



# Polycom® VVX® 310/311 Business Media Phone

## Quick Reference Guide





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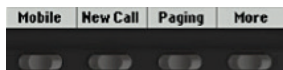
### NAVIGATION

#### Line keys

 If phone is idle, press a line key to dial out.


#### Soft keys

Select the function listed above the key.




Available functions change if phone is idle, ringing or in-call.

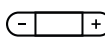
#### Home button

 Go to Home View. If on Home View, go to Lines View.

#### Menu navigation

 Use ▲ ▼ ◀ ▶ to navigate menus. Press center button to select an option.

#### Volume

 Change ringer volume (when idle).  
Change call volume (during a call).

#### Entering data

Use dialpad keys to enter information. (Press a key repeatedly to cycle through characters.) To type other characters, press **Encoding** or **Mode**.

 Backspace

#### Changing the ringtone

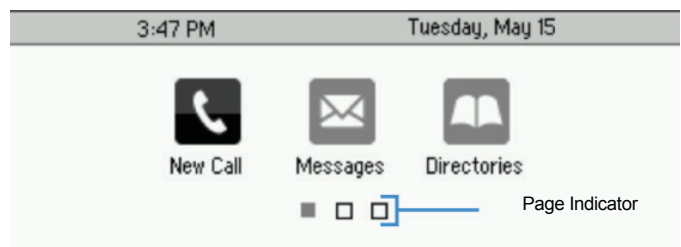
From Home View, select **Settings**, press **Basic > Ring Type**, then choose the desired ringtone.

To change a specific contact's ringtone, select the contact in the Contact Directory, press **Edit**, choose the ringtone and press **Save**.

### PHONE VIEWS

#### Home View

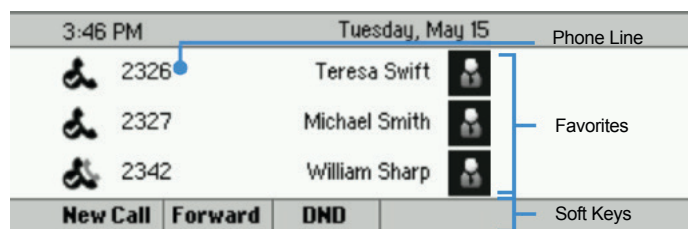
Access, enable and disable phone functions.



Press ▲ ▼ ◀ ▶ to display more icons.

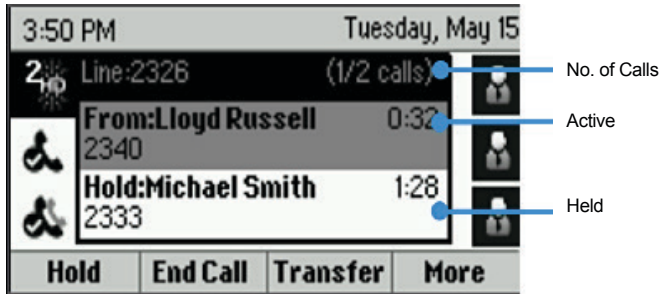
#### Lines View

Displays phone lines, favorites and soft keys.



## Calls View

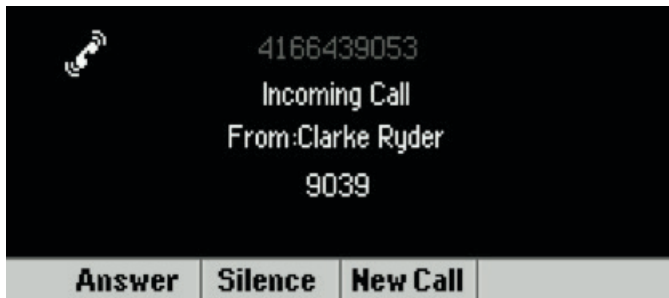
Indicates call status if you have more than one call.



- **Light grey:** Active call
- **Dark grey:** Incoming call
- **White:** Held call
- Use ▲ ▼ to highlight a call and the soft keys to control the highlighted call.

## Incoming Call Window

Displays name and number of caller.



## FUNCTIONS — IDLE

### New call

- New call using speakerphone
- New call using headset
- New call (from Home View)

Enter the phone number and press **Send**.

### Call forward

- Enable/disable (from Home View)

### Do not disturb

- Enable/disable (from Home View)

## Directories

- Display contacts, favorites and recent calls (from Home View)

## Messages

- Call voicemail
- Call voicemail (from Home View)

Select **Message Center**, press **Connect** and follow the prompts.

## Settings

- Open the settings menu

## Soft keys

- **Mobile:** Transfer call from mobile to phone set (\*11)
- **New Call:** Gives dial tone for first available line
- **Paging:** View your Paging Groups list (press the **Page** soft key to select a group)
- **More:** Access additional soft key options (e.g., AgentIn, Call Forward, Do Not Disturb, GuestIn, etc.)

## FUNCTIONS — RINGING

### Answer

- Answer with speakerphone
- Answer with headset

### Soft keys

- **Answer:** Answer a new call on speakerphone
- **Silence:** Ignore call (ringing continues on other devices)
- **New call:** Ignore call and place new call

## FUNCTIONS — IN-CALL

### Hold

- Hold/resume highlighted call

### Mute



- Mute/unmute your microphone

### End call

- End an active speakerphone call
- End an active headset call

## FUNCTIONS — IN-CALL (cont'd)

### Transfer call

1. Press  and call the other party.
2. Press  again upon answer or ringback tone.

Press the **Blind** soft key to complete the transfer without waiting for a ringback tone.

### 3-way calling

Connect to the first party, press **More > Confnc**. Dial and connect to second party, press **Confnc** again.

To start a conference with an active call and a held call, press the **Join** soft key.

From Lines View or Calls View:

- **Hold:** Hold all participants
- **End Call:** Remove yourself from conference (but keep other participants connected)
- **Manage:** Manage each participant
- **Split:** End conference and hold all participants

### Soft keys

- **Hold:** Place call on hold
- **Transfer:** Start a call transfer
- **End call:** End the active call
- **More > Confnc:** Start a three-way call

## FAVORITES

From Home View, select **Directories > Favorites** to view your list of favorite contacts. To dial, select the favorite contact.

## CONTACT DIRECTORY

### View and dial a contact

From Home View, select **Directories > Contact Directory**. To dial, select the contact and then the contact's phone number.





### Adding or modifying a contact

- **Add contact:** Press **Add**, enter the contact's information, press **Save**.
- **Update info:** Select contact, press **Info > Edit**, update the contact, press **Save**.
- **Delete contact:** Select contact, press **Info > Delete > Yes**.

Note: If you want to assign a new or updated contact as a favourite, make sure there's a value in the **Favourite Index** field before pressing **Save**.

## VIEWING RECENT CALLS

From Home View, select **Directories > Recent Calls**.

-  View placed calls
-  View received calls
-  View missed calls
-  View favourites
- **Sort:** Change the display order
- **Type:** Display only certain types of calls

Select a call record to call that person.

## HOTELLING GUEST

1. Press **More > Guest In**, then enter your phone number, phone extension and voice portal passcode.
2. Press **More > Guest Out** to end hotelling.