

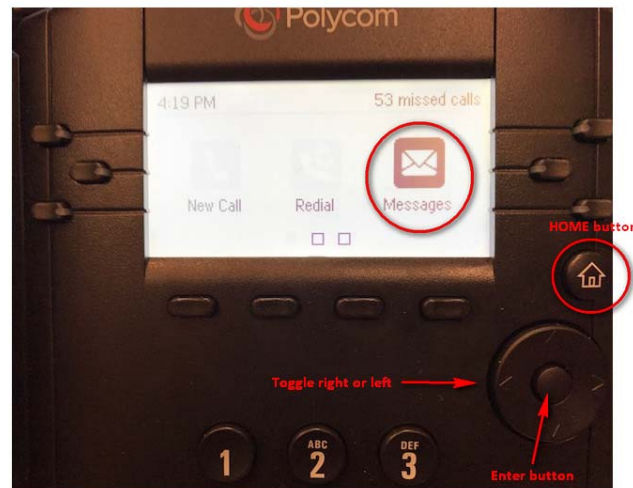
Polycom VVX311 VoIP Desktop Phone - Voicemail Guide



1. Press the Voicemail “Messages” button



2. Or press the HOME button and toggle to the “Messages” icon and press enter:



3. Lastly you can reach the voicemail system by pressing *62. This is useful for when you are NOT at your own computer. This can be done from another VoIP phone or from the Communicator application.

Configuring your voicemail for the first time:

- A. When asked for a passcode, enter the default passcode – ‘654123’, then press #
- B. You will then be prompted to enter a new passcode, at least 6 digits in length
- C. When prompted, re-enter your passcode and press #

At this point you will be given several choices. Below is a guide to the menus you will hear.
Please review this and have it handy when you setup your voicemail for the first time.

2 **“Busy” greeting** - This is when you are on the phone

- 1 Record
- 2 Listen
- 3 Revert to default
- * Back
- # Repeat

Suggested greeting:

“Hi you’ve reached FIRSTNAME LASTNAME in the _____ department at the Faculty of Dentistry, University of Toronto. I am on the phone at the moment. Please leave a message and I will get back to you as soon as I am able. Have a nice day.”

3 **“No answer” greeting** – For when you are away from your desk, or on lunch, or away for less than a few hours

- 1 Record
- 2 Listen
- 3 Revert to default
- * Back
- # Repeat

Suggested greeting:

“Hi you’ve reached FIRSTNAME LASTNAME in the _____ department at the Faculty of Dentistry, University of Toronto. I cannot come to the phone at the moment. Please leave a message and I will get back to you as soon as I am able. Have a nice day.”

4 **“Extended away” greeting** - Enable this for when you are on vacation, or away from the office, or to customize a specific alternate greeting. For example:

3 Record
* Back
Repeat
1 to activate your “extended away greeting”
(Remember to remove this on your return)

Suggested greeting:

“Hi you’ve reached FIRSTNAME LASTNAME in the _____ department at the Faculty of Dentistry, University of Toronto. I am on vacation from _____ to _____. Please leave a message and I will get back to you as soon as I am able. Have a nice day.”

Example of an alternate greeting:

“Hi you’ve reached FIRSTNAME LASTNAME in the _____ department at the Faculty of Dentistry, University of Toronto. I am out of the office all day today _____, if you need immediate assistance please hang up and contact _____ at phone number _____, or leave a message and I will get back to you as soon as I am able. Have a nice day.”

5 **Compose and send a new message to another voicemail in the VoIP system** –

This is useful if you want to voice message someone without calling their number

to end your recording
After recording:
3 to send the message
1 to change the message
2 Listen
6 Mark as urgent
7 Mark as Confidential
* Back
Repeat

Example of a greeting:

“Hi you’ve reached FIRSTNAME LASTNAME in the _____ department at the Faculty of Dentistry, University of Toronto. I am out of the office all day today _____, if you need immediate assistance please hang up and contact _____ at phone number _____, or leave a message and I will get back to you as soon as I am able. Have a nice day.”