twice.

Responding to Incoming Calls

When your phone rings, you can respond to incoming calls in one of the following ways:

- Ignore or silence the call before answering it.
- Reject the call so it goes directly to voicemail.
- Forward the call to another person.

Ignoring Incoming Calls

You can briefly ignore or silence a call to stop your phone from ringing. Even though the call shows as ignored, your phone still displays the incoming call notification so you can answer the call.

To ignore or silence a call:

» From the Incoming Call window, press **Ignore** for individual lines or **Silence** for shared lines.

Your phone stops ringing, and the Incoming Call window is replaced with Home or Calls view.

Rejecting Incoming Calls

You can reject a call to stop your phone from ringing and send the call directly to your voicemail. Calls you reject display in your Recent Calls list. You cannot reject calls on shared lines.

To reject an incoming call:

» From the Incoming Call window, press **Reject**. You can also reject an incoming call from Lines and Calls view.

   The call goes directly to voicemail.

Forwarding Incoming Calls

You can forward incoming calls to another person without answering the call.

To forward an incoming call to another person:

1   While your phone rings, press **Forward**.

2   From the Call Forwarding screen, enter the forwarding number and press **Forward**.

Power Tip: Other Ways to Forward Calls

You can also set up your phone to forward all incoming calls to another person (see Forwarding All Calls), or forward all calls from a certain contact to another person (see Diverting Calls from a Contact).

Managing Active Calls

When you're in a call, you can do the following:

• Hold the call.

• Transfer the call to another person.

• Set up a conference call with the person you're talking to and another person.

Holding Calls

You can place any active call on hold. A held call displays in Calls and Lines view, as shown next.

Figure 12: Viewing Held Calls in Calls and Lines View

2:11 PM	Wednesday, May 16
Line 2326	(1 call)
Hold:Michael Smith 2333	0:16
2342	Lloyd Russell
Resume **New Call** **Transfer** **More**	

11:53 AM	Monday, November 19
1 HD 2326	Teresa Swift
2327	Michael Smith
2342	William Sharp
Hold **End Call** **Transfer** **More**	
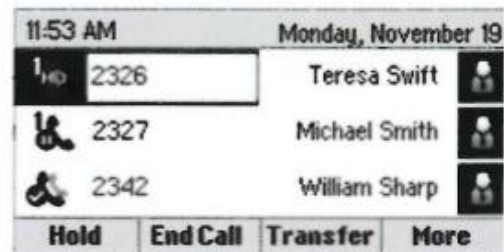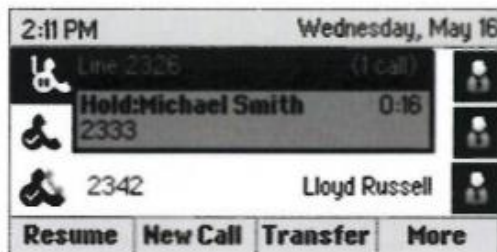
To hold a call:

» From Lines or Calls view, press **Hold**. If you're in Calls view, highlight the call, and press **Hold**.

To resume a held call:

- Do one of the following:
  - From Lines view, press **Resume**. If more than one held call is on the line, the last call that you held is resumed. If you have multiple lines and you press **Resume**, the last call that you held on either line is resumed.
  - From Calls view, use the up and down arrow keys to highlight the call, and press **Resume**.

Transferring Calls

When you transfer a call to another person, you have the option to talk to the person before the transfer completes.

If your phone supports a blind transfer, you can automatically transfer a call without talking to the other person. The call is automatically transferred after you dial the number you're transferring the call to.

To transfer a call:

1 From Lines or Calls view, press **Transfer**. The active call is held.

2 From the Dialer, place a call to the person you want to transfer the call to.

3 When you hear the ring-back sound, press **Transfer** to complete the transfer. Or, if you want to talk with the person before the transfer completes, connect and talk with the person, and press **Transfer**. To cancel the transfer before the call connects, press **Cancel**.

To perform a blind transfer:

1 From Lines or Calls view, press **Transfer**. The active call is held.

2 From the Dialer, press **Blind**, and place a call to the person you want to transfer the call to. If you don't see **Blind**, press **More > Blind**.

The call automatically transfers to the person you specified.

Timesaver: Completing a Transfer

If you're using a handset, complete a transfer by replacing the handset on the cradle.

Managing Conference Calls

You can initiate a conference call with two other people. Depending on your phone system, you can add more than two people to a conference call. Ask your system administrator about the maximum number of conference call participants.

You can hold and resume conference calls. You also have the option to split a conference call by ending the conference and placing the people you were talking with on hold.

During a conference call, you have access to the conference management feature. This feature enables you to manage each person in the conference call so that you can mute, hold, and remove participants.

Initiating Conference Calls

You can initiate a conference by calling two people and using the **Confrnc** soft key or by joining two existing calls using the **Join** soft key.

To initiate a conference call:

1 Call the first participant.

2 From Lines or Calls view, press **More** > **Confrnc**. The active call is held.

3 Using the Dialer, call the second participant.

4 When the second participant answers, press **More** > **Confrnc** or press **Join** to add everyone in a conference call. The Active: Conference screen displays, as shown next.
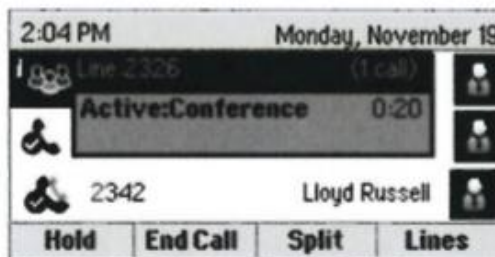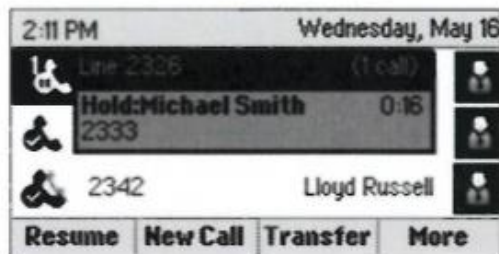

Holding and Resuming Conference Calls

When you place a conference call on hold, you place all the participants in the call on hold. No one in a held conference call can hear other participants. To place only one person in the conference call on hold, see Managing Conference Call Participants.

To place a conference call on hold:

» From Lines or Calls view, press **Hold**. If you're in Calls view, be sure to highlight the conference before pressing **Hold**.

The other people in the conference are held. The following example shows a held conference in Calls view.

To resume a held conference call:

» From Lines or Calls view, press **Resume**.

Ending Conference Calls

To end a conference, press **End Call**. By default, when you press **End Call**, the other people remain connected unless your Systems Administrator sets your phone to end all connections when you end a conference call.

To end a conference call:

» From Lines or Calls view, press **End Call**.

Splitting Conference Calls

You can split an active or held conference call. When you split a conference, you end the conference and place the call participants on hold.

To split a conference call:

» From Lines or Calls view, press **Split**.

Managing Conference Call Participants

When you initiate a conference call, you can manage call participants in a variety of ways:

- Mute a participant.
- Hold a participant.
- Remove a participant from the conference.
- List information about a participant, such as the participant's name, number, and call details including whether the call is muted, held, or video enabled.

To manage a person in a conference call:

1 Set up an active conference call.

2 From Active Call, Lines, or Calls view, press **Manage**. If you're in Calls view, be sure to highlight the conference before pressing **Manage**. The following figure shows the screen that display when you manage a conference.
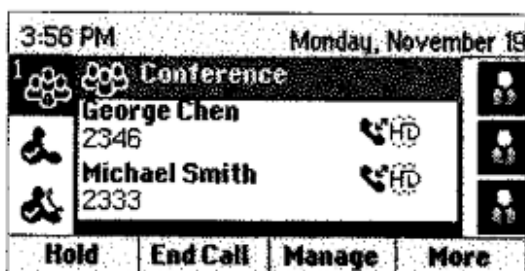
3 Use the up and down arrow keys to highlight the person you want to manage.

4 Do one of the following:

➢ Press **Far Mute** to mute the person. The muted person can hear everyone, but no one can hear the muted person.

- Press **Hold** to hold the person. The held person can't hear anyone, and no one can hear the held person.
- Press **Remove** to remove the person from the conference, end the conference call, and create an active call between you and any participants still in the call.
- Press **Info** to view information about the person and his or her call status. When you press **Info**, a popup displays listing the person's information, as shown in the following figure. You can navigate through the popup using the up and down arrow keys.
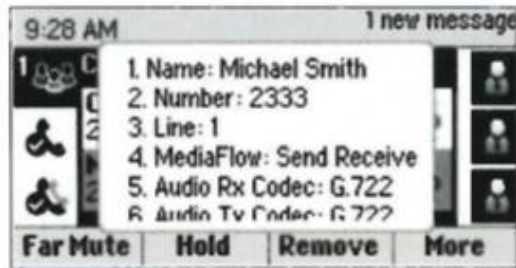
- Press **Back** to exit the conference management function.

Changing the Way Calls are Answered

You can change the way you answer calls by doing one of the following:

- Forwarding all calls to another person
- Rejecting calls from a contact
- Diverting calls from a contact to another person
- Temporarily refusing all calls by enabling Do Not Disturb

Forwarding Calls

You can set up your phone to forward all calls to another number, even if the Do Not Disturb feature is enabled on your phone. Call forwarding is not available on shared lines.

Power Tip: Forwarding Calls on a Call-by-Call Basis

You can choose to forward a call as your phone rings. For more information about forwarding calls on a call-by-call basis, see Forwarding Incoming Calls.

Note: Call Forwarding and Microsoft® Lync® Server 2010

If your phone is configured to work with Microsoft Lync Server 2010, your call forwarding options are different than those described below. For more information about forwarding calls with Microsoft Lync, see Using Polycom Phones in a Microsoft Lync 2010 Environment Quick User Guide.

To forward all calls to another person:

» Do one of the following:

- From Home view, select **Forward.**
- From Home view, select **Settings** and select **Features** > **Forward.**
- If your phone is idle, press the **Forward** soft key from Lines view.
  - ➢ If your phone is set up with multiple lines, select the line to apply forwarding to.
  - ➢ From the Forwarding Type Select screen, select the forwarding type you want:
    - ◆ **Always** To forward all incoming calls
    - ◆ **No Answer** To forward all unanswered incoming calls
    - ◆ **Busy** To forward calls that arrive when you're already in a call
  - ➢ Enter the forwarding number, and select **Enable.** If you selected the **No Answer** option, you can enter the number of rings before your phone forwards the call. Polycom recommends that you enter a value of 2.

The forwarding number you chose displays in the status bar, as shown next. In this example, the line is forwarded to 2340.

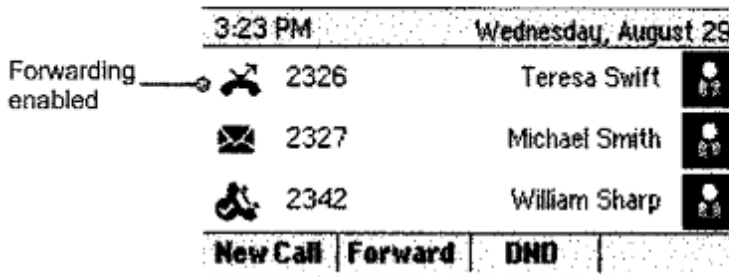**Figure 13: Displaying the Call Forward Number in the Status Bar**

3:56 PM	Fwd:2340

If a phone line is idle, Lines view displays the forwarding icon, ➶ , next to the phone line, as shown next.

Figure 14: Viewing the Call Forwarding Icon in Lines View

To disable call forwarding:

1. From Home view, select **Forward.**
2. If your phone is set up with multiple lines, select the line to disable forwarding for.
3. From the Forwarding Type Select screen, select the forwarding type to disable, and select **Disable.**

Listening to Voicemails

Your phone indicates when you have new voicemail messages in the following ways:

- A message in the status bar, as shown next. The message indicates the total number of new messages you have.

3:15 PM	2 new messages

- A flashing Message Waiting Indicator, located at the top-right of your phone.
- An audible alert, if your phone is on-hook.

Note: Temporarily Removing Message Indicators

To temporarily remove the message counter, press ⊠, select **Message Center**, and press clear. You can also select **Messages** from Home view, and select **Message Center** > **Clear**. The message indicators doesn't display again until after a period of time, which is set by your administrator.

To listen to voicemail messages:

1 Press ⊠ and select **Message Center**, or from Home view, select **Messages** > **Message Center**.

   If your phone has multiple lines, the Line Select screen displays.

2 Use the up and down arrow keys to select the line that has new messages.

3 From the Messages screen, press **Connect** and follow the prompts.

Viewing Recent Calls

Your phone maintains a Recent Calls list—a list of missed, received, and placed calls. Each list can hold up to 100 entries. From the recent calls list, you can do any of the following:

- Select an entry and place a call.
- Sort, order, and filter calls.
- Remove certain calls from the list.
- Select a call record to view call details or manage the entry.
- Save an entry to the Contact Directory.

To view your Recent Calls list:

» From Home view, select **Directories** > **Recent Calls**.

The Recent Call list displays, as shown next.

The following icons display next to entries to indicate the call type:

- Indicates a placed call
- Indicates a received call
- Indicates a missed call

The following soft keys display at the bottom of the Recent Calls screen:

- **Dial** Use to call a contact.
- **Info** Use to view detailed call information.
- **Type** Choose to display only missed, received, or placed calls
- **More** Choose to display additional soft keys. Press **More** to view the additional soft keys.
- **Save** Use to save a recent caller to the Contact Directory.
- **Clear** Use to delete all entries from the call list.
- **Sort** Use to sort entries by name or call time in ascending or descending order.

You can view and edit the details of previous calls in the Recent Calls list or call a recent call.

To view the details of a previous call:

» From your Recent Calls list, use the up and down arrow keys to highlight a call, and press the right arrow key to view the details of the call.

The call entry details display, as shown next.

You can do the following in the call entry details window:

- Press **Dial to** call the contact.

  You can also press the right arrow key on your phone to automatically call the contact.

- Press **Back** to return to the Recent Calls list.

- Press **Edit** to change the phone number of the contact before you dial the number.

- Press **Delete** to remove the entry from the call list.