



Polycom VVX300/VVX400/VVX500 Phone User Guide

Make a Call – Internal	<ul style="list-style-type: none"> Dial the extension plus # <p><i>Note: You may temporarily need to dial a 10-digit number until all sites are converted</i></p>
Make a Call – External	<ul style="list-style-type: none"> Dial the 10-digit number <p><i>Note: ALL external calls require 10-digit dialing, including local; there is no access code (i.e. '9') required. Include 011 if applicable</i></p>
Hold	<ul style="list-style-type: none"> Press the [Hold] key To return to the caller press the [Resume] key <p><i>Note: You can press [Answer] to answer another incoming call and automatically put the first caller on 'hold' without using the [Hold] key</i></p>
TRANSFER	
<i>Note: For both Transfer options you can press Cancel to return to the original caller</i>	
Transfer To Extension or External Number	<p><u>Announced Transfer</u></p> <ul style="list-style-type: none"> While on a call press [Transfer] Dial the extension plus # or an external number Announce the caller Press [Transfer] again to complete the transfer <p><u>"Blind" Transfer</u></p> <ul style="list-style-type: none"> While on a call press [Transfer] Dial the extension plus # or an external number Press [Transfer] again <u>immediately</u>
Transfer To Voicemail	<ul style="list-style-type: none"> While on a call press [To Vmail] <p><i>Note: You may need to press the More key to access this feature</i></p> <ul style="list-style-type: none"> Dial the party's extension, then press Enter The caller is immediately transferred to the employee's mailbox
Conference	<ul style="list-style-type: none"> While on a call press [Conference] <p><i>Note: You may need to press the More key to access this feature</i></p> <ul style="list-style-type: none"> Dial the extension plus # or the external number of the party you wish to add Press [Conference] again; all parties are connected <p><i>Note: You can repeat these steps to add up to 15 parties, service permitting</i></p>
Do Not Disturb – Activate	<ul style="list-style-type: none"> Press [Do Not Disturb] <p><i>Note: This will disable ringing and forward your calls to voicemail (if available)</i></p>
Do Not Disturb – Cancel	<ul style="list-style-type: none"> Press [Do Not Disturb] again to cancel
Call Logs	<ul style="list-style-type: none"> Press [Callers] Select Missed, Received, or Placed Calls... Scroll through entries to review or press [Dial] to call
Forward – Activate	<ul style="list-style-type: none"> Press [Forward] Select Always (most common – Forwards ALL Calls), In "Contact" field enter extension or 10-digit number Select [Enable]
Forward – Cancel	Same instructions as above, but select [Disable] to cancel
Pickup <i>If applicable</i>	<ul style="list-style-type: none"> To answer a pickup group member's ringing phone, lift the handset and press the [Pickup] key <p><i>Note: You may need to press the More key to access this feature</i></p>
Park	<ul style="list-style-type: none"> Press the [Park] soft key then enter an employee's 5-digit extension, followed by the # key; the call is now Parked
Retrieve <i>If applicable</i>	<ul style="list-style-type: none"> With the handset down press the [Retrieve] soft key or *88 Lift the handset and enter the 5-digit extension followed by # You are now connected to the caller