

## 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. You can also 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** – This is for when you are away from your desk, on lunch, or away on vacation. In the case of vacation it is suggested that you change this greeting to reflect the time you are away.

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

Suggested regular 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.”

Suggested vacation greeting:

“Hi you’ve reached FIRSTNAME LASTNAME in the \_\_\_\_\_ department at the Faculty of Dentistry, University of Toronto. I will be away from the office from \_\_\_\_\_ to \_\_\_\_\_. Please leave a message and I will get back to you on my return. Have a nice day.”

4 **“Extended away” greeting** - This is intended for the rare occasion when you are on a long leave where you will not be able to receive voicemail messages. Callers will NOT be able to leave a message when this is enabled.

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 a leave from \_\_\_\_\_ to \_\_\_\_\_. Please contact \_\_\_\_\_ as I will not have access to voicemails during this time. 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