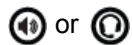




## Quick Tips for Polycom<sup>®</sup> VVX<sup>®</sup> 300 Series

### Place Calls

You can use the handset, speakerphone, or headset for calls. During a call, you can change modes by picking up the handset, or by pressing



#### To place a call:

» Do one of the following:

- Pick up the handset, press or , enter the phone number, and press **Send**.
- Enter the phone number, press **Dial**, and pick up the handset, or press or .
- From the Lines screen, press the Line key, enter the phone number, and select **Send**.
- From the Home screen, select **New Call** enter the phone number, and press **Send**
- Select a **Favorite** from the home screen.
- Select a contact from the **Recent Calls** list and select **Dial**.
- Select a contact from the **Contact Directory** and select **Dial**.

### Hold and Resume Calls

You can have multiple calls on hold and resume a call at any time.

#### To hold a call:

- » Highlight the call and press the **Hold** soft key or press

#### To resume a call:

- » Highlight the call and press the **Resume** soft key or press

### Transfer Calls

You can transfer calls to any contact and choose the way to transfer the call.

#### To transfer a call:

- 1 Press and hold the **Transfer** soft key or press
- 2 Choose **Blind** or **Consultative**
- 3 Dial a number or choose a contact.  
If you chose **Blind**, the call is transferred immediately.
- 4 If you chose **Consultative**, press the **Transfer** soft key or press after speaking with your contact.

### Forward Calls

You can forward an incoming call to a contact or forward all incoming calls to a contact.

#### To forward an incoming call:

Enter \*72 and your contact's number and select send

#### To disable call forwarding enter \*73 and select send

### Listen to Voicemail

When you have new voicemail messages, the messages icon displays on your line.

#### To listen to voicemail:

- 1 On the Home screen, select **Messages** or press
- 2 Select **Message Center > Connect**
- 3 Follow the prompts.  
Or dial \*98

### Initiate a Conference Call

#### To initiate a 3-way conference call:

- 1 Call a contact
- 2 Select **Conference** and call your next contact
- 3 When your contact answers, select **Conference**

You can also join an active and held call into a conference call.

#### To join two calls into a conference call:

- » On the Calls screen, select **Join**

### View Contacts

#### To view your contacts:

- » Select **Contacts** key

#### To add a contact to your directory:

- 1 After selecting contact key, select options select **Add New Contact**
- 2 Enter the contact's information and select **Next**
- 3 Enter the contact's phone number, then select **Save**

### Need More Help?

- 1 Call Xtel Helpdesk at **800-438-9835** or ask your PBX administrator
- 2 Open Support Ticket by sending an email to **support@xtel.net**



# Polycom® VVX® 300 Series Overview

