



# Polycom™

## User Guide

**Polycom Business VVX 300 and 400 Series Business  
Media Phones**

## Getting Started

### Placing Calls

- You can place a call using the handset, speakerphone, headset or by pressing the line key of the phone number you want to call. You can either dial the number first, and choose a method by picking up the handset, press the headset icon to dial using your headset, and to use speaker by selecting the tab underneath New Call or you can access speaker by selecting the speaker icon on the bottom right of the phone.

### Ending Calls

- Place the handset on the cradle
- From Lines or Calls view, press End Call
- To end a held call, from the Calls view, select the held call and press Resume > End Call.

### Transfer Calls

- When you transfer a call to another person, you have the option to talk to the person before the transfer completes.

#### **To Transfer a call:**

- 1) From Lines or Calls view, press Transfer. The active call is held.
- 2) From the Dialer, place a call to the person you want to transfer the call to.
- 3) When you hear the ring-back sound, press Transfer to complete the transfer. Or, if you want to talk with the person before the transfer completes, connect and talk with the person, and press Transfer. To cancel the transfer before the call connects, press Cancel.

#### **To perform a blind transfer:**

- 1) From Lines or Calls view, press Transfer. The active call is held.
- 2) From the Dialer, press Blind, and place a call to the person you want to transfer the call to. If you don't see Blind, press More > Blind.  
The call automatically transfers to the person you specified.

### Call Forwarding

- From Home view, select Forward.
- From Home view, select Settings and select Features > Forward.
- If your phone is idle, press the Forward soft key from Lines view.
- From the forwarding Type Select Screen, select the forwarding type you want:
  - Always To forward all incoming calls
  - No Answer To forward all unanswered incoming calls
  - Busy To forward calls that arrive when you're already in a call

- Enter the forwarding number and select Enable. If you selected the No Answer option, you can enter the number of rings before your phone forwards the call. Polycom recommends that you enter a value of 2. The forwarding number you chose displays in the status bar.
- If a phone is idle, Lines view displays the forwarding icon, next to the phone line.

### Forward Incoming Calls

- You can forward incoming calls to another person without answering the call.
- To forward an incoming call to another person:
  - 1) While your phone rings, press Forward.
  - 2) From the Call Forwarding screen, enter the forwarding number and press Forward.

### To disable call forwarding

- From Home view, select Forward.
- If your phone is set up with multiple lines, select the line to disable call forwarding.
- From the Forwarding Type Select screen, select the forwarding type to disable, and select Disable.

### Voicemail

- Your phone indicates when you have new voicemail messages in the following ways:
  - A message in the status bar, which indicates the total number of new messages you have.
  - A flashing Message Waiting indicator, located at the top-right of your phone.
  - An audible alert, if your phone is on-hook.

#### **To listen to voicemail messages:**

- Press the Message icon and select the tab underneath connect and follow the prompts.

### Change Greeting

- Press the Message icon and select Connect, enter password and press pound and follow the prompts

**For the full resources on 8X8 go to: <http://bit.ly/2JvtTTv>**