



Quick Start Guide - Polycom VVX 300 Series

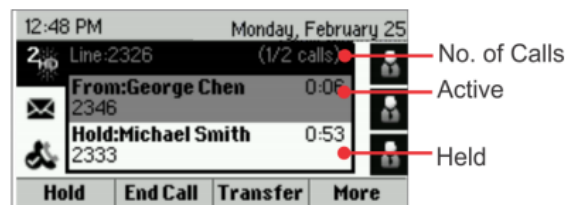
Main Screen

The main screen displays the extension number, the current time and date, and favorites that have been saved to the Speed Dial Keys.




Call View

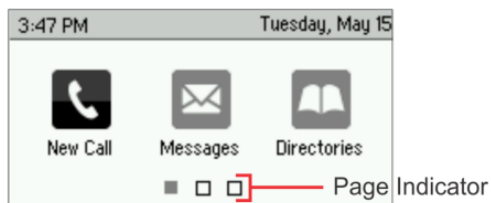
If your phone has one or more active calls, they will be displayed on the screen.



To move between active calls, use the directional arrows to select the desired call, and press the **Resume** soft key.

Menu

The Menu system provides access to various configurable functions and preferences. To access the Home view press the **Home/Menu**  Key.





Incoming Call Display





Placing Calls



To place a call, either:

1. Pick up the handset receiver, enter the phone number or extension, and press the **Send** soft key
2. Press the **Speakerphone**  button, enter the number or extension, and press the **Send** soft key
3. Press the **Headset**  button, enter the phone number or extension, and press the **Send** soft key
4. Enter the phone number or extension, press the **Dial** soft key, and pick up the handset receiver.
5. Press the **New Call** soft key, enter the phone number or extension, and press the **Send** soft key.

Answering Calls


To answer a call, either pick up the handset receiver, press the **Speakerphone**  button, press the **Headset**  button, or press the **Answer** soft key.

Ending Calls

To end a call, either hang up the handset receiver, press the **Speakerphone**  button, press the **Headset**  button, or press the **End Call** soft key.

To end a call that was placed on hold, use the directional arrows to navigate to the call that is on hold, press the **Resume** soft key, and press the **End Call** soft key.



Contact Directory

To view your Directory, press the **Home/Menu**  button, scroll to and then select **Directories**, and select **Contact Directory**.


To add a contact, while in the **Contact Directory**, press the **Add** soft key. Enter the contact information. To make a contact a favorite, enter a value in the **Favorite Index** field. To add a contact to a buddy list, enable the **Watch Buddy** field. When complete, press the **Save** soft key.


To delete a contact, while in the **Contact Directory**, scroll to the contact that you would like to delete. Press the **Info** soft key followed by the **Delete** soft key. Press the **Yes** soft key to confirm the deletion

Muting the Microphone

During a call, press the **Mute**  button so that the other party cannot hear you. To disable Mute, press the **Mute**  button again.

Adjusting Volume

To change the call volume, press the **Volume**  button while on a call.

To change the ringer volume, press the **Volume**  button while the phone is either in an idle state or ringing.



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Blind Transfer

During an active call, press the **More** soft key followed by the **BldXfr** soft key, enter the extension of the person you want to transfer the call to, and press the **Enter** soft key. When the display returns to the Main screen, hang up.

Attended Transfer

During an active call, press the **More** soft key followed by the **AttXfr** soft key, enter the extension that you want to transfer the call to, and press the **Enter** soft key. If call is accepted, press the **End Call** soft key, or hang up. If the call is not accepted, the intended recipient of the call can hang up. This action will reconnect you with the original caller.

Place a Call on Hold

Press the **Hold** button or the **Hold** soft key. To resume the call, press the **Hold** button again, or press the **Resume** soft key.

Call Park

During an active call, press the **Park** soft key and listen for the call park position. To unpark the call, enter the call park position number followed by the **Dial** soft key.

Do Not Disturb

Press the **More** soft key twice, followed by the **DND** soft key.

Page all Phones Only

Dial **77007**, press **Send** or **Dial**.

Page Overhead Only

Dial **77009**, press **Send** or **Dial**.

Page all Phones and Overhead

Pick up the handset, press the **More** soft key, and press the **Page** soft key.

Page an Extension

Dial **6xxxx** (xxxx=4-digit extension) or **60xxx** (xxx=3-digit extension), press **Send** or **Dial**

Zone Paging

Dial **7800x** (x being the page zone).

Call Queue Agent Login/Logout

Dial **88008**, press **Send** or **Dial**.

Remote Call Queue Agent Login/Logout

Dial **89xxx** (xxx=3-digit extension) or **89xxxx** (xxxx=4-digit extension)

Send Call Directly to Voicemail

Press the **More** soft key followed by the **VMXfr** soft key, enter the extension number, and press the **Enter** soft key.

Manage Voicemail from Another Handset

Dial **21xxx** (xxx=3-digit extension) or **21xxxx** (xxxx=4-digit extension), press **Send** or **Dial**.

Leave Voicemail Directly at Another Handset

Dial **31xxx** (xxx=3-digit extension) or **31xxxx** (xxxx=4-digit extension), press **Send** or **Dial**.

Retrieve Voicemail

Press the **Messages** button, enter password, and follow the prompts.

Record Unavailable Message

Press the **Messages** button, enter password, select option **0**, then option **1**, and follow the prompts.

Record Name

Press the **Messages** button, enter password, select option **0**, then option **3**, and follow the prompts.

Three-way Conference Call

During an active call, press the **More** soft key twice followed by the **Confnc** soft key. Place a call to the third party, and when connected, press the **More** soft key twice followed by the **Confnc** soft key. All three parties will be engaged in the conference.

Hot Desking/Hoteling

Dial **87xxx** (xxx=extension), press **Send** or **Dial**.

Conference Bridge

Press the **More** soft key followed by the **ConfBr** soft key, or enter **88001** and press the **Send** or **Dial** soft key. Enter Conference PIN Number.

Answer Ringing Extension from Different Handset

Enter **4xxx** (xxx=3-digit ringing extension) or **4xxxx** (xxxx=4-digit ringing extension), press **Send** or **Dial**.

Add Watch Buddy Using Buddy/Speed Dial Keys

Press and hold the Buddy Key next to the display and enter contact's information. Scroll to and select the **Watch Buddy** field. Check the **Enabled** box, and press the **Save** soft key. On a Polycom VVX 300 series phone, up to 5 buddies can be displayed on the screen.

Viewing Call Lists

Favorites : Up navigation arrow

Placed Calls: Right navigation arrow

Missed Calls: Down navigation arrow

Received Calls: Left navigation arrow



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Dial Codes

Enter the code (and extension where applicable) followed by the **Dial** or **Send** soft key. Except where noted, the **xxx** in all codes below represents a 3-digit extension number.

611 – NEWT Support

911 - Emergency

38000 – Manage alternate dial sequence (Alt DS)

77007 – Page all phones only

77008 – Page all phones and overhead

77009 – Page overhead only

60xxx – Page an extension

xxx – Dial an extension

5xxx – Intercom to an extension

4xxx – Answer a ringing extension from a different phone

88008 – Call queue agent login/logout

21xxx – Manage voicemail from another phone

31xxx – Leave voicemail at another extension

88001 – Access to conference bridge

7800x – Zone paging, if enabled (**x**=page zone)

89xxx – Remote call queue agent login/logout

86000 – Cell phone to Polycom handset transfer. The extension must have the “Find me Follow me” feature enabled.

Star Codes

The following star codes are used during an active call. Enter the applicable code (and extension where applicable) followed by the **Dial** or **Send** soft key. Except where noted, the **xxx** in all codes below represents a 3-digit extension number.

***6xxx** – Attended transfer

***7xxx** – Blind transfer

***731xxx** – Voicemail transfer

***5** – Park a call. To unpark the call, press the number of the position where the call is parked followed by the **Dial** soft key.

***67 xxx-xxx-xxxx** – Call blocking (**xxx-xxx-xxxx**=phone number being blocked)

NEWT Support Resources

To reach NEWT Technical Support:

- Dial **611** from a NEWT PBX phone
- Call Toll Free **877-777-7118**
- Email newtsupport@fibernetics.ca

For access to NEWT PBX documentation and FAQs, remember to sign up for Customer Portal access at fbs.fibernetics.ca.



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