WOW! **Business**

Polycom
VVX 300 Series

Phone User Guide

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Internet ▪ Phone ▪ Enterprise

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Polycom VVX 300 Series
Basic Phone Functions

Placing a Call

1. Pick up the handset and dial the number on the keypad. Wait or hit send.

2. Use the headset or speakerphone buttons.

3. Key in the number to call or scroll down the list of recently called numbers using the up/down arrows and press the **send** soft key.

4. Making a call from the home screen – Press the **Home** hard button. You will see the display as shown above.

5. Press the center button (**Select**) on the navigation dial and use the directional arrows to highlight the directory you want. Press the **Select** button again to select that option.
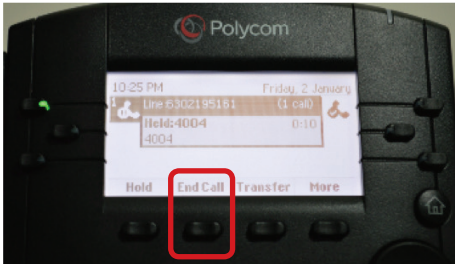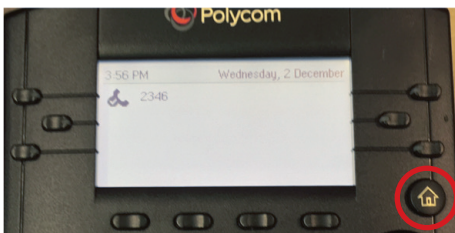
2

Ending a Call

You can end the call by putting the hand set in its cradle or by pressing the **End Call** soft key.
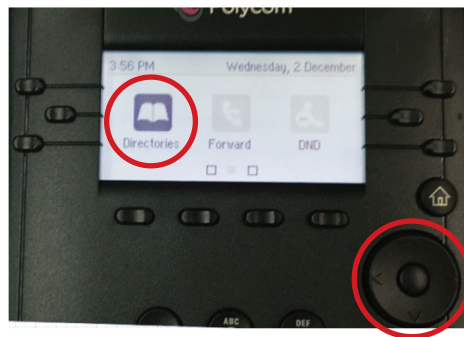
Local Directory

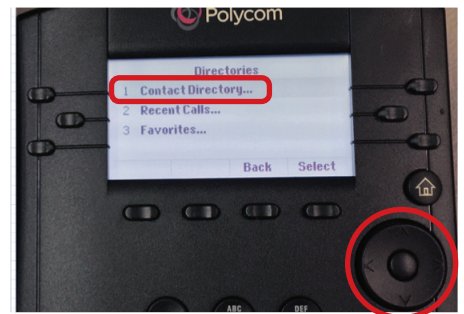**1.** From the home screen, select the "**Home**" key.

2. Now select the "**Directory**" menu.

> *NOTE: You will need to navigate via the d-pad on the right of the phone.*
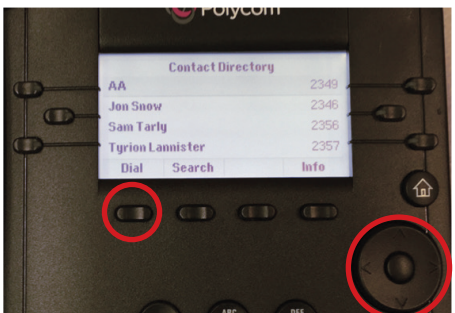
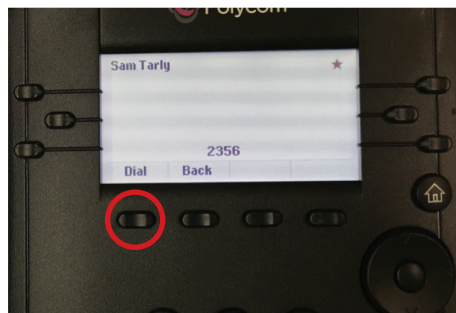**3.** Now select "**Contact Directory**".

> *NOTE: You can navigate via the d-pad or use the number pad to select.*

4. From within the "**Contact Directory**" search for your entry and select it by pressing the **d-pad** or by selecting "**dial**" key.

5. Now with the entry on your screen you will need to press the "**dial**" key to start your call.
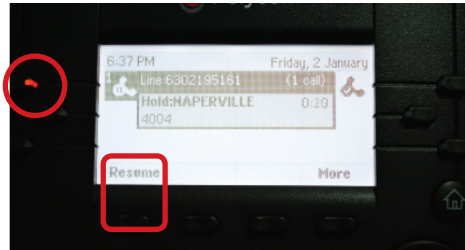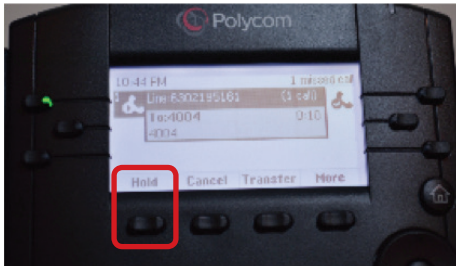
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Basic Phone Functions continued

Hold and Resume

While connected to a call, place the call on hold by pressing the **Hold** soft key. The line button will blink red.

Press the **Resume** soft key to return to the caller.

The line button will be lit green.

Answering an Incoming Call

When you see that there is an incoming call, you have multiple options available for answering the call.
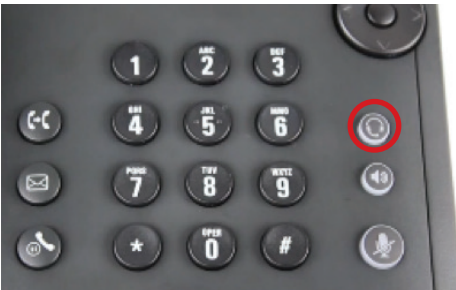
1. Lift up the handset.

2. Press the **Answer** soft key.

   You also have the option to:
   A. Reject a call, which will send the caller to your voicemail
   B. Forward the call to another person.

3. Press the **Headset** button.

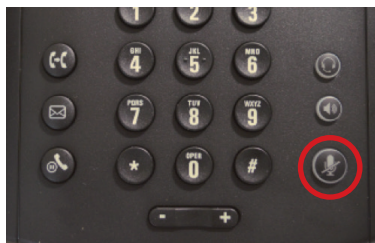4. Press the **Speaker** Phone button.

Adjusting Volume

You may adjust the ringer volume, speaker volume and handset volume the following ways:
- Ringer volume – adjust volume up or down when the phone is on hook
- Speaker volume – adjust volume after speaker button has been activated
- Handset volume – adjust volume with the handset off hook

Volume control
– Softer, **+** Louder

To mute your phone (whether on the handset, speakerphone or headset) press the **Mute** button.
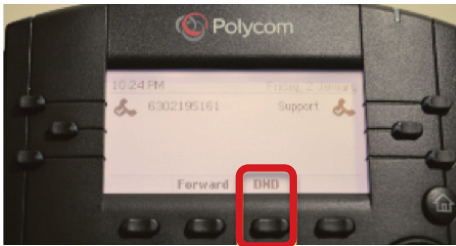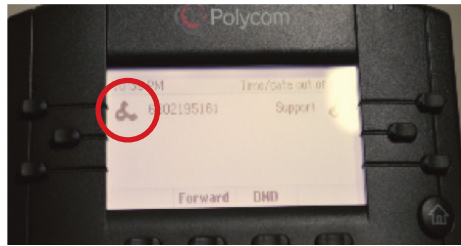
Volume guide: More bars equal louder volume.

Do Not Disturb (DND)

Placing a phone in Do Not Disturb mode means you will not receive any incoming calls. Remember to take the phone out of this mode when you are ready to receive calls again.
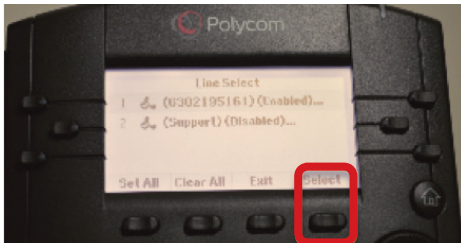
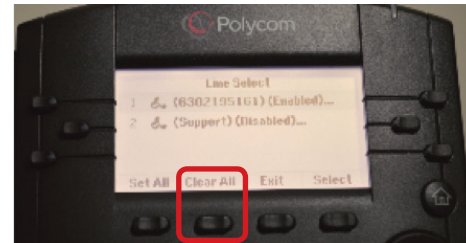**1.** Press the **DND** soft key.

Once you have enabled DND on that line, you will see a dash in the icon.

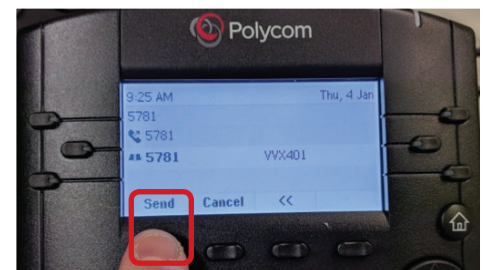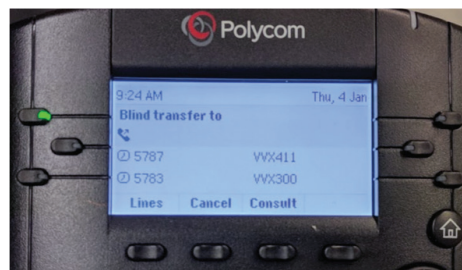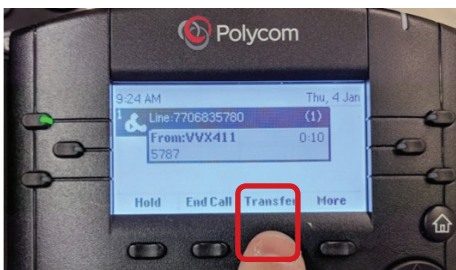**2.** Highlight the line you want to set as DND and press the **Select** soft key.

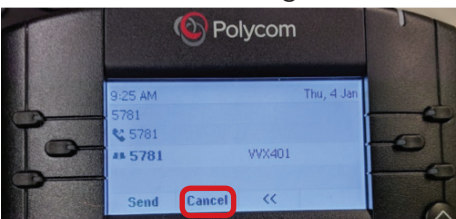To remove DND from the line, press the **Clear All** soft key.

Blind (Unattended) Transfer

A blind transfer allows you to transfer a call from your phone to someone else without checking to see if that person is available to answer.

1. When on a live call that needs to be transferred, press the **Transfer** softkey.

2. Now you are in the Blind transfer menu.

3. In the Blind Transfer screen, type in the extension, or the full 10 digit number and then select the "**Send**" softkey or wait 5 seconds and the phone will automatically "send/dial" the number entered.

Once the transfer takes place, your screen will return to the on-hook mode, ready for the next call.

4. If the "transfer to" party does not answer, the user can select **Cancel** to get the call back to them.

Warm (Attended) Transfer

Allows you to confirm that the person you want to transfer the call to is available and willing to take the call.

1. When on a live call that needs to be transferred, press and hold the **Transfer** soft key.

2. Now select the "**Consultative**" from the transfer selection.
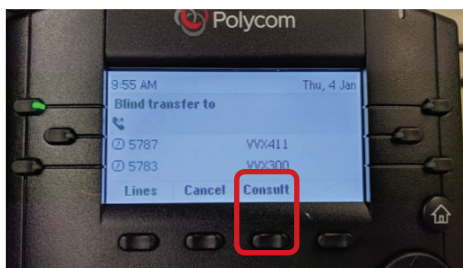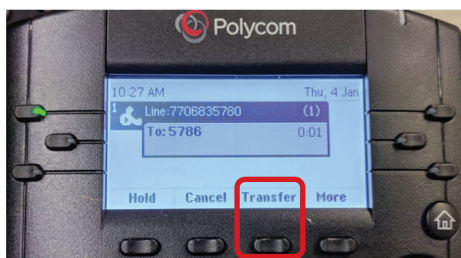
3. Now enter the extension, full 10 digit number or use the directory of the person you are transferring the call to. Then press the "**Send**" softkey or wait 5 seconds and the phone will automatically "send/dial" the number entered.
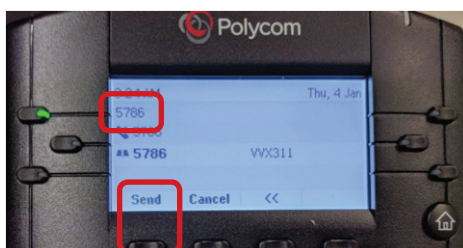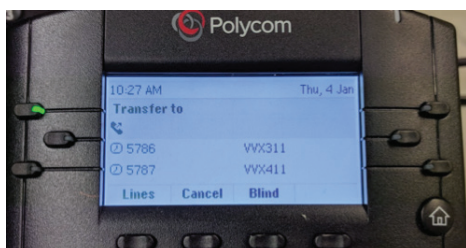
4. Now the caller has answered the "Consultative" and is ready to take the forwarded caller.

5. With the person confirmed available to take the call, then press the **Transfer** softkey to complete the transfer.

6. If the "transfer to" party does not answer or is unwilling to take the call, the user can select **Cancel** to get the call back to them.
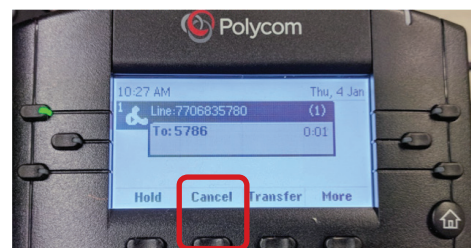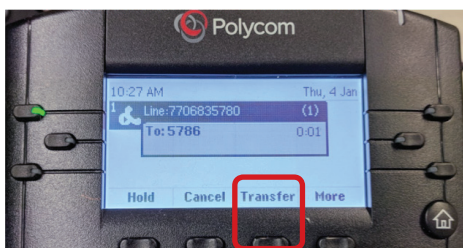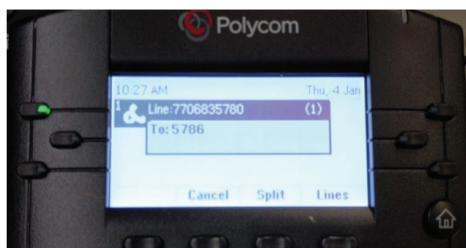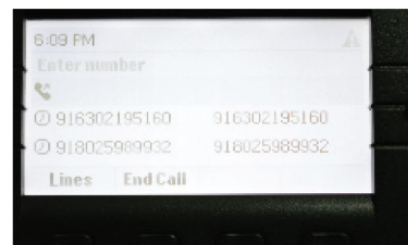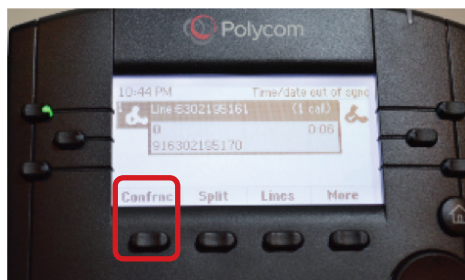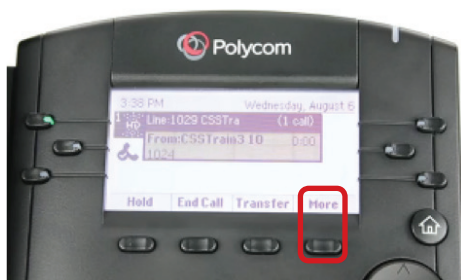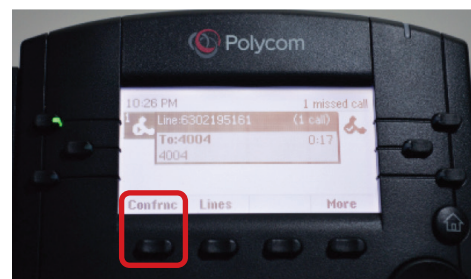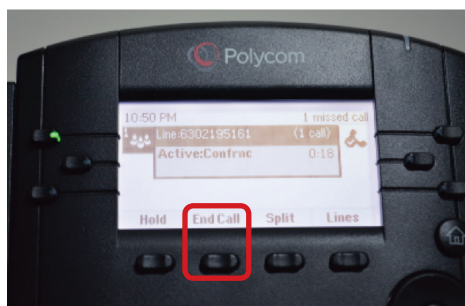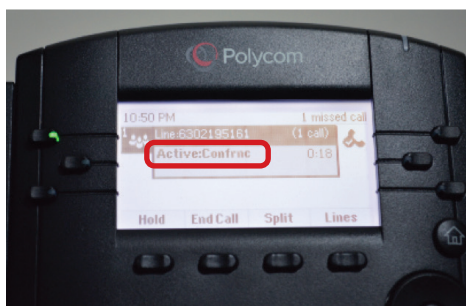
3 Way Conferencing

1. When on a call: press the **More** soft key.

2. Press the **Confrnc** soft key.

3. Enter the number (extension, fill 10 digit number or scroll down to the #) of the person you are adding to the call and press the **Send** key to connect.

4. Press the **More** soft key and then press the "**Send**" softkey or wait 5 seconds and the phone will automatically "send/dial" the number entered.

5. To get all callers in the conference, click the **Confrnc** key a 2nd time.

6. The screen will show you have an active conference.

7. Hit the "**End Call**" to end the conference call.

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Split a 3 Way Conference Call

You can "split" the call to end the conference which allows you to talk to each line separately.

Press the **Split** soft key.

Both lines are now on hold. Choose which line you want to talk with by scrolling to highlight the number on the screen. Press the **Resume** soft key to talk.

Keep in mind the other line will be on hold until the caller hangs up, or you highlight that number and bring them back on-line as a single caller.

Once you have reconnected to one of the callers you have the usual soft key options for that line.
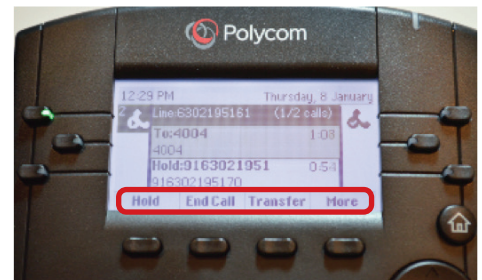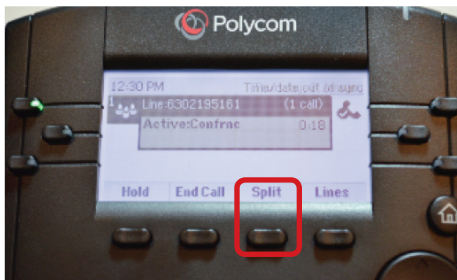
Call Waiting

When you are on a call and a new call comes in that you need to answer:

Let your current caller know that you will be placing them on hold.

Answer the new call by pressing the **Answer** soft key and your original caller will automatically be placed on hold.

You can then place the new caller on Hold, if desired, by pressing the **Hold** soft key.

When you hang up or press **End Call** on the second call, you will be reconnected to the first call automatically.
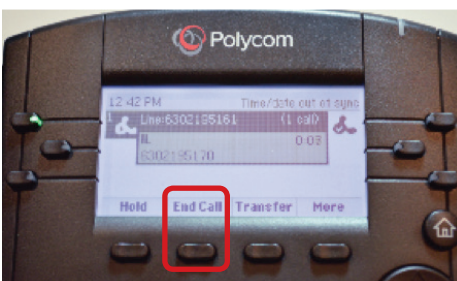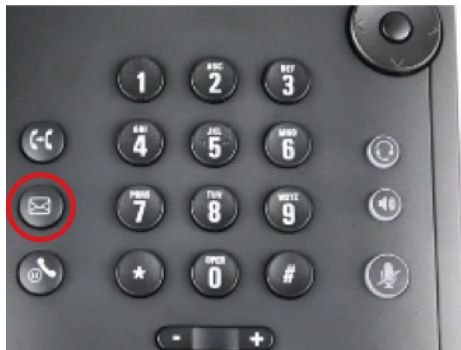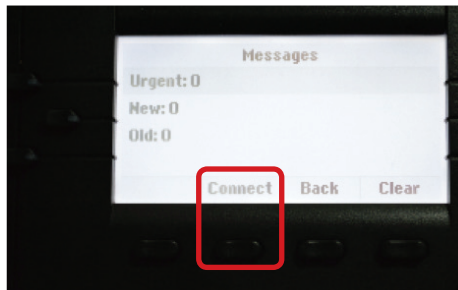
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Basic Phone Functions continued

Accessing Voicemail

1. Press the **Messaging** hard key on the phone.

2. Press the **Connect** soft key.

3. While in the voicemail system you will be led through several prompts including the following options:

- Record name, Press **#** to save
- Record personal greeting - press **1**
    – System generated name - press **2**
    – System generated name and phone # - press **3**
    – System generated no name - press **4**
- Send message - press **2**
- Go to greetings - press **3**
- Settings - press **4**
- Get deleted messages - press **6**
- Leave voicemail - press **7**
- Helpful hints - press "**0**"
- Exit - press *****

For detailed instructions on using Voicemail go to
https://www.wowforbusiness.com/support/product-guides and select Voicemail instructions.

Intercom

This feature allows you to call a person on your Hosted VoIP account using their speaker phone without them having to answer the call.

1. Press the **Home** button.

2. Scroll to the Intercom icon using the directional arrows. Press the inner button to choose.

3. Choose the number you wish to connect to or key it in on the key pad. Press the **Send** soft key.

NOTE: There will be no ringing. Just talk to the person and they will hear you on their speaker phone.
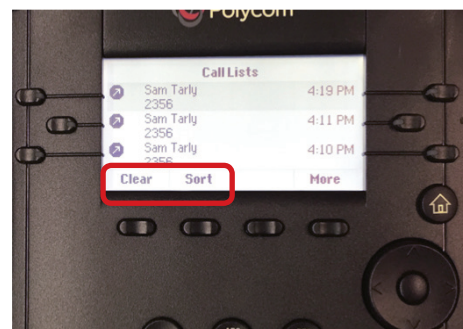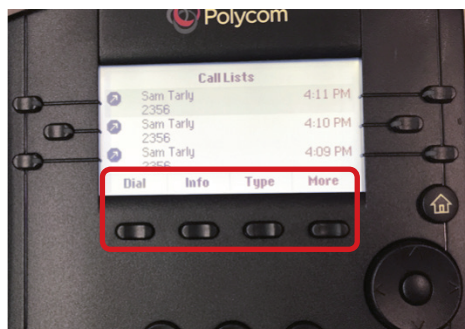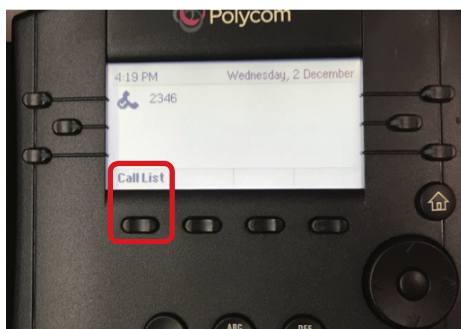
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Basic Phone Functions continued

Call List

1. Press the "**Call List**" Key.

2. Select the desired option.

While in the "Call List' you will have multiple choices including the options:

- Dial – once a entry is selected pressing the key will dial the number
- Info – will provide additional information on the entry
- Type – shows entries in 3 categories
    - Missed Calls, Received Calls, Placed Calls
- More –
    - Clear – this will clear all "call list" entries
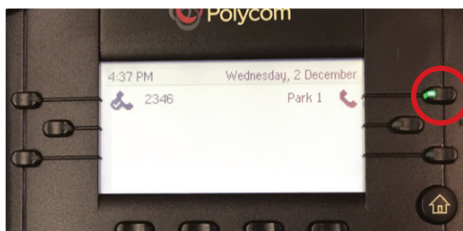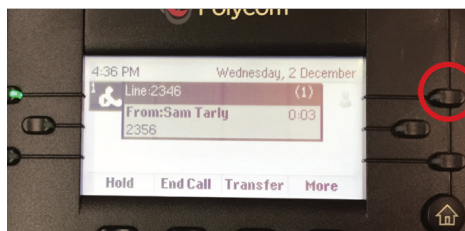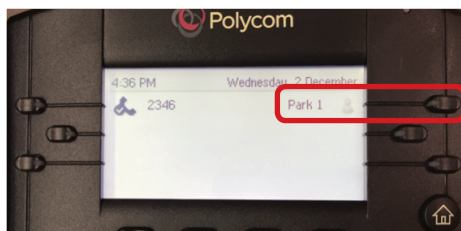   - Sort – can sort all entries by Acceding, Descending

Enhanced Call Park

First identify what orbit & where your Call Park key has been set. (See example below).

While connected to a call, to place the call on Park press the "**Park**" soft key.

Note: *when the Park orbit available the key will not display any light and the user icon will be displayed.*

With the call on "Park" each phone subscribed to the same Park orbit will then be updated with a off hook icon & the key will also have a flashing **green** light.

To retrieve the Parked call simply select the **Park** soft key to return the caller to the desired phone.