

Polycom VVX 300 Series Training

OVERVIEW



POLYCOM VVX 300-LINES VIEW

The lines view is your phone's default display. This view displays your phone lines and on-screen softkeys.

Lines



Softkeys

POLYCOM VVX 300- HOME VIEW

The home view is displayed when you press the Home Key.



ANSWERING A CALL

How do I answer an incoming call?

- Pick up the handset,
OR
- Press the Answer softkey
OR
- Press the Speakerphone or
Headset feature key.



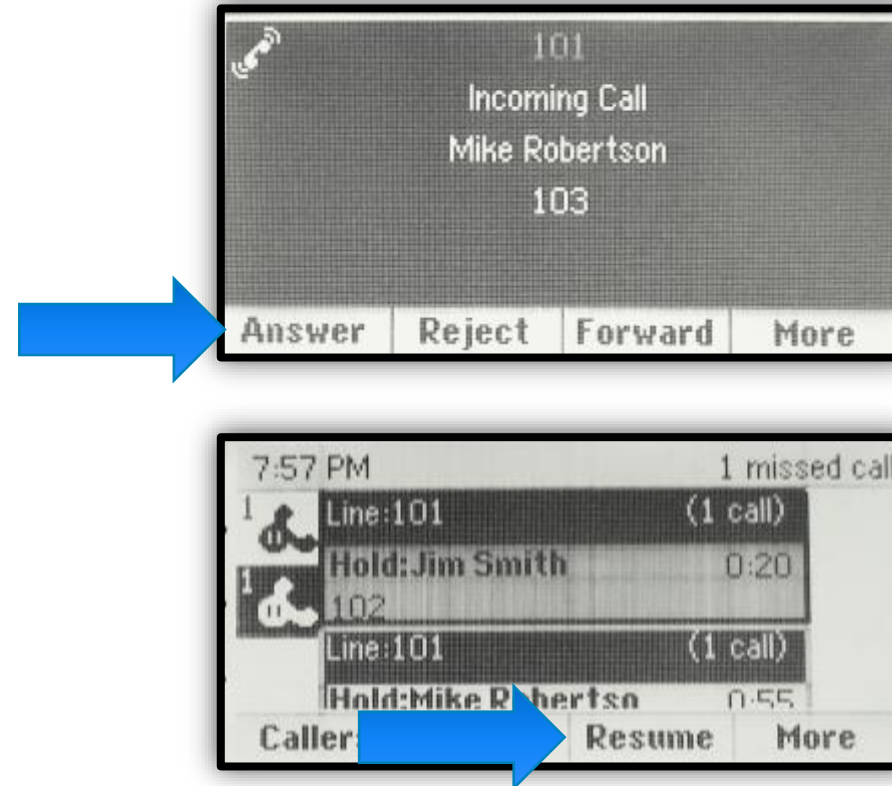
ANSWERING A CALL WHILE ON A CALL

How do I answer an incoming call when on an active call?

- Press the **Answer** softkey.
Your first call will automatically be placed on hold.

To reconnect with the first call, from the Lines view,

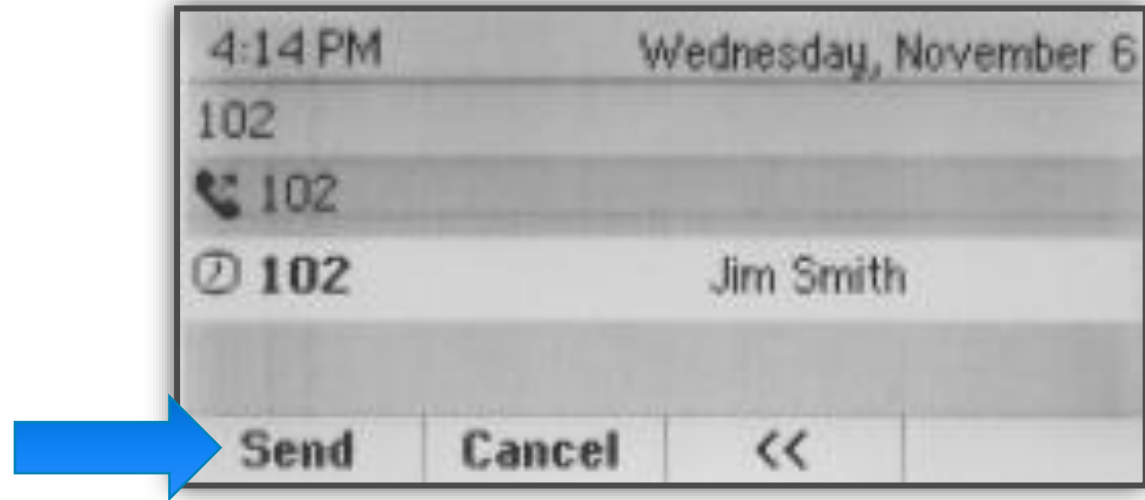
- Use the Navigation arrows to highlight the call that is on hold, and
- Press the **Resume** softkey.



PLACING CALLS

How do I place a call?

- Pick up the handset.
- Enter the number.
- Press the **Send** softkey or # key.

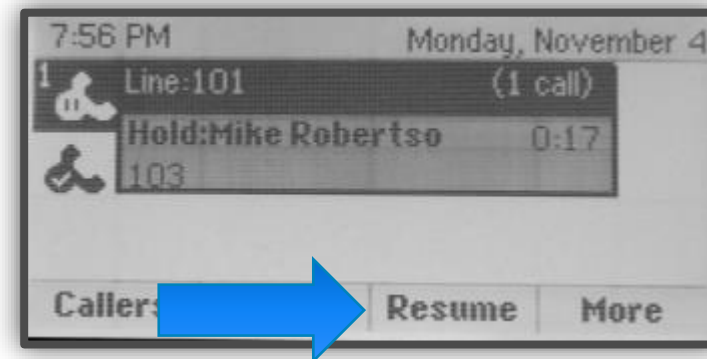
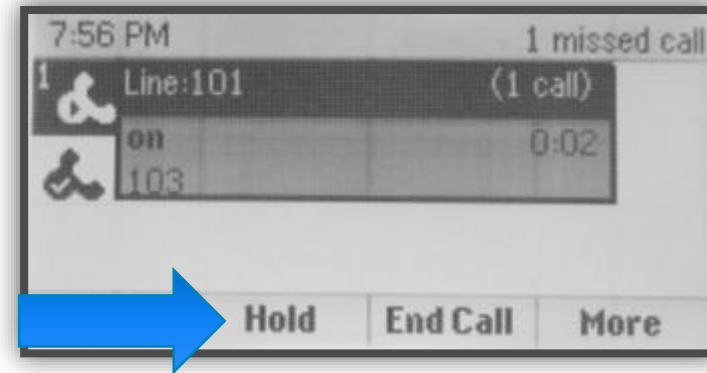


HOLDING AND RESUMING CALLS

How do I place a call on hold?

While on a call...

- Press the **Hold** softkey or the **Hold** button.
- To return to the call, press the **Resume** softkey.

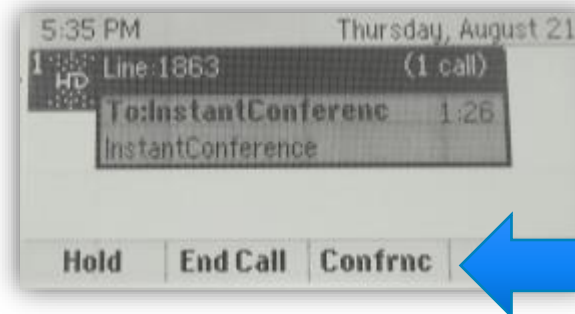
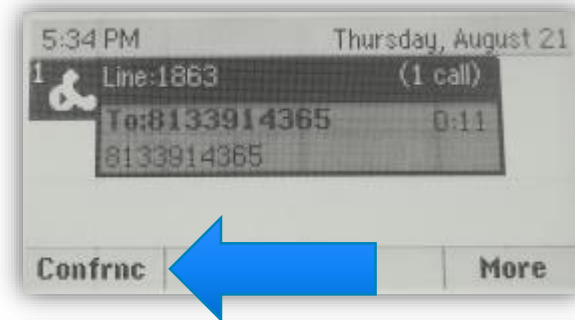
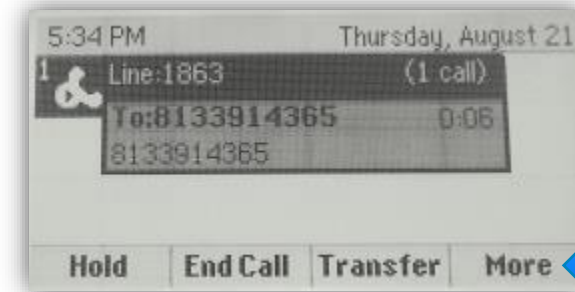


3-WAY CONFERENCE CALLS

How do I initiate a 3-Way Conference call?

While on an active call,

- Press **More** softkey.
- Press the **Confnc** softkey, placing active call on hold.
- Dial the party to conference in plus # or **Send** softkey.
- When the party answers, Press **More** and then the **Confnc** softkey again.



MORE CONFERENCE OPTIONS

- To split the conference into two calls on hold, press **Split** softkey.
- To create a conference call between an active call and a call which is on hold (on the same line or another line), press **Join** softkey.

Note: May need to press the **More** softkey to see **Split** and **Join** softkeys.



BLIND TRANSFER

What is a blind transfer?

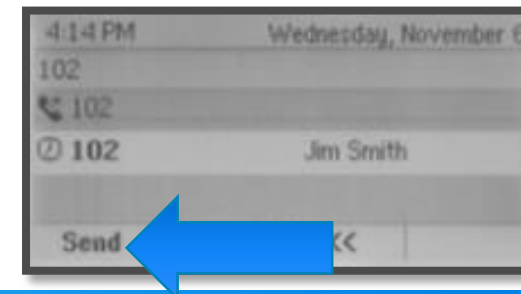
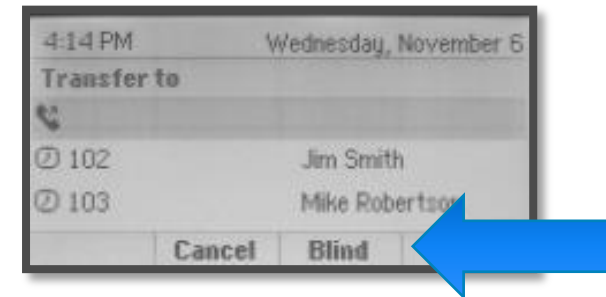
A transfer that is performed without announcing the call first.

How do I perform a blind transfer?

While on an active call,

- Press the **Transfer** button on phone.
- Press the **Blind** softkey (**More** then the **Blind** softkey)
- Enter the number to transfer to plus **#** or the **Send** softkey.

NOTE: Once the transfer is completed, the person who is receiving the transfer will see the customer / caller's Caller ID on their phone's display.



CONSULTED TRANSFER

What is a consulted transfer?

A transfer that is announced before transferring the call.

How do I perform a consulted transfer?

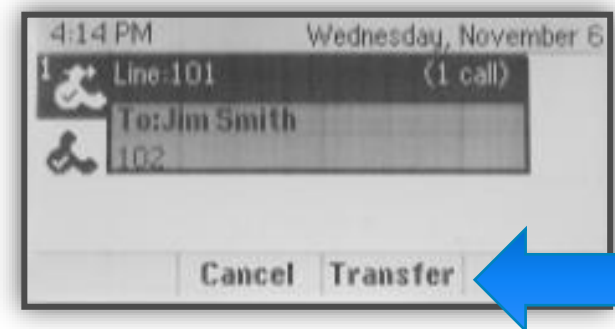
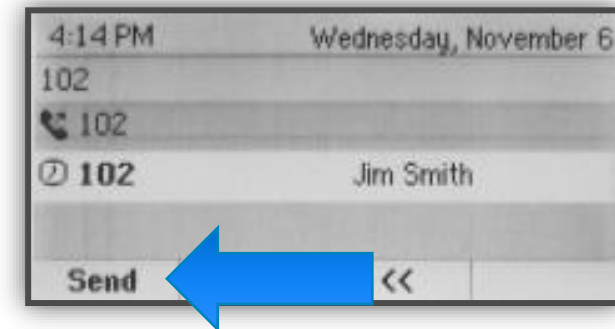
While on an active call,

- Press the **Transfer** button on phone.
- Enter the number to transfer to plus # or the **Send** softkey.

When the calling party answers, announce the call.

- Press the **Transfer** softkey again.

NOTE: Once the transfer is completed, the person who is receiving the transfer will see the Caller ID of the person who transferred the call to them. Not the customer / caller's Caller ID.

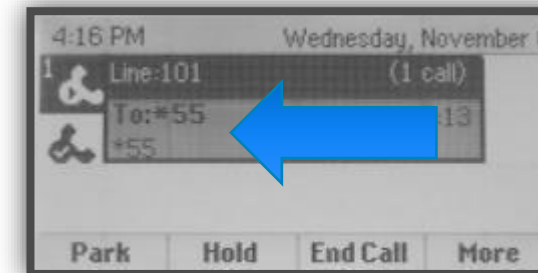


TRANSFER TO VOICEMAIL

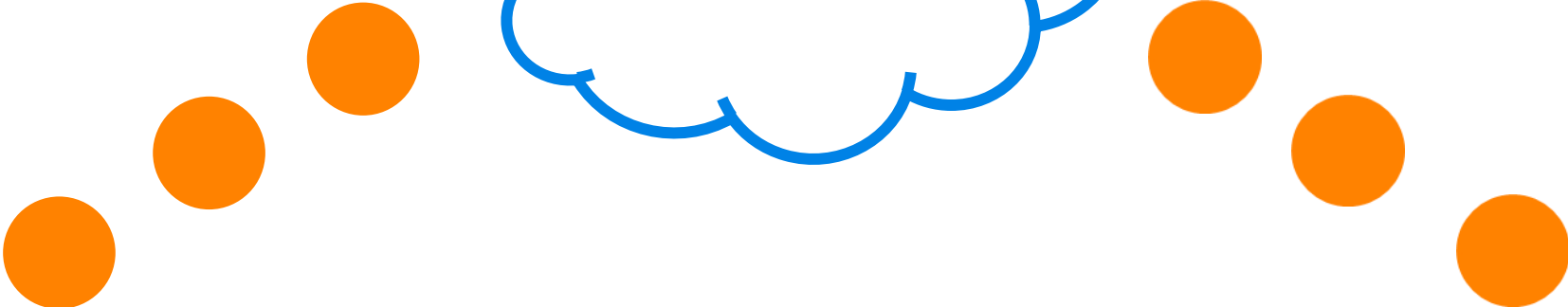
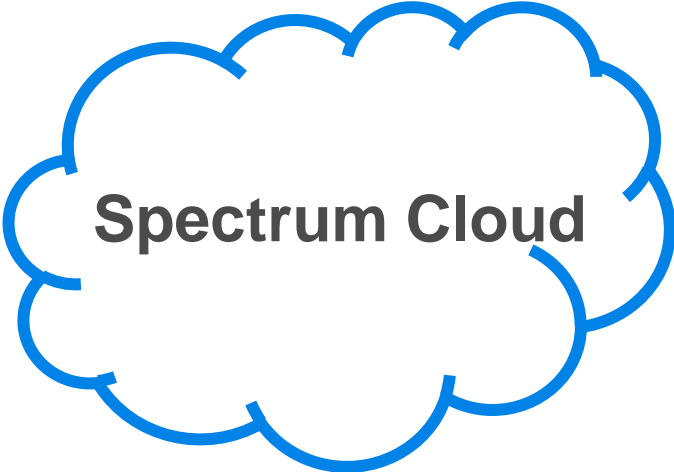
How do I transfer a call to someone's voicemail?

While on an active call,

- Press the **Transfer** button on phone.
- Dial ***55** followed by the extension of the person you are transferring to plus #.



CALL PARK AND CALL RETRIEVE



CALL PARK AND CALL RETRIEVE

How do I park a call?

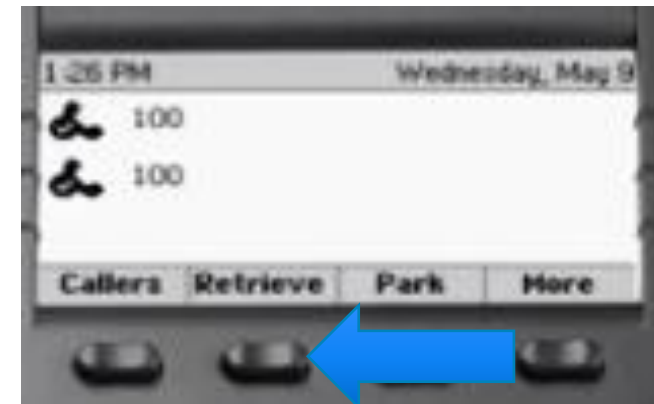
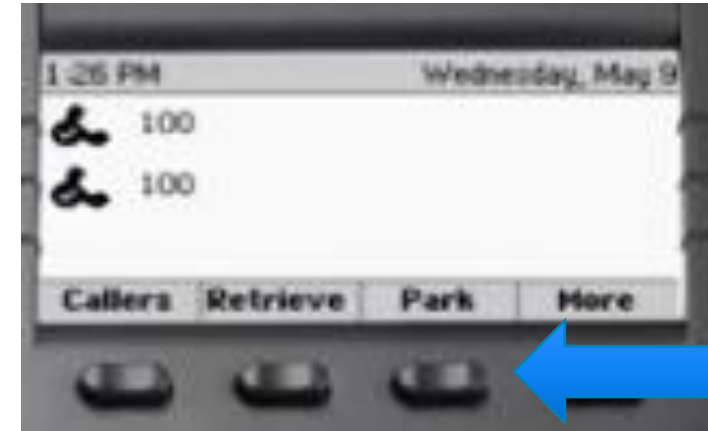
When on a call, press the **Park** soft key (or press HOLD and dial *68).

Dial **extension** where you want to park the call + **#**

How do I retrieve a parked call?

- Go to any Spectrum phone and press the **Retrieve** softkey (or dial *88), dial the extension where the call is parked + **#** key.

- If you pick up the call from the phone with the extension that the call was parked to, you can press the **Retrieve** softkey (or dial *88), and then just hit the **#** key.



PAGING

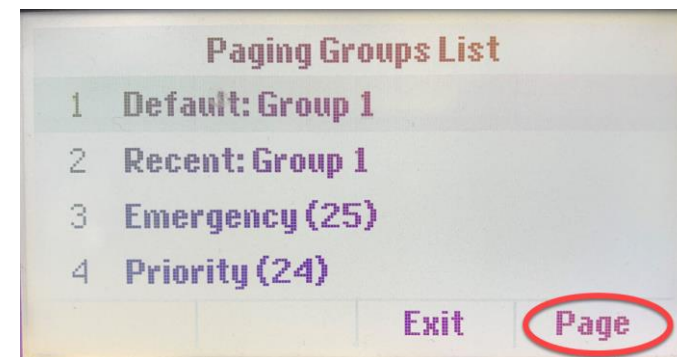
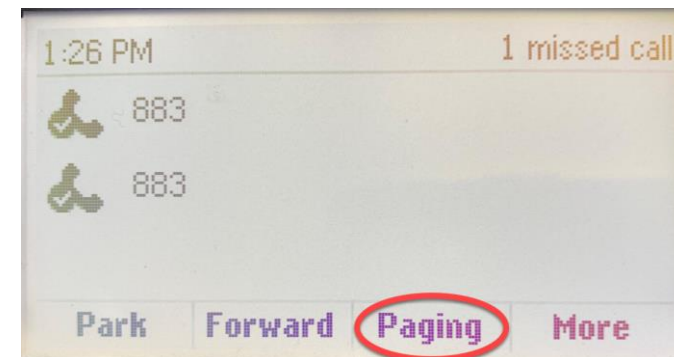
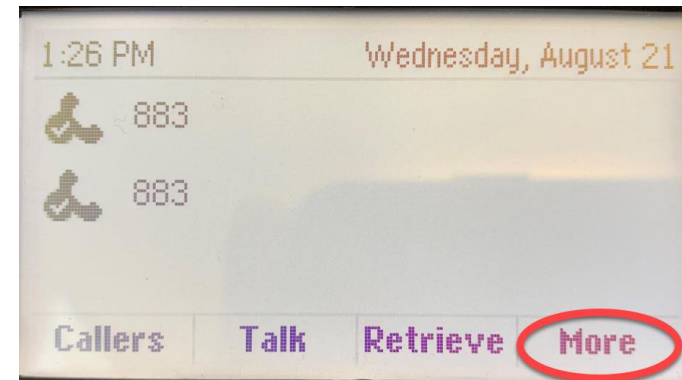
You have the ability to make a 1-way announcement on your phone and have that announcement go through the speaker phone of all other unused phones in your office.

How do I page from my desk phone?

When not an active call,

- Press the **More** softkey.
- Next, press the **Paging** softkey.
- Now press the **Page** softkey.

You will hear your phone beep. After the beep, make your announcement.



CALL HISTORY

How do I see my Call History?

Use the Navigation Keys:

- Down = Missed Calls
- Right Arrow = Placed Calls
- Left Arrow = Received Calls
- Up Arrow = Favorites



RING SOUND

How can I change my ring sound?

1. From the home view, navigate to **Settings**.
2. Select **Basic**.
3. Select **Ring Type**.
4. Select your Line
5. Scroll through the different ring types, highlight the ring type that you want and press the **Select** softkey.



Voicemail

ACCESSING VOICEMAIL FOR THE FIRST TIME USING YOUR POLYCOM VVX300

1. Press the Messages button or select the Messages icon.
2. Press the Connect softkey.
3. Enter your temporary password.
4. Enter your new password.
5. Record your first and last name.
6. Connect and follow the prompts.



PASSCODE RULES

For security purposes, the restrictions for voicemail passcodes are the following:

- **Cannot be repetitive or sequential digits**
- **Cannot be any version of your extension (or phone number)**
- **Must be between 4 and 8 digits**
- **Cannot be any version of the old password**

ACCESSING VOICEMAIL FROM OUTSIDE THE OFFICE

1. Call your telephone number
2. Once you hear your Voicemail greeting, Press the * key
3. Enter your password
4. Press #



VOICEMAIL MENU OPTIONS

Voice Messaging Main Menu

Press 1 to listen to Messages

Press 2 to change busy greeting

Press 3 to change no answer greeting

Press 5 to send a new message

Press 7 to delete all messages

Press * to access the Voice Portal Main Menu

Press # to repeat menu option.

VOICEMAIL GREETINGS

Busy Greeting	No-Answer Greeting
Greeting callers hear when you have Do Not Disturb enabled	Greeting callers hear when you are away from your desk and/or do not answer.

OPTIONS WHILE LISTENING TO VOICEMAIL

Controls while Listening to Voicemail:

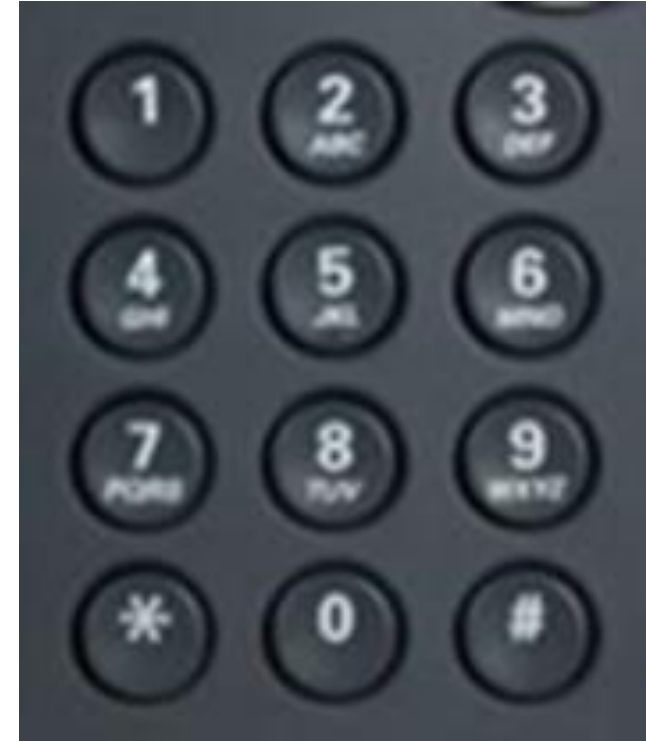
Press 1 to rewind message 3 sec. at a time

Press 3 to fast forward 3 sec. at a time

Press 4 to go to beginning of message

Press 6 to go to end of message

Press 2 to pause / resume message



Customer Care

CUSTOMERS:

Should you have a service affecting issue please contact our **24/7 Support desk at (888) 812-2591 or 611#** from your operational Hosted Voice phone.

You can also email them at ETS@charter.com

Should you have a request to either MOVE, ADD, CHANGE or Disconnect your service please contact our **Client Services dept. at (888) 812-2591 Opt 4.**

ADDITIONAL RESOURCES

<https://learn.uc.spectrumenterprise.net/>

- Software Downloads
- User Portal Access
- Class Schedule
- Video Library
- Technical Data Sheets
- Quick Reference Guides
- Customer Care Number