

**POLYCOM - VVX 300 & 400 Series Quick Reference User Guide**

**ANSWERING A CALL**

**Using the Handset:**

Pick up the handset and answer call

**Using the Speakerphone:**

Press the speaker symbol and answer call

**PLACING A CALL**

**Using the Handset:**

 1. Pick up the handset and enter the number.

 (USA 1-XXX-XXX-XXXX International 011plus the number.)

 2. Enter the number first, and then pick up the handset.

**Using the hands-free Speakerphone:**

1. With the handset on-hook, press any assigned line key, enter the number to dial and press the Dial soft key.

(With this option you do not need to add the 1 or Area code.)

2. Dial the number and press the Dial soft key.

**ENDING A CALL**

**Using the Handset:**

1. Hang up the handset

 2. Press the EndCall soft key.

**Using the Speakerphone:**

1. Press the speaker symbol

 2. Press the EndCall soft key.

**CALL HOLD AND RESUME A CALL**

**To put a call on hold:**

1. During a call, press the Hold soft key.

**To resume the call:**

1. Press the Resume soft key
2. Press the line key to resume the call.

**TRANSFERRING CALLS**

**Blind Transfer** = transfer a call to another party without announcing that you are doing so:

During a call, press the Transfer soft key (the active call is placed on hold), press the Blind soft key and dial the Extension.

**Assisted Call transfer** = To announce a call that you are going transfer:

Place a call to the party to which you want to transfer the call. After speaking with the second party, press the Transfer soft key to complete the transfer.

**\***Transfer may be cancelled during establishment by pressing the Cancel soft key. The original call is resumed

**CONFERENCE CALLS**

Call the first party, and after the call connects, press More, and select Conference, Then dial and connect with the second party and press Conference again.

From Lines or Calls view, you can:

1. Press Hold to hold all participants.

2. Press End Call to remove yourself from the call, but keep the other participants connected.

3. Press Split to place all calls on hold.

4. Press Join if you want to join a second call that is on hold.

**VOICE MAIL**

**To set up your Voice Mail:**

Press the envelope symbol on your phone or dial 123 to access the Voice Mail portal. Enter the default passcode 1234. You will be prompted to set a new password of 4 digits or more. You will be prompted (press 1) to record your personal greeting (your name). You will be prompted to record your greeting (press 2). Your voice mail box is now set up.

**Voice Mail notification:**

A message light indicator will appear that you have a voice mail, press the envelope symbol or 123 and follow the commands to retrieve your message.

**Accessing voicemail from outside the office:**

Call your main line or direct number (DID). When the greeting plays press, \* and then proceed with your password as directed.