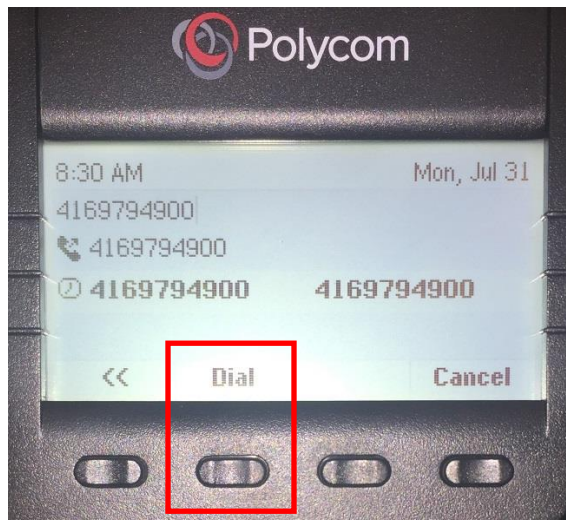


## Polycom VVX311 Quick Start Guide

### Calling Tips:

- For outside calls, dial the 10-digit number you are calling.
- You do not need to dial '9' to place an external call.
- It is not necessary to dial '1' when placing domestic long distance calls.
- For VoIP extension dialing within the university, simply dial the last 5 digits of the phone number.
- You must dial '011' to call international numbers (outside of the U.S. and Canada).
- Press the 'Dial' soft key after you have entered the number to initiate the call:



- To access directory information dial '411'.
- Dial '911' to contact emergency services. With traditional phone services, your 9-1-1 call is sent directly to the nearest emergency response centre. With VoIP service for business, our 9-1-1 call is forwarded to a third- party service provider that will automatically or manually route your call to the emergency response centre. This third-party service provider is different from the Public Safety Answering Point (PSAP) that would answer a traditional 9-1-1 call, which has automatically generated your address information, and consequently, you may be required to provide your name, address, and telephone number to the call centre.
- To contact Campus Police, dial 416-978-2222.

### Placing a Call (use any of the following methods):

- Lift the handset and dial the number.
- Dial the number and press the 'Dial' softkey.
- Press the 'New Call' softkey and dial the number.

**Placing a Call on Hold:**

1. Press the 'Hold' softkey or the Hold hard button.
2. To pick up the call, press the "Resume" softkey or the Hold hard button.

**Answering a Call (use any of the following methods):**

- Lift the handset.
- Press the Speaker button.
- Press the 'Answer' softkey.
- NOTE: the 'Answer' softkey can be set up for headset or speakerphone.

**Ending a Call (use any of the following methods):**

- Hang up the handset.
- Press the 'End Call' softkey.

**Configuring your voicemail for the first time:**

1. Press the 'Message' hardkey.
2. Enter your default passcode – '654123', then press #.
3. You will then be prompted to enter a new passcode, at least 6 digits in length.
4. When prompted, re-enter your passcode and press #.
5. When prompted, record your name and press #.
6. Press \* to save your name recording; to re-record your name press 1; to listen to your name recording, press 2.
7. To record your busy greeting, dial 2, record your message and press #.
8. To record your no answer greeting, dial 3, record your message and press #.

**NOTE:** For security reasons do not use a generic passcode such as 123456, 000000, 111111, 654123, etc. The system may reject certain passwords. Try again until one is accepted.

**Connecting to voicemail from any phone:**

1. Dial your number and extension.
2. Press \* to interrupt your recorded greeting.

**Transferring a Call – Transfer Now:**

Instantly hands your call to another party. The receiving party sees the originating party's caller ID information.

1. While on a call press the 'Transfer' softkey.
2. Press the 'Blind' softkey, then dial the extension or number, then press the 'Send' softkey. You will be disconnected and the call will instantly be redirected to the appropriate party.

**Three-Way Conferencing:**

1. While on a call press the 'More' softkey.
2. Press the 'Confrn' softkey.
3. Dial the number of the next party you want to join the call. When the party answer press the 'More' softkey.
4. Press the 'Confrn' softkey to join the parties.