USER GUIDE — Polycom VVX 301/311

Name:	Phone Number:	Extension:	Password:	VMail Pin:

Polycom VVX 301/311 Layout

Training Video Available | Please visit www.yiptel.com then click Resources, Training Center and YipTel Cloud. For additional questions, call (800)752-6110 or email myservice@yiptel.com.

To Set Up And Access Your Voicemail | Press the **VMail** soft key. The system will then walk you through your voicemail setup. After you have completed that process, you can check your voicemail by pressing the **VMail** soft key and entering your chosen password.

To Remotely Access Your Voicemail | Call your direct phone number listed above and when you hear your greeting, press * followed by your voicemail password.

To Answer Your Phone | Lift the handset, press the **Headset** or **Speakerphone** button , or press the **Answer** soft key (this will move the call to your speakerphone unless you have your headset on default).

To Answer While On A Call | Press the **Answer** soft key. The first call will be automatically placed on hold and you will be connected to the second call. Similarly, resuming the first call will then put the second call on hold.

Phone layout labels: Message Waiting, Programmable Keys, Home, Navigation Keys, Soft Keys, Transfer, Message, Hold, Headset, Speaker, Mute, Volume

Display: 4:33 PM — Thursday, March 23 — 7204609805 — Park 701, Park 702, Park 703 — VMail UnPark DND

* your display layout may differ

Hold | Press the **Hold** button or press the **Hold** soft key. To resume, press the **Hold** button again or select the **Resume** soft key. If you have multiple calls on hold, select the call you would like to resume using the navigational keys and perform the second step above.

Park | Press the **Park** soft key in the display and listen for the park code (typically 701). To complete the transfer to park, press the **Transfer** button. If your phone has dedicated park buttons, press the one you wish to park the call on.

Unpark | Press the **UnPark** soft key. Then enter the park number (i.e. 701) and press **Enter**. If your phone has dedicated park buttons, press the one correlating to the park number you wish to retrieve (it should be flashing green).

Supervised Transfer | (you would like to introduce the call) Press the **Transfer** button or select the **Transfer** soft key. Enter the extension or phone number of the person you wish to transfer the call to. Press **Send** or wait on the line until the 3rd party answers. When ready to complete the transfer, hang up. You may also press the **Transfer** button again. If the person you are transferring to is not available or you need to start over, press **Cancel** in the display to return to the initial caller.

Blind Transfer | (you do not want to talk to the person before you transfer) Press the **Transfer** button or select the **Transfer** soft key in the display. Then select the **Blind** soft key. Enter the extension or phone number you wish to transfer to. Press **Send** or wait and the call will be transferred.

Voicemail Transfer | Press the **More** soft key and then select the **TranVM** soft key. Enter the extension number you wish to transfer to and select **Enter**. The caller will bypass any ringing and will be sent straight to the voicemail of that extension.

Conference A Call | Select the **Confrnc** soft key. Enter the extension or phone number you wish to have join the call and press **Send** or wait for the call to be placed. Once the 3rd party answers, select the **Confrnc** soft key again to join the calls. In the display you will see **Active:Conference**.

Speakerphone | Enter a number and press the **Speaker** button, press the **Speaker** button again to hang up.

Paging | Press the **Paging** soft key. Using the navigational keys, select the group you wish to page and press the **Page** soft key.

Intercom | Press the **Home** button and use the navigation keys to select **Intercom**. Enter the extension you wish to intercom and press the **Send** soft key.

Company Directory | Press the **Home** button and use the navigational keys to select **Directories**. If you have a **Directory** soft key configured, you can press that to view contacts. You can scroll through your directory by using the navigational keys. To place a call, highlight the contact and then press the **Dial** soft key at the bottom of your display.

Call Pick Up | To pick up a call ringing on any of the lines within your pickup group, enter *11 and press the **Dial** soft key or pick up the handset. If you have a **Pickup** button configured, select that button.

Directed Call Pick Up | To pick up a specific ringing extension, enter *12 followed by the **extension** and press the **Dial** soft key or pick up the handset.

Your Service May Include Extras | Your service may include Desktop Software, Mobile Software, Fax to Desktop, Call Recording or Conference Bridge, if they do please go to www.yiptel.com, click Resources and User Guides for more information.