Hosted VoIP Polycom VVX300, VVX301 & VVX311

Quick Reference Guide
Let's Get Started

Common Actions When Using Your IP Phone

Placing or Answering Calls
To place or answer a call, you can pick up the handset, press the Speaker or Headset button, or press a line button. When the speaker is on, the button glows green.

Putting a Call on Hold
To put a call on hold, press the Hold button. The caller hears a series of three rapid beeps or music while on hold. To resume the call, press the flashing red line button for the call.

Muting a Call
To mute the phone, speaker, or headset, press the Mute button. The button glows red when muted. Press the Mute button again to unmute.

Ending a Call
If you are using the handset, hang up or press the EndCall button. If you are using the speakerphone, press the Speaker button. If you are using the headset, either press the Headset button (wired) or replace the handset (wireless).

Adjusting Volume
To adjust the volume of your ringtone or during a call: Press + to increase the volume, or press − to decrease the volume. Press Save.

Call Forward
To enable call forwarding, press Forward from the Home or Lines view. Select the forwarding type to enable, enter a forwarding number, and press Enable. To disable call forwarding, press Forward from Home or Lines view, select the forwarding type to disable, and press Disable. To enable per-call forwarding: As your phone rings, press Forward, enter the forwarding number, and press Forward.

Call Transfer
From Calls view, press and hold Transfer soft key and select Consultative, and dial the other party's full 10 digit number or extension and press Send. When you hear the ringback tone, or after you talk with the other party, press Transfer or again to complete the transfer. To transfer a call without waiting for the other extension to answer, press and hold Transfer until the menu appears and then select Blind, dial the 10 digit number or extension of the party that will receive the call, and select Send. You can now hang up.

Parking Calls
To park a live call, select Park. Listen to the message which identifies the extension the call is parked on and note the extension number, then notify the intended recipient(s). Each phone subscribed to the same Park Orbit will then be updated with a off-hook icon and the key will have a flashing green light. To pick up the parked call, the recipient dials the extension that the call was parked on or select the Park soft key.

A detailed User Guide can be found at: http://www.wowforbusiness.com/support

Popular Features

#	Phone Feature	Description
1	Message Waiting Indicator	Flashes red when you have a new voice mail message.
2	Line keys	Indicates phone line status. **When lit the color on the screen shows as:** **Green**: Line is in use. **Bright Blue**: Line is active or in use. **Dark Blue**: Line is on hold.
3	Softkey buttons	Press a softkey button to perform the action shown on the label on the LCD screen above.
4	Messages button	Press to access voice mail.
5	Hold button	Press to place a call on hold.
6	Mute button	Press to mute or unmute the phone. When phone is muted, the button glows red.

Getting Started

Setup Your Voicemail
1. Press the voicemail ✉ button
2. Follow prompts to set password and personal outgoing messages

Access Your Voicemail
1. Look for lit red message indicator
2. Press the voicemail softkey
3. Enter voicemail password
4. Press "1" to listen to messages

Configure Online Voicemail Access
1. Visit https://phone.wowforbusiness.com
2. Login with the default password you were provided during training or from your system administrator
3. Immediately change your password. For instructions, view the Hosted VoIP Comm Portal User Guide found at https://www.wowforbusiness.com/support/product-guides

Common Shortcuts

7	Skip Back Through Prompts
8	Pause / Resume
9	Skip Forward Through Prompts
*	Cancel input or move up a level
#	End input or move forward in a list
11	Return to previous menu item or message

The photo above shows the Polycom VVX300. Other models differ.

Voicemail Navigation Menu

Review Voicemails
(press) **1**

(press)
1	Repeat
5	Reply
6	Send a Copy
7	Erase
9	Save
#	Leave as New

Send Message
(press) **2**

(press)
1	Review Message
3	Mark as Private
4	Re-Record
5	Delivery Report
6	Request Read Report
7	Add/Remove Recipients
#	Send As Is

Greetings	Mailbox Settings	Erased Messages	Leave Mailbox & Logon as Other Subscriber	Help
(press) 3	(press) 4	(press) 6	(press) 7	(press) 0
Enter phone number, then #				