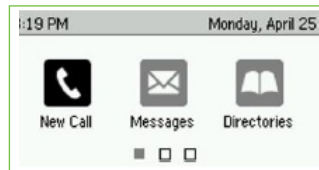


QUICK REFERENCE GUIDE: Polycom® VVX® 311 Business Media Phone



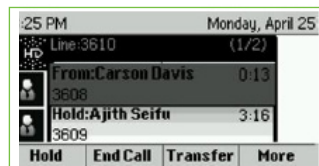
Home Screen

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



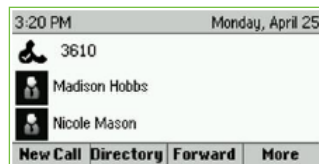
Calls Screen

- 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 a call 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:

1. Highlight the held call and press **Resume**.
2. 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:

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

Forward 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**.

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**.

Initiate a Conference Call

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

While on a conference call you can manage participants:

To place conference participants on hold:

- Select **Hold** to hold all participants.
- All participants will be placed on hold and will not be able to hear one another.
- Press **Resume** to return all participants to the conference call.

Manage Conference Calls cont...

To split the conference call into individual calls:

1. Press the **Split** soft key. Both calls will be placed on hold individually.
2. Select a line to pickup and press the **Resume** key.
3. To place both calls back into conference, press the **Join** soft key.

View Recent calls

To view recent calls:

- Select **Directories > Recent Calls**.

You can view placed, received, and missed calls.


View Contact Directory

You can view other HPBX contacts in the Contact Directory.


To view contact directory:

- Select **Directories > Contact Directory**.

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. 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.