


Understanding Polycom® VVX® 311



Phone Views

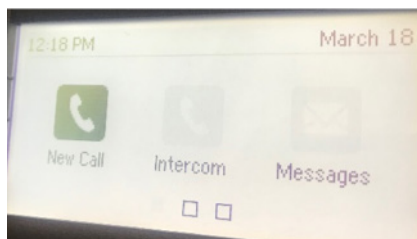
Your phone has four main Views: Home, Calls, Active Call, and Lines view (the default). You can access Home and Lines view at any time. If your phone has one or more calls, you can also access Calls or Active Call view.

For Home view from any menu, press .

Press  to alternate between Home and Lines view.

Home View

Home view displays icons you can select to access phone functions.



You can use the right, left, up, and down arrow keys to display more icons.

Lines View

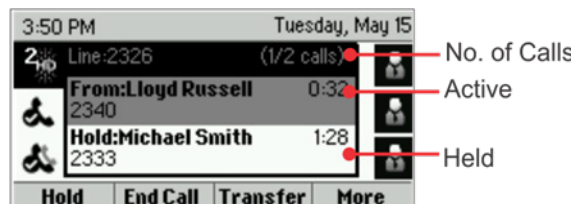
Lines view displays phone Lines, Favorites, and soft keys.



If your phone is idle, you can press the Line key to access the Dialer.

Calls View

If your phone has one or more calls, you can access Calls view.




Call color indicates status:

- **Medium grey**— Active call
- **Dark grey**— Incoming call
- **White**— Held call

Use the up and down arrow keys to select a call (highlight it). The soft keys control the highlighted call.

Entering Data



Use the dialpad keys to enter information. To backspace, press Backspace  .

To type with the dialpad keys, press a key repeatedly to view the character options and stop to select.

To type other characters, press Encoding or Mode. When using the dialpad keys, use the **1**, *****, **0**, and **#** keys.

About Calls

Only one call can be active at one time.

You can use the handset, speakerphone, or headset for calls. During a call, you can change modes by picking up the handset, or by pressing  or .

If you navigate away from your call(s), press  to see Active Call or Calls view again.

Tip: Switching Between Lines and Calls View

When in Calls view, switch to Lines view by pressing **More > Lines**.

Switch back to Calls view by pressing **More > Calls**.

Placing Calls

Pick up the handset, or press  or  . Enter the phone number, and press Send.

Or enter the phone number first, then press **Dial**, pick up the handset, or press  or .

From Lines view: Press the phone **Line** key, enter the phone number, and press **Send**.


From Home view: Select **New Call** using the left and right arrow keys. Enter the phone number, and press **Send**.

Timesaver: Placing Calls Quickly

Select a recent call or Favorite, or select a contact's phone number in the Contact Directory.



Answering Calls

To answer with the speakerphone, press  or tap Answer. To answer with the handset, pick up the handset.

To answer with a headset, press .

To answer a new call while on an active call, press **Answer**. The current call will be held.

Ending Calls

To end an active call, replace the handset, press , or press . Or, press **End Call**.

To end a held call, navigate to Calls view and highlight the held call. Press **Resume**, and press **End Call**.

Holding Calls



From Calls view, press Hold or . Remember to highlight the call first.

Transferring Calls

There are two transfer types:

- **Warm Transfer:** talk to the person before the transfer completes
- **Blind Transfer:** Automatically transfer a call without talking to the other person. The call is automatically transferred after you dial the number you are transferring the call to. Use Blind Transfer if you need to retain the Caller ID.

To transfer a call:

1. From Lines or Calls view, press **Transfer** or . The active call is held.
2. From the Dialer, place a call to the person you want to transfer the call to.
3. When you hear the call is picked up, press **Transfer** or  to complete the transfer.
 - Or, if you want to talk with the person before the transfer completes, connect and talk with the person, and then press Transfer. To cancel the transfer before the call connects, tap Cancel.

To perform a blind transfer:

1. From Lines or Calls view, press **Transfer**. The active call is held.
2. From the Dialer, press **Blind**, and place a call to the person you want to transfer the call to and hit Send. If you do not see Blind, press **More**, and then **Blind**, then **Send**.
3. The call automatically transfers to the person you specified.

Forwarding Calls

You can set up your phone to forward all calls to another number, even if the Do Not Disturb feature is enabled on your phone. Call forwarding is not available on shared lines.

To forward all calls to another person do one of the following:

- From Home view, select **Forward**.
- From Home view, select **Settings** and select **Features > Forward**.
 - If your phone is idle, press the **Forward** soft key from Lines view.
 - If your phone is set up with multiple lines, select the line to apply forwarding to.
- From the Forwarding Type Select screen, select the forwarding type you want:
 - **Always** - To forward all incoming calls.
 - **No Answer** - To forward all unanswered incoming calls.
 - **Busy** - To forward calls that arrive when you're already in a call.
- Enter the forwarding number, and select **Enable**. If you selected the No Answer option, you can enter the number of rings before your phone forwards the call. The recommended value is 2.

To disable call forwarding:

1. From Home view, select **Forward**.
 - If your phone is set up with multiple lines, select the line to disable forwarding for.
2. From the Forwarding Type Select screen, select the forwarding type to disable, and select **Disable**.

Placing Conference Calls

Call the first party, and after the call connects, press **More**, and select **Confrenc**. Then, dial and connect with the second party and press **Confrenc** again.

From Lines or Calls view, you can:

- Press **Hold** to hold all participants.
- Press **End Call** to remove yourself from the call, but keep the other participants connected.
- Press **Split** to end the conference and hold all participants.

Timesaver: Placing Conference Calls

If you have an active and held call, press Join to set up a conference.


Services

The Service key can be accessed from the Line Screen by selecting **More> Svcs**. This will provide a list of additional functionality to select from:

- Access Messages: access your voicemail
- Call Lists: presents a list of the ten most recent calls
- Contacts: access your Contact List
- Log Out: allows you to log out of the phone.


Favorites

Favorites are contacts you call most often. Your Favorites list displays all your Favorites. A smaller number of Favorites displays in Lines view.

- **To view your Favorites list**—From Home view, press  and select **Directories> Favorites**.
- **To make a contact a Favorite**— Navigate to your Contact Directory and select the contact. Press **Info**, press **More**, and select **Add** to Favorites. Press **Yes** to confirm.
- **To dial a Favorite**—Press the Favorite from Home or Lines view, or from your Favorites list.

Viewing Recent Calls

From Lines view, do one of the following:

- Press , select **Directories**, and select **Recent Calls**
- to view your Recent Calls list.
- Press the right arrow key to view the recent Placed Calls.
- Press the left arrow key to view the recent Received Calls.
- Press the down arrow key to view the recent Missed Calls.
- Press the up arrow key to view Favorites.

From the Recent Calls list, press **Sort** to sort and order calls, press **Type** to display only certain calls, or select a call record to call the person.



Contact Directory

- **To view your Directory**—Select **Directories** from Home view. Press **Contact Directory** on the Directory screen.
- **To add a contact**—Navigate to your Contact Directory and press **Add**. Enter the contact's information, and press **Save**. To make a contact a Favorite, enter a Favorite Index number.
- **To update contact information**—Navigate to your Contact Directory and select the contact. Press **Info**, press **Edit**, update the contact's information, and press **Save**.
- **To delete a contact**— Navigate to your Contact Directory and select the contact. Press **Info**, press **Delete**, and press **Yes** to confirm.
- **To search for a contact**—Navigate to your Contact Directory and press **Search**. Enter search criteria and press **Search**.
- **To dial a contact from your Directory**— Navigate to your Contact Directory and select the contact. From the contact's information screen, select the contact's phone number.


Listening to Voicemail

An envelope, , adjacent to a Line key, indicates that you have voicemail. Select **Messages** from Home view or press , and select **Message Center**. Press **Connect** and follow the prompts.



Muting the Microphone

During a call, press  so other parties cannot hear you. To disable Mute, press  again. This applies to calls using the handset, headset, and speakerphone.

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, select **Settings** from Home view, and press **Basic > Ring Type**. 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**.