

## Transferring Calls - Blind

To perform a 'Blind' transfer – that is, sending the call to another party directly without any consultation...

Hold the **Transfer** button or soft key down for a few seconds and you will be offered a chance to select the 'Blind' transfer method.

Once 'Blind' is selected, dial the number to which you want to transfer the caller and hit **Send**. The held caller will immediately ring to the party you are transferring to.

*Note: Blind transfer sends the calling party's caller id.*

**Cancel a Transfer** – at any time during the process of transferring you may hit the Cancel soft key and you will resume your call and be directly connected to the caller again.

## Sending Calls Directly to Voicemail

With the call active press "**Transfer**" then dial \*55 and the extension of the person whose voicemail you want to get the call followed by # (you can listen to the prompts once you dial \*55). To drop a call directly into your own voicemail, press Transfer #.

## Contact Us

If you need additional help, please call our support desk-- 611 from any Reynwood phone or 800.747.1704.

# Using Your Polycom VVX 310/311 Phone



Learn how to become familiar with your Polycom VVX 310/311 series phone with this easy reference guide.

## Layout

The following figure shows the important phone features.



## Soft Keys and Buttons

**Buttons** are physical keys on your phone which always perform the function for which they are labeled. **Soft keys** are functions you see on the LCD screen that change depending upon what you are doing. Select a soft key function by pressing the plastic button directly underneath it.



## Transferring Calls

There are three methods of transferring calls: **Consultative**, **Blind**, and **Direct-to-Voicemail**.

**Consultative** – To transfer a call to someone with ‘consultation’ – that is, you speak to the person you are transferring the call to first..

- With a call in progress, press the **Transfer** button. The caller will automatically be placed on hold.



Dial the recipient – then **Send**

- When the recipient answers, announce the caller.



- Press the **Transfer** button again to complete the transfer. The caller and the party you are transferring to will be immediately connected, so it is recommended that you get into the habit of telling the party you are transferring the call then hit the **Transfer** button.

*Note: You may also use the **Transfer** soft key instead of the **Transfer** button. Also, when transferring with consultation, the person you are transferring to will see your caller ID and not the caller's ID that you are transferring.*

## Answering/Managing Multiple Incoming Calls

With call waiting on, up to 4 simultaneous calls can be active on one extension. You will see the next incoming call displayed on the screen – and you will hear a call waiting tone.



- Press the Answer soft key and the active call will automatically be placed on hold



- Use the up and down navigation arrows to toggle between calls



- The soft key functions will apply to whichever call is 'highlighted' on your screen
- To place an active call on hold, use the up and down arrow keys to highlight it and press the Hold soft key. To pick a held call, highlight it, and press the Resume soft key.

## Phone Views

Your phone has three main views: Lines (the default), Home, and Calls. Use the Home button to toggle between all available views.

Lines – This view is your phone's default display showing your phone's extension(s), and soft keys.



Home – Access this view by pressing the Home button and use your phone's Navigation Disk to scroll through and select icons for various functions that may be available to you.



Calls – This view displays any time you have at least one active call. Use the up and down arrow keys on the Navigation Disk to see and select calls. If your phone has multiple lines, calls display under the associated line.



## Common Features & Functions

### Placing Calls

You can perform all the functions of your VVX 310/311 series phone with the handset still in the cradle (On Hook) or with the handset out of the cradle (Off Hook).

### Using the Dial Pad

#### On Hook

- Dial the number on the dial pad.
- Complete your call by taking one of the following steps:
  - Press the **Dial** soft key
  - Press the Line key (of the extension you want to call from)
  - Press the Speakerphone button
  - Lift the handset

#### Off Hook

- Lift the handset to hear dial tone
- Dial the number on the dial pad.
- Wait – and the number will be dialed after a few seconds

*Note: If you lift the handset before dialing, the system will attempt to dial the digits already entered after a slight pause. Leaving the handset in the cradle until you are finished dialing will provide you all the time you need to enter the number in full. You do not have to preface numbers with a '1' or a '9.'*

### Using the Dialer

The Dialer initially displays a list of previously-placed calls. As you enter digits on the dial pad, the Dialer shows you recently called numbers which match the one you are currently dialing. You can use the up and down navigation arrows to highlight the number you want to call. Once the number is highlighted, press the Send soft key.

### Using Recent Call Lists

When your phone is showing the Lines View, the left, right, and down arrows are a one-touch shortcut to different Recent Calls lists. Press an arrow to access a list, then highlight the number and press send (see 'Using the Dialer' section) to place the call.



You can answer an incoming call in any of the following ways:

- Pick up the handset
- Press the Line key on which the call appears
- Press the Answer soft key
- Press the Speakerphone button

*Note: Except for answering with the handset – all methods above engage the speakerphone.*

### Adding Speed Dials

To add a contact:

- Press the **Home** button (House Icon)
- Select **Directories** (scroll to highlight using navigation arrows)
- Press 1 to select **Contact Directory**
- Press **Add** soft key
- From the Add Contact screen, enter contact information.
  - > Use the dial pad keys to enter name
  - > Use the down arrow to get to the next field
  - > Enter the number to dial in the Contact field
- Press **Save**

The speed dial will appear on the next available 'line' on your phone.