



VVX 410 / 411 / 310 Polycom handset – features quick guide

Answering Calls

To answer with the handset, pick up the handset

To answer with the speakerphone, press or press Answer key (below the display)

To answer with a headset, press

To answer a new call while on an active call, press Answer. The current call will be placed on hold.

Ending Calls

To end an active call, replace the handset, press press or press End Call key (below the display).

Transferring Calls

Press Transfer or , and call the other party.

- When you hear the ringback tone, or after you talk with the other party, press Transfer or again.

To transfer a call to a busy lamp field contact (eg. A name shown with a shortcut button on your main screen) Press Transfer or - Lines (below the display) and then push the button for the required person.

- When you hear the ringback tone, or after you talk with the other party, press Transfer or again to transfer the call

Viewing Recent Calls

From Lines (default) view, do one of the following:

- Press select Directories, and select Recent Calls to view your Recent Calls list.

Alternatively, from the main screen use the circular pad on the phone to navigate as follows:-

- 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 Favourites.

Muting the Microphone

During a call, – this disables the microphone on the phone and the caller will hear silence.

Press to enable mute. To disable, press again. NB: This applies to calls using the handset, headset, and speakerphone.

Using Do Not Disturb

To enable or disable ringing, press DND from Home or Lines view.

When Do Not Disturb is enabled, the DND icon displays in the status bar and beside the appropriate Line key.

Adjusting Volume

To change call volume, press during a call.

To change the ringer volume, press when the phone is idle or ringing.

Creating a Personal Voicemail

Log into the JolaPhone2017 platform and select the employee you wish to add a Personal Voicemail to.

Select Features move to the Messaging tab, find Voicemail and click to configure.

In this window, you can do a range of things such as.



- Turn on Voicemail
- Select when to send a call to Voicemail
- Upload a Personal Greeting (The file needs to be an 8 bit linear PCM)
- Decide whether to allow voicemail to email.

To record your personal Voicemail recording we recommend BroadSoft Recorder from the App Store as this records in the right format.



BroadSoft
Recorder
YY Digital Pty Ltd

Listening to Voicemail

An envelope icon  adjacent to a Line key indicates that you have voicemail. Select Messages from Home view or press  and select Message Centre. Press Connect and follow the prompts.

NB. First time a phone logs in to voicemail the user will be prompted for a 6-digit pin code. This should be unique to the user and cannot be a 'simple' pin code (eg. 123456 / 000000 / 121212).

Busy Lamp Fields

To add Busy Lamp Fields (BLF's) follow the Busy lamp field's guide.

These are shortcuts on your handset display.

- If the light is displaying green there is an inbound call to that extension, you can answer this if the user fails to answer by pressing the green flashing buttons.
- If the light is displaying red the user is on the phone or unavailable.
- To dial the contact, press the button next to the corresponding name.

