



## Polycom VVX310 OmniTalk User Guide

### Placing Calls:

To place an external/out bound call, lift the handset or press the speaker button and dial the number that you wish to call. If you are only dialing using 7 digits (555-1234), you may wish to press the “dial” key to expedite the call. When dialing with 10 or more digits (228-555-1234 or 1-800-555-1234), pressing the “dial” key is not necessary.

To place in internal/intercom call, lift the handset or press the speaker button and dial the extension number that you wish to call, then press the “dial” key. (for Ext 1234, press 1234 “dial”)

### Receiving Calls:

While the phone is ringing, either lift the handset, press the speaker button or press the headset button, if equipped with a headset.

### Transferring Calls:

While on the call that you wish to transfer, press the soft “transfer” key located just below the LCD screen. Then, dial the extension number that you wish to transfer to, then press the “dial” key. At this point, there are 2 options:

- Screened transfer – Remain on the line to speak with the person you are transferring to, perhaps to inform them of the call. If for whatever reason the recipient does not wish to take the call, they can hang-up. Once they hang-up, the call will be automatically placed on hold on your extension. To return to the call simply press the flashing line key.
- Blind Transfer – After pressing the transfer key, that key converts to a “blind” key. Simply press this key first, then dial the extension you wish to transfer to and press “dial” or “send”.

### Direct to Voicemail Transfer:

You can transfer a call directly into the voicemail of another extension. Depending on your firmware version from above will determine your transfer setup.

- Press **Transfer**, navigate to the **Blind Transfer** option
- Dial the recipient's mailbox number plus \* (example: 400\*)



- Press Send

#### **Placing Calls on Hold:**

While on a call that you wish to put on hold, press the “hold” key. You will see that the line key will be flashing. This feature only places the call on hold on your phone and cannot be picked up on any other extension. (see transferring calls above)

#### **Call History:**

Access your Recent Calls list by doing one of the following:

- From Home view, select Directories, and select Recent Calls.

or

- From Lines view, press the right arrow key for the Placed Calls list, the down arrow key for the Missed Calls list, or the left arrow key for the Received Calls list.

#### **Initiating Conference Calls:**

You can initiate a conference by calling two people and using the Confrnc soft key or by joining two existing calls using the Join soft key. To initiate a conference call: 1 Call the first participant. 2 From Lines or Calls view, press More > Confrnc. The active call is held. 3 Using the Dialer, call the second participant. 4 When the second participant answers, press More > Confrnc or press Join to add everyone in a conference call. The Active: Conference screen displays, as shown next.

