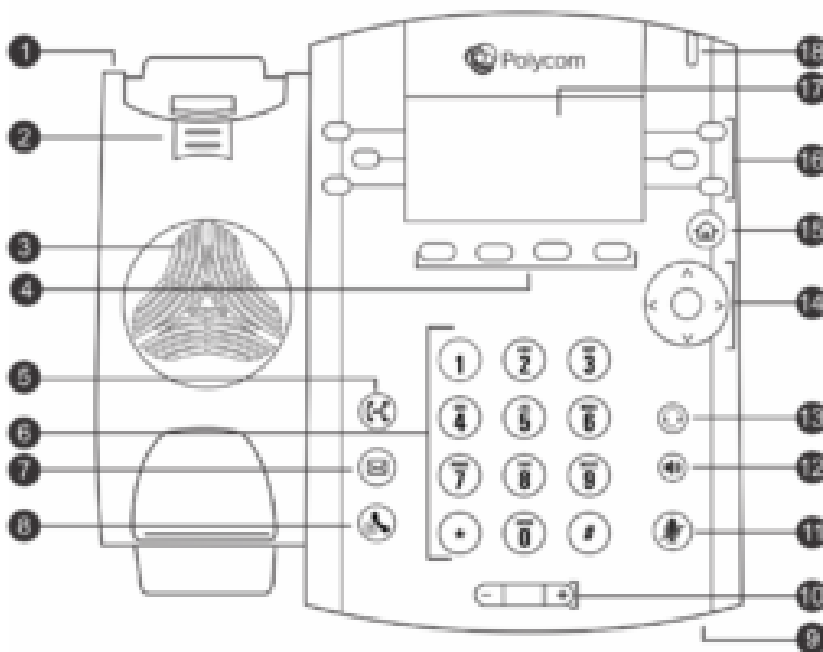


VVX300 Series Quick Tips

The following figure displays the hardware features on the VVX 300 and VVX 310 business media phones. The table lists each numbered feature shown in this figure.

VVX 300 and VVX 310 hardware features



VVX 300 and 310 Hardware Feature Descriptions

1. **Security slot (on top):** Enables you to attach a universal security cable lock to your phone so you can secure it to a desktop.
2. **Reversible tab:** Secures the handset in the cradle when your phone stand is positioned at a high angle. To secure the handset, remove the tab, reverse it so the protrusion points up, and re-insert it. Position the handset so the protrusion on the tab fits into the slot

on the handset.

3. **Speaker:** Provides ringer and speakerphone audio output.
4. **Soft keys:** Enable you to select context sensitive keys that display along the bottom of the screen.
5. **Transfer key:** Transfers an active call to a contact.
6. **Dial pad keys:** Enable you to enter numbers, letters, and special characters. You can also use the dial pad keys to select menu items that have index numbers.
7. **Messages key:** Enables you to access and manage instant and voice messages.
8. **Hold key:** Holds an active call or resumes a held call.
9. **Microphone:** Transmits audio to other phones.
10. **Volume keys:** Adjust the volume of the handset, headset, speaker, and ringer.
11. **Mute key:** Mutes local audio during calls and conferences. The key glows red when activated.
12. **Speakerphone key:** Enables you to place and receive calls using the speakerphone. The key glows green when activated.
13. **Headset key:** Enables you to place and receive calls through a headset. The key glows green when an analog headset is activated, and blue when a USB or Bluetooth headset is activated.
14. **Navigation key / Select key:** Scrolls through information or options displayed on the phone's screen. Selects a field of displayed data.
15. **Home key:** Displays the Home screen from other screens, and displays the Lines and Calls screen from the Home screen.
16. **Line keys:** Enable you to select a phone line, view calls on a line, or quickly call a favorite contact.

- 17. **Screen:** Shows a 2.2-inch diagonal screen with a backlight that enables you to view menus and data.
- 18. **MWI (Message Waiting Indicator):** Flashes red to indicate when you have new messages.

Home Screen



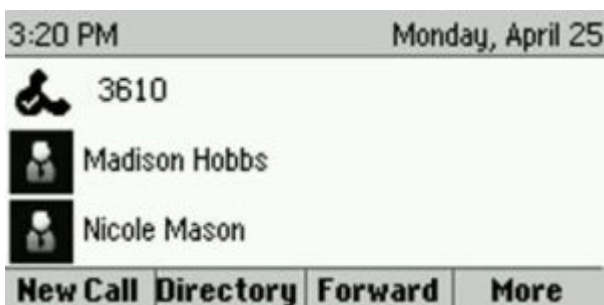
Displays messages, settings, and information. Available any time.

Calls Screen



Displays all active and held calls. Available when you have an active or held calls in progress.

Lines Screen




Displays phone lines, favorites, and conditional soft keys.



Available any time.

Switch among Phone Screens

You can view any screen on your phone from other screens. To switch among screens:





Press  to view the Home, Lines, or Calls screens.

Place Calls

You can only have one active call in progress on your phone. 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 .

To Place a Call

Do one of the following:



- Pick up the handset, press  or , enter the phone number, and press Send.
- Enter the phone number, press Dial, and pick up the handset, or press  or .
- Press the Line key, enter the phone number, and select Send.
- Select New Call, enter the phone number, and press Send.

Answer Calls

You can answer calls using the handset, speakerphone, or a headset.

To Answer Calls



Do one of the following:

- To answer with the speakerphone, press  or press Answer soft key.
- To answer with the handset, pick up the handset.
- To answer with a headset, press .

End Calls

You can only end active calls. To end a held call, you must resume the call first.

To End an Active Call

- Replace the handset in the cradle, press  or , or press the End Call soft key.


To End a Held Call

- Highlight the held call and press Resume.
- Press End Call.


Hold and Resume Calls

You can have multiple calls on hold and resume a call at any time.

To Hold a Call

- Highlight the call and press the Hold soft key or press .



To Resume a Call

- Highlight the call and press the Resume soft key or press 

Transfer Calls

You can transfer calls to any contact and choose the way to transfer the call.

To Transfer a Call

- Press and hold the Transfer soft key or press 
- Choose Blind or Consultative.
 - If you chose Blind, the call is transferred immediately.
 - If you chose Consultative, press the Transfer soft key or press  after speaking with your contact.
- Dial a number or choose a contact.

Parking Calls

You can Park a call so that any user may pick up the call from any extension

To Park a Call

The Park key is only visible during an active call.

- While on the call press the Park soft key.
- Listen for the system to report the Park location.
- Hang up the call.

Picking Up Parked Calls

You can pickup a Parked call from any extension

To Pickup a Parked Call

There are multiple ways to pickup a Parked call

1. Press the DSS key associated with the Park location
2. Dial the Park location on the dial pad.

Forwarding Calls

You can forward an incoming call to a contact or forward all incoming calls to a contact.

To forward an incoming call

1. On the Incoming Call screen, select Forward.
2. Enter your contact's number and select Forward

To forward all incoming calls

1. On the Home Screen, select Forward.
2. If you have more than one line, select a line.
3. Choose either Always, No Answer, or Busy.
4. Enter a contact's number, and select Enable.
 1. If you chose No Answer, you can enter the number of rings before the call is forwarded.

To disable call forwarding

1. On the Home Screen, select Forward.
2. If you have more than one line, select a line.
3. Choose your forwarding type and select Disable.

Conference Calls

You can initiate a conference call with up to 24 contacts.

To initiate a conference call

- 1 Call a contact.
- 2 Select Conference and call your next contact.
- 3 When your contact answers, select Conference.

You can also join an active and held call into a conference call.

To join two calls into a conference call

On the Calls screen, select Join

Manage Conference Calls

When you initiate a conference call, you can manage all or individual conference participants.

To manage all conference participants

Do one of the following

1. Select Hold to hold all participants.
2. Select Mute to mute all participants.

To manage individual participants

1. Highlight a participant and Select Manage.
2. Do one of the following:
 1. Select Far Mute to mute the participant.
 2. Select Hold to place the participant on hold.
 3. Select Remove to create a separate call with the participant.

4. Select Information to view information for the participant.

View Recent Calls

You can view placed, received, and missed calls.

To view recent calls

Select Directories > Recent Calls

View the Contact Directory

You can view and add contacts to the Contact Directory.

To view the Contact Directory


Select Directories > Contact Directory

To add a contact to the Contact Directory

1. In the Contact Directory, select Add
2. Enter the contact's information and select Save.

You can enter a number between 1 and 99 in the Favorite Index field to make a contact a favorite.

Listen to Voicemail

When you have new voicemail messages, the messages icon  displays on your line.

To listen to voicemail

1. On the Home screen, select Messages or press.
2. Select Message Center > Connect.
3. Follow the prompts.

Enable Do Not Disturb

You can enable Do Not Disturb when you do not want to receive calls.

To enable or disable Do Not Disturb

On the Home Screen, select DND

Set Ringtones

You can set ringtones for incoming calls from all contacts and from individual contacts.

To set a ringtone for incoming calls

Select Settings > Basic > Ring Type and select a ringtone.

Version 01.08/26/2021

[APPLIES TO: Poly VVX300, VVX301, VVX310, VVX311]