

### Viewing Call Logs (con't)

**Note:** While viewing the lists, press the Left arrow to return to the default phone screen or press the Right arrow to call the highlighted number. If your phone shows a missed call on the display, simply press the Down arrow to view. You do not need to clear the missed calls to remove the missed calls message. You simply need to look at them.

### Directory

The phone is equipped with a programmable directory. You can access the directory by pressing the Home key or the Directory soft key while viewing the default home screen. From the Directory, a user can add, remove and edit any contact.



To add a contact to the Directory, add them through one of the call lists or browse to the directory and press the **Add** soft key:

- First Name
- Last Name
- Contact (internal extension or 10-digit external number)
- Ringtone
- Speed Dial (The phone calls this a Favorite. This is assigned by default.)
- Watch Buddy (Enabling Watch Buddy for an internal extension will allow you to view from your display whether this person is on the phone or not.)


**Note:** Any unused line keys will be assigned to a user from your directory based on the Speed Dial (Favorite) number. If there are 4 available lines, the first 4 people added to the directory will be displayed there and you can easily click to dial or transfer calls. If those contacts are internal extensions, Watch Buddy is enabled and you will be able to see whether they are on the phone. To bring up the 'Add Contact Page' for a particular line, press and hold the line key.

### Phone Controls



#### Muting the Microphone

During a call, press  so other parties can't hear you. To disable Mute, press  again. The button will light up red when Mute is enabled.

#### Using Do Not Disturb

To enable or disable ringing, press DND from Home or Lines view. When Do Not Disturb is enabled, the DND icon, , displays in the status bar and beside the appropriate Line key.

#### Adjusting Volume

To change call volume, press  during a call. To change the ringer volume, press  when the phone is idle or ringing.

#### Updating Ringtones

To change the incoming call ringtone, tap the **Home** key and select **Settings**. Press **Basic Settings > Ring Type** and select the ringtone you want.

To set a ringtone for a contact, navigate to your Contact Directory and select the contact. Press **Edit**, update the contact's Ring Type, and press **Save**.

#### Paging

While on the default home screen, press the **Paging** soft key. This will show the different paging groups that are available to you.

- To initiate a page, select the group that you would like to call and press the **Paging** soft key. All phones within that group will beep and you can proceed with broadcasting your page. To initiate a page all, simply press and hold the **Page** soft key.

**Note:** By default, the only group is PAGE ALL. If required, additional groups can be programmed for the company.



## POLYCOM VVX 300 & 400 BUSINESS MEDIA PHONE

PHONE | VOICE MAIL



### About the Phone

The phone has a minimum of two line keys associated with your extension. They are the top two line keys located to the left of the phone display. These lines allow you to dial out and receive calls. All unused line keys can be programmed as speed dials. To setup speed dials, please refer to the **Directory** section in this user guide. There is also a Home Key. The Home Key allows access to Messages, Directory and Settings.

### Softkeys

The phone has four soft keys located below the phone display. The functions of the soft keys change depending on what you are doing with the phone -- dialing, on a call, etc.

### Placing a Call



- Enter the phone number (extension or 10-digit number), pickup the handset and press the **Dial** soft key. OR, press  or  after entering in the number - to initiate the call immediately.

**Note:** There is no need to dial a 1 or 9 before the number.

**Note:** If you type the number incorrectly, press the << soft key to backspace and delete. As you dial the number, the phone will search through your Call List for a match. If the number matches, simply scroll to the number using the navigation wheel, highlight it and press the **Dial** soft key.

**Note:** If you hear dial tone before calling out, the call will time out if the number isn't entered quickly. It is recommended that you dial first, then pick up the handset (as outlined above) to prevent this.

### Answering Calls

- Press , the **Answer** soft key, pick up the handset, OR press . You can also press the associated line key (it will be flashing).
- Press **Reject** to send the call directly to voicemail. Press **Ignore** to silence the ring on your end. **New Call** will silence the ring and allow you to dial out.

### Answering a Second Call



If you are on an active call and a 2nd call comes in, you will hear a beep, the Caller ID will display the incoming phone number and the associated line key will flash green.

- To answer, press the **Answer** soft key or tap the flashing line key. The first call will be automatically placed on hold and the line key light will flash red. You do not need to press Hold before answering the incoming call.


You can toggle between the two active lines by pressing the associated line keys.

**Note:** To make an outbound call, you can switch lines at any time (even while on an active call).

### Ending a Call

- To end an active call, replace the handset, press , or press . OR, press the **End Call** soft key.

### Place a Call on Hold

- While on an active call, press the **Hold** soft key or  (the physical Hold button).
- To resume a held call, press the **Resume** soft key or tap the associated line key (flashing red).

### Announced Call Transfer

**Note:** Announced transfers will allow you to speak with the person before completing the transfer. It will also display your Caller ID information to the person you are transferring the call to.

- While on an active call, press the **Transfer** soft key. The call will be placed on hold automatically. Enter the phone number to where you want to transfer the call to (extension or 10-digit number). After you talk with the other party, hang up or press **Transfer** to complete the transfer.

**Note:** To stop an In-Progress Transfer (or if the other party cannot take the call or the call goes to voice mail), press the **Cancel** soft key. This will reconnect you to the first party.

### Blind Transfer

**Note:** A blind transfer will transfer the call immediately and will display the Caller ID of the original caller.

- While on a call, press the **Transfer** soft key, followed by the **Blind** soft key. Enter the phone number to where you want to transfer the call to (extension or 10-digit number). Press **Send** to complete the transfer.

### Leave a Direct Voicemail for an Internal User

- Dial \* + the extension to where you wish to leave a message. This allows you to leave a message without ringing their phone.

### Transfer Directly to an Internal Voicemail Box

- While on a call, tap **Transfer + Blind**, the \* key + the ext. to where you wish to transfer the call to.

### Call Park

Call park places the call on hold in the Fusion Cloud. They remain there until the call is picked up. The parked call can be retrieved from any Fusion phone by dialing the park extension.

- While on a call, press the **Transfer** soft key followed by the call park extension (usually x700 - this can be modified). The system will then inform the user which PARK EXTENSION the call will be parked under. This number will range between 701-709 (these numbers can be modified).
- When you hear the park extension (example, x701), hang up or press **Transfer** again to complete the transfer.
- The intended recipient can pick up the parked call from any phone on our system by dialing the extension the call was parked on (i.e., x701).

**Note:** Additional parking lot ranges can be added to the system. Please speak with your System Admin.

### Placing Conference Calls

- During a call, press the **Conf** soft key (this places the party on hold). Dial the second party. When they answer, press **Conf** again.

Additional features:

- You can split the conference into two calls on hold by pressing **More** then the **Split** soft key.

- To join two parties that are on separate lines, press the **Join** soft key.
- To end the conference, hang up or press **End Call**.

### Dynamic Conference Call:

A company-wide internal conference room can be programmed as an extension. If anyone dials this extension from a Fusion phone, they will be brought into the conference room. Please speak with your System Admin to learn more about this feature and assigned extension.

### Call Pickup

Call pickup gives users the ability to pick up an incoming call that is ringing on another extension or a call that is waiting on hold on another extension. To activate, dial (1\*) + the extension.

### Voice Announce

Voice announce allows you to automatically activate the speakerphone of another user and begin speaking with them immediately. To activate, dial (2\*) + the extension.

**Note:** If the other party is on the phone, their phone will ring and they will have the option of answering.

### Call Forwarding

- Calling \*71 will enable call forwarding. The system will ask for the number (10-digit or ext.) to where you wish to forward your calls to.
- Calling \*72 disables call forwarding.
- Calling \*70 forwards calls to the LAST number you forwarded your calls to.

### Viewing Call Logs

Use the navigation wheel to access your Call Logs. From these lists, you can add or remove a number from the Directory and retrieve call detail information (time, date, etc.) - similar to a cell phone. Simply use the available soft keys while in these lists.

- Left arrow: Received calls
- Right arrow: Placed calls
- Down arrow: Missed calls
- Up arrow: Speed Dial list