QUICKSTART GUIDE
Polycom VVX-300/310/311

agilis
networks

Business Telephone Solutions

For any questions, concerns, suggestions or support
contact us at 705-675-0516 or 1-855-232-2322
agilisnet.com

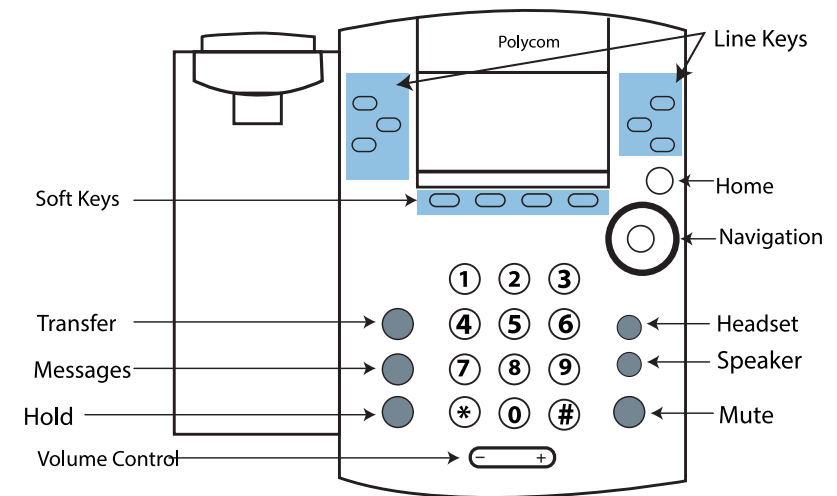# QUICKSTART GUIDE
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Features	Method
External Call:	Dial number → Press: 'Dial'
Internal Call:	Dial extension → Press: 'Dial'
Place Call on Hold:	Press: 'Hold' button
Park Call:	Press: 'Park' soft-key **OR** Press: ##
Answer Parked Call:	Dial parking lot number of the parked call
Anonymous Call:	Dial *67 → Dial number → Press: 'Dial'
Record Call:	Press: 'Record' soft-key **OR** Press: #1
Voicemail:	Press: 'Messages' button **OR** Dial: *98
Enable Call Forwarding:	Dial *72 → Enter forwarding number → Press: #
Disable Call Forwarding:	Dial *73
Log-in Extension:	Dial *11 → Enter extension # → Enter password
Log-out Extension:	Dial *12
Reboot Phone:	Dial 'Menu' → Settings → 1 → 8
DND:	Press: 'DND' soft-key

Polycom

Line Keys

Soft Keys

Home

Navigation

Transfer

Headset

Messages

Speaker

Hold

Mute

Volume Control

① ② ③
④ ⑤ ⑥
⑦ ⑧ ⑨
✱ ⓪ #

Transfer Attended:

1. While on a call, press the 'Xfer' button.

2. Dial the number to transfer to and press 'Dial'.

3. To transfer the call, press the 'Xfer' button.

Transfer Blind:

1. While on a call, press the 'Xfer' button.

2. Dial the number to transfer to and press the 'Xfer' button.

Conference:

1. You must already be on a call.

2. Press the 'Conf' Softkey and dial the number you would like to add.

3. Upon connecting with second person, press 'Conf' Softkey again to connect all three parties.

Speed Dial:

1. Dial: 00

2. Enter speed dial entry followed by the pound key.

3. Enter the number to be assigned to this speed dial followed by the pound key.

4. Listen for 'Speed Dial Saved' confirmation recording.

Remote Voicemail Access:

1. Dial into system and dial extension number.

2. When the greeting begins, press the * button and enter passcode when instructed.

Voicemail Greetings:

Busy Greeting - Heard when callers reach the voicemail and you are on another call.

Unavailable Greeting - Heard when calls to your extension are not answered.

Temporary Greeting - Heard when this greeting is activated using option 3 then 4 from the main voicemail menu.