Polycom VVX 300

AccessBusiness Hosted PBX

- Security slot (on back)
- Hookswitch
- Reversible tab (for wallmount installation)
- Speaker
- Dialpad
- Transfer
- Messages
- Hold
- Screen
- Message waiting indicator
- Line keys
- Home key
- Soft keys
- Navigation keys/ Select key
- Headset key
- Speakerphone key
- Mute key
- Volume keys
- Microphone
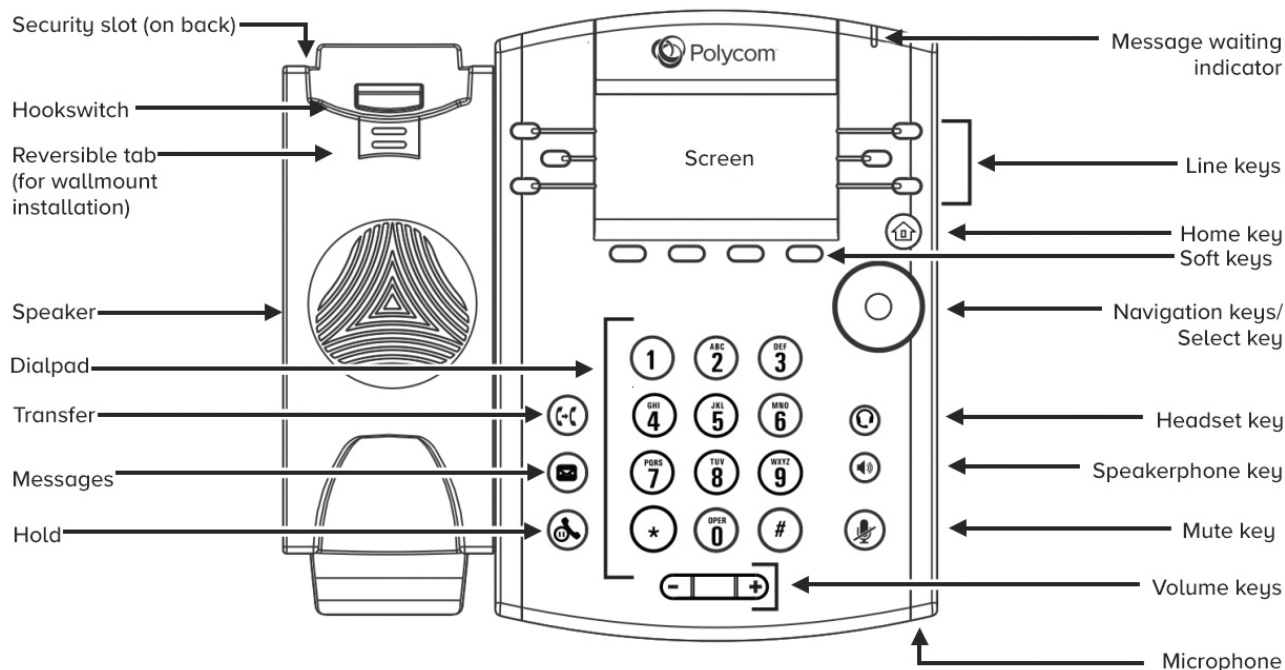
Lines view

Lines View is your phone's default phone view and displays your phone lines, your favorites, and conditional soft keys.
You can press a line key to access the Dialer and view the number of active or held calls on your phone. If your phone line has an active call, the call color is medium gray. If your phone line has one or more held calls, the call color is light gray. The number of total calls on your phone line is shown above the calls.

- Phone Line
- Favorites
- Soft Keys
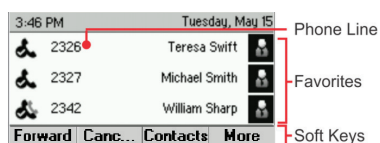
Calls view

You can access Calls View if your phone has an active and held call in progress, or you have one call on hold. In Call View, you can use the up and down arrow keys to see all your active and held calls. If your phone has more than one line, your calls display under the associated line.

Call color indicates status:

Medium gray Active call

Dark gray Incoming call

Light gray Held call

You can use the up and down arrow keys to highlight a call. When you select a call, available soft keys display for the call.

- Active Call
- Held Call

Enter data

Use the dialpad keys to enter information.

To type with the dialpad keys:
- Press a key repeatedly to view the character options and stop to select.
- To backspace, press ⟪ .

To type other characters:
- Press Encoding or Mode. When using the dialpad keys, use the 1, *,0, and # keys.

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:
- 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 ∩.
- From the Lines screen, press the Line key, enter the phone number, and select **Send**.
- From the Home screen, select **New Call**, enter the phone number, and press **Send**.
- Select a **Favorite** from the home screen.
- Select a **Contact** from the Recent Calls list and select **Dial**.
- Select a **Contact** from the Contact Directory and select **Dial**.

Select a recent call or **Favorite**, or select a **Contact** phone number in the **Contact Directory**.

Answer calls

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

To answer a call:
- 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 ∩.

Polycom VVX 300

End calls

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

To end an active call:

- Replace the handset in the cradle, press 🔊 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**.
- Dial a number or choose a contact.
- If you chose **Blind**, the call is transferred immediately.
- If you dialed the number, press the **Transfer** soft key or press 🔘 after speaking with your contact.

Forward calls `*72 | *73`

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

To forward an incoming call:

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

To forward all incoming calls:

- On the **Home Screen**, select **Forward**.
- If you have more than one line, select a line.
- Choose either **Always**, **No Answer**, or **Busy**.
- Enter a contact's number, and select **Enable**.

If you chose **No Answer**, you can enter the number of rings before the call is forwarded.

To disable call forwarding:

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

Initiate a conference call

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

To initiate a conference call:

- Call a contact.
- Select **Conference** and call your next contact.
- 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**.

With an active and held call, press **Join** to set up a conference.

Manage conference calls

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

To manage all conference participants:

- Select **Hold** to hold all participants.
- Select **Mute** to mute all participants.

To manage individual participants:

- Highlight a participant and select **Manage**.

Do one of the following:

- Select **Far Mute** to mute the participant.
- Select **Hold** to place the participant on hold.
- Select **Remove** to remove the participant from the conference and create a separate call with the participant.
- Select **Information** to view information for the participant.

View recent calls

Select **Directories**, and select **Recent Calls** to view your **Recent Calls** list.

- Press the **Right Arrow** key to view the recent **Placed Calls**.
- Press the **Left Arrow** key to view the recent **Received Calls**.
- Press the **Down Arrow** key to view the recent **Missed Calls**.
- Press the **Up Arrow** key to view **Favorites**.

From the **Recent Calls** list, press **Sort** to sort and order calls, press **Type** to display only certain calls, or select a call record to call the person.

Listen to Voicemail `*98`

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

To listen to voicemail:

- On the Home screen, select Messages or press ✉.
- Select **Message Center > Connect**.
- Follow the prompts.

Mute the Microphone

- During a call, press 🎤 so other parties can't hear you.
- To disable Mute, press 🎤 again.

This applies to calls using the handset, headset, and speakerphone.

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.

To set a ringtone for individual contacts:

- Select **Directories > Contact Directory**.
- Choose a contact and select **Edit**.
- Choose a ringtone and select **Save**.

Contact Directory

- To view your Access**Phone Web Portal** contacts press the **Contacts** button from the lines view.
- Use the directional buttons to navigate the menu.
- Select the **Contact Name** to see details, or select **Call** beside the name to dial the number directly.
- Select **Options** in the soft button list to add a new contacts, sort contacts by first or last name, or filter contacts by name or number. Press the Exit soft button to return to the previous view.

To add a contact to your AccessPhone Web Portal:

- Select **Options** in the soft button list.
- Select **Add** new contact.
- Enter contact information.
- Select **Next**.
- Enter phone numbers.
- Select **Save**.

To sort by first name or last name:

- Select **Options** in the soft button list.
- Select **Sort** by first name or Sort by last name.

To filter/search for a contact:

- Select **Options** in the soft button list.
- Select **Filter Contacts**.
- Enter the name of the contact.
- Select **Filter**.

Voicemail:

_____

Password:

_____

PIN:

_____

Create contacts through the **Web Portal** by going to: **http://phone.myaccess.ca/bg**.

Log in with your phone number and password provided by your Account Manager.