
Polycom VVX-300/310 VoIP Phone Quick Start Guide

<https://campus.barracuda.com/doc/45712759/>

This article explains the basic operation of the Polycom VVX-300 and -310 VoIP phones.




Soft Keys

- The four buttons immediately below the LCD display are **soft keys**.
- Each soft key performs the action displayed immediately above it.
- Soft key behavior is context sensitive – the associated soft key action changes according to current phone state.

Place a Call

- Enter the desired internal extension or external number.
- Lift the receiver or press the speakerphone button to call.


Voicemail Access

- To access voicemail messages, press the  (**Messages**) key to the left of the keypad. Depending on your system configuration, you may be asked for your voicemail passcode.

Last Number Redial


- Press the right arrow key to bring up the **Placed Calls** list.
- Use up/down arrow keys to select number to redial.
- Press the **Dial** soft key.

Call Hold

- To place a call on hold, press the  (**Hold**) key.
- To resume the call, press the **Resume** soft key.

Call Transfer

Attended Transfer

- To transfer a call, press the  (**Transfer**) key.
- Dial the destination number, then press **Dial**.
- When the destination party answers, announce the caller, and press **Transfer** again to complete the transfer.


Blind Transfer

- To transfer a call, press the **Blind** soft key and enter the destination number.
- Press the **Dial** button to connect the remote party to the destination and disconnect yourself from the call.

Ad-Hoc Conference / 3-Way Calling

- Place (or receive) a call.
- To add another party to the call, press the **Confrc** soft key.
- Enter the destination number or extension and press **Dial**.
- When the destination party answers, press the **Confrc** soft key again.
- All parties now join a 3-way call.

Do Not Disturb

- Press the **DND** soft key. The display shows the  icon.
- To resume normal operation, press the **DND** soft key again.

Call Forwarding

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- To enable call forwarding, press the **Forward** soft key.
 - Select the type of forwarding, select a destination, and press the **Enable** soft key.
 - The phone display indicates call forwarding is enabled.
 - To disable forwarding, press the **Forward** soft key, select type, then press **Disable**.

Ringer and Handset Volume

- To change the ringer volume, when the phone is idle, press the (-) or (+) button at the bottom of the keypad.
- To change the volume of a call, during an active call, press the (-) or (+) buttons to adjust the volume of the handset, speakerphone, or headset, whichever is active.

Directories

- Press the **Home** key, arrow over to **Directories** and press the **OK** key.
- Select **Contact Directory** and press the **OK** key.
- Use the up/down arrows to select contact.
- Press the **Dial** soft key to call a contact.

Special Characters

- When entering a destination with alphanumerics or special characters, pause momentarily between key presses. For example, when dialing ****<ext>** press *****, pause for a moment, press ***** again, then dial the extension.

Figures

1. worddava7f17398323517e185fc3cbe8e4562c8.png
2. worddavcca75695cd3bf5241603391dfcb6472e.png
3. worddav4f7adb1c08bb98bd0831fc7ccce29202.png
4. worddav68c1a6cbfbc92bde6232a4e031e27c15.png
5. worddav4e587e50bdbfcfc814b622dab8a255ae.png

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