



## Polycom IP Phones Quick User Guide

Supports the Polycom VVX 300, 310,  
400, 410 and 500 phone models

### Basic Phone Features

#### Placing Calls

##### Using the handset:

Pick up the handset and then enter the phone number. Or you can enter the phone number then pick up the handset.

##### Using the speakerphone:

With the handset still on-the-hook, press any assigned phone line, or the New Call soft key. Then enter the phone number. –Or- Enter the phone number and then the Dial soft key.

##### Using the optional headset:

With the headset connected, press any assigned phone line, or the New Call soft key. Then press the Headset Key and then enter the phone number. -Or- Enter the phone number and then press the Headset Key.

*During the call you can alternate between modes by pressing the Headset or Speakerphone keys or picking up the handset.*

#### Answering Calls

##### Using the handset:

Pick up the handset.

##### Using the Speakerphone:

Press one of the following: The Speakerphone soft key, the flashing phone line key, or the Answer soft key.

##### Using the optional headset:

Press the Headset soft key.

*You can ignore a call by pressing the Reject soft key.*

#### Ending Calls

To end a call, press the End Call soft key. -Or- depending on which mode you are using you can press the Speakerphone, or Headset soft keys, or replace the handset.

#### Muting the Microphone

During a call, press the Microphone soft key. This will mute your call. You can still hear all other parties while in Mute, but other parties cannot hear you.

To turn off Mute, press the Microphone soft key again.

#### Holding and Resuming Calls

During a call, press the Hold soft key. The line key flashes red.

To resume the call on hold, press the Resume soft key or the soft key that is lighted red.

The line key will glow green when active.

#### Dialing a Recent Call

From Home view, select Directories and then select Recent Calls. -Or- 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 for the Received Calls list.

#### Transferring Calls

##### To transfer a call:

1. During a call, press the Transfer soft key. The active call is placed on hold.
2. Place a call to the party to whom you want to transfer the call too.
3. When you hear the ring-back sound or after you speak with the second party, press the Transfer soft key.

#### Forwarding Calls

##### To enable call forwarding:

1. From the idle screen, dial \*72 then press send
2. Wait for the prompt then enter you're the number you wish to forward to
3. Press #

##### To disable call forwarding:

1. From the idle screen, dial \*73 then press send
2. Call forwarding will disable

#### Speed Dial

##### Using a speed dial key:

Press the contact's speed key on the top-right of the phone.

##### Using a speed dial from your favorites:

Press the Up arrow, and then select the contact you wish to call.

*To assign a speed dial key, press and hold an unassigned line key. Then enter contact information and press the Save soft key.*

*To add or edit a speed dial index number for a contact, update the contact's Speed Dial index field in the Contact Directory.*

#### Activating Voicemail

##### Setting up voicemail:

Press the Message soft key on your phone. Enter your default password. *Default password is your phone extension.*

Follow the prompts to reset your password and set up voicemail.

#### Parking a Call

##### To place a call on Park:

During the call press the line key, Park 1 or Park 2.

*The call is now placed on hold and should have a red light to indicate the call is on hold.*

##### To answer a Parked Call:

If the call is parked on 'Park 1' press the line key the call is held on and then pick up the phone receiver to retrieve the call on hold.

Follow the same steps for a call parked on 'Park 2'.

