

# Polycom VVX311 Quick Reference Guide

## Place a Call

- Enter a number
- Press the **Dial** soft key

## Answer a Call

- Press the **Ans** soft key or
- Lift the handset

## End a Call

- Press the **End Call** soft key, or
- Hang up the handset

## Hold a Call

- Press the **Hold** soft key
- Press the **Res** soft key to take the call off Hold

## Transfer a Call (Consult Transfer)

Consult Transfer enables you to transfer a call to another party with consultation

- While on a call press the **Transfer** soft key
- Enter the transfer destination number
- Press **Send or #** to dial the transfer destination

When the party answers, announce the call

- Press the **Transfer** soft key again to complete the transfer
- If the party refuses the call (prior to pressing Transfer a second time)
- Press the **Cancel** soft key to be returned to the original caller



## Messages (MSG)

- Press the **Home** button, use the Navigation arrows to select **Messages**
- Select **Message Centre**
- Follow the prompts to access the Voice Portal to retrieve Voice Mail messages and record greetings

## Forwarding a Call

### To enable Forwarding

- Press the **Forward** softkey on the home screen
- Use the Navigation arrows to select the required option: **Always**, **No Answer** or **Busy**
- Enter the number to forward your calls to
- Press the **Enable** soft key to enable

### To disable Forwarding

- Press the **Forward** softkey on the home screen
- Use the Navigation arrows to select the required option: **Always**, **No Answer** or **Busy**
- Press the **Disable** soft key to disable

## Setting a Speed Dial

- Hold down an available line button for 2 seconds
- Enter the **First Name** & Last Name for the speed dial
- Enter the number in the Contact field
- Press **Save**

## Conference Call

### While on a call

- Press the **More** soft key
- Press the **Conference** soft key
- Enter the required number or extension of the second party
- Press the **green call button** or **#** to dial the second party
- When the call connects, press **Conference** soft key to connect all parties
- Press **End Call** soft key to exit the conference.  
(This does not end the call for the other parties)

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**Star Codes** are predefined 2 digit numbers prefixed with a star \* and are an alternate method of performing commonly used features in Global PBX instead of using soft keys on the phone.

If you have available line buttons on your phone, Star codes can also be configured as speed dials. Some commonly user Star Codes are listed below.

Making Calls	
Redial	*66
Call Return	*69
Intercom <sup>1</sup>	*90
Transferring Calls	
Transfer <sup>2</sup>	*77
Call Park <sup>3</sup>	*85
Call Retrieve <sup>3</sup>	*86
Call Pickup <sup>3</sup>	*87
Anonymous	
Block CLID (Calling Line ID) – Activate	*67
Block CLID (Calling Line ID) – Deactivate	*68
Block Anonymous Calls – Activate	*88
Block Anonymous Calls – Deactivate	*89
Voicemail	
Send voicemail as emails – Activate	*95
Send voicemail as emails – Deactivate	*96
Go to Voicemail	*97
Record new greetings	*98
Clear voicemail indicator	*99

Call Forwarding	
Call Forward All – Activate <sup>2</sup>	*71
Call Forward All – Deactivate <sup>2</sup>	*72
Call Forward Busy – Activate <sup>2</sup>	*73
Call Forward Busy – Deactivate	*74
DND (Do not disturb) – Activate	*78
DND (Do not disturb) – Deactivate	*79
Mobile phone client	
Retrieve call from mobile phone to desk phone client	*51
Move your current call from your desk phone to your mobile phone client	*52

<sup>1</sup> An extension number is required after these star codes

<sup>2</sup> A destination number (e.g. an external number) is required after these star codes

<sup>3</sup> It is optional whether an extension number is added after the star codes. The system will play a prompt