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USER MANUAL GUIDE SERIES

YOUR GUIDE FOR:

Polycom VVX 300 / 310

CloudBusinessPhone.com



Polycom VVX 300/310 Desk Phone Owner's Manual V.4

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1 Introduction

Congratulations on purchasing our Hosted PBX phone system and service. You will now be able to share your phone connection between fixed & wireless handsets and across multiple locations using the latest in 'Voice over IP' services.

This User Guide will show you how to setup and use your new PBX phone system and service.

Using this Document

Notational conventions

Acronyms are defined the first time they appear in the text. The term LAN refers to a group of Ethernet-connected computers at one site.

Typographical conventions

Italic text is used for items you select from menus and drop-down lists and the names of displayed web pages.
Bold text is used for text strings that you type when prompted by the program and to emphasize important points.

Special messages

This document uses the following icons to draw your attention to specific instructions or explanations.



Note *Provides clarifying or non-essential information on the current topic.*



Definition *Explains terms or acronyms that may be unfamiliar to many readers.*



WARNING *Provides messages of high importance, including messages relating to personal safety or system integrity.*

Basic Requirements

The Hosted PBX phone system is designed to use your existing broadband data connection as well as the existing data wiring in your office. Where you don't have data wiring, you may use the optional Wireless Transmitter and Wireless Adapters to connect Desk Phones wirelessly.

In order to use all the features of the Hosted PBX phone system and service, you must have the following:

- Broadband Internet access
- At least one free port on your router or modem/router
- Your router must be set to DHCP

 **Note**	*Installation Instructions are located on page 53 of this guide.*

2 Using Your Hosted PBX phone system

System Description

The Hosted phone system supports up to 100 phones

- You can have as few as one phone at an address
- Cordless phones can be used in conjunction with Desk Phones or can be installed stand alone
- Through your Admin Portal, you can view information and make changes to phone system

Getting Started

This section of your Owner's Manual is your guide to using the PBX phone system and its features. It also explains how to program system settings for your Desk Phones.

Polycom VVX300/310 Desk Phones

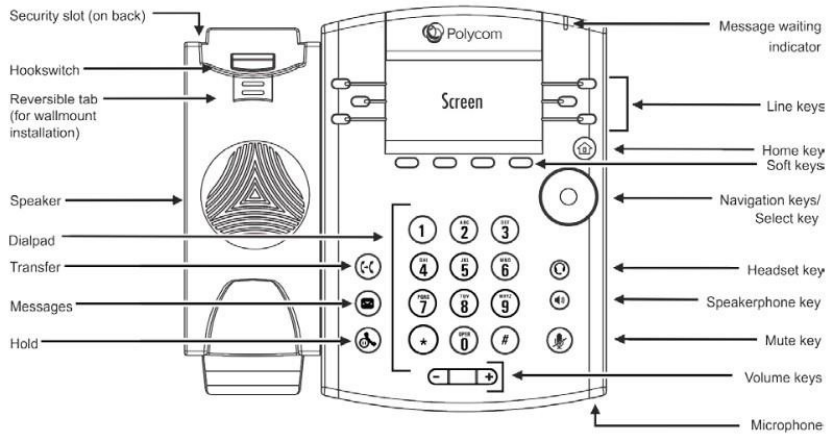
Introduction to your Polycom Desk Phone

The Polycom VVX300/310 Desk Phone provides a powerful, yet flexible IP communications solution, delivering excellent voice quality. The high-resolution graphic display supplies content for call information, directory access, and system status. The phones support advanced functionality including multiple call appearances, HTTPS security, and a suite of business phone features.

Some system settings are programmed through your Admin Portal website while others are programmed through the phone.

Before You Use Your Phone

The image below and table describe the various feature buttons of your phone.



	Button	Description
1	**Voicemail Indicator**	**Flashing red light indicates there is a voicemail on the phone.**
2		**The home key returns you to the Home Screen of the phone. Pressing it twice returns you to the idle screen.**
3	**Full Color Touch Screen**	**Color Touch Screen. Touch sensitive, full color screen that allows you to Select to highlight and select, or scroll using up down left and right**
4		**t** **Headset Key- Light is green with the use of an analog headset and Blue when using a USB headset.**

5		**Speakerphone Key – Glows green when in use.**
6		**Mute Key- Glows red when in use.**
7		**Volume up and down key**
8	**Microphone**	**Transmits sound without using the handset, this is an audio input device.**
9	**Speaker**	**Transmits sound without using the handset, this is for audio output.**
10	**Dial Pad**	**Allows entery of numbers, letters and other characters, also allows for selection of numbered menu items.**
11	**Security Slot**	**Allows for physically locking the phone down with the use of a laptop cable lock.**

Interacting with your Polycom VVX300/310 Desk Phones

This section contains information on the terms used when interacting with your new Polycom VVX300/310 Desk Phone.

Press: Depress and release a button on the phone.

Highlight: Use the directional pad to choose which item in a given screen you wish to modify. An item that is “highlighted” will stand out from the rest with its color, intensity, or tone.

Select: Press the button in the center of the directional pad to perform an action on the current highlighted item.

Menu Navigation: Selecting menus and submenus to access settings and information.

Scrolling: Using the directional pad to navigate a list.

Dial Pad: The alpha/numeric buttons on the face of the telephone. (See *Before you use your phone* for details.)

Buttons: Physical buttons located on the phone.

Soft-keys: The four buttons located immediately underneath the screen. Their current function is displayed in the corresponding box at the bottom of the screen. Not all soft-keys will have a function in every screen.

In this document, references to those keys will have the format "[Function] key." For example, on the idle screen, the far left soft-key says "New Call" above it. To generate a dial tone from the idle screen, press the New Call key.

Screen Saver

The Screen Saver automatically displays when the phone has been idle for 60 seconds.

The Screen Saver displays:

- Your Extension Number
- The Company/Enterprise name we have on file

Your phone is still fully functional. To disable the lock screen simply start dialing a number, press the home button, or pick up the handset.

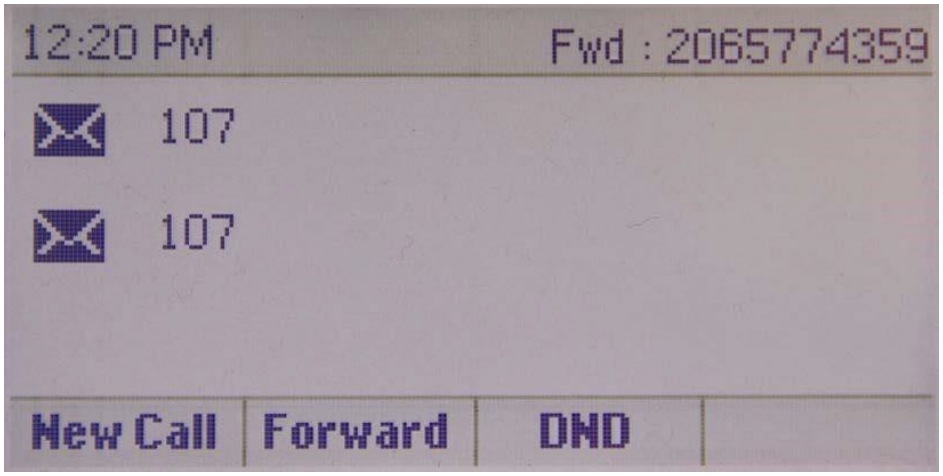
Information Screen

The display screen of your phone provides you with a host of important information elements. This screen is also referred to as the **idle screen**.

The top line of the screen displays:

- Popup text
- Do Not Disturb symbol
- Missed call text or second incoming caller display
- Prompt text (for example, "Enter number")
- Time and date text
- Voicemail and missed call indicators
- New Call Option
- Forward Option
- DND/Do Not Disturb Option

The main content area of the screen displays the phone number as- signed to the phone as well as your company name. As a call comes in, this area displays caller information.



Note	*You can press the Idle and again at any time to return to Screen.*

Main Menu Screen:

This screen is the first point for more menu selections. You can reach this menu



at any time by pressing the Home Button

Note	*The Applications Option is not available at this time. It remains on your screen to allow room for future upgrades and expansions.*

Adjusting the Volume

Press  to adjust receiver volume during a call. Pressing these keys in the idle state adjusts the ringer volume.

 **Note**	*To conform to regulatory requirements, handset and headset volume will return to a preset level after each call.*

3 Desk Phone– Basic Call Features

Placing Calls

You can place a call in many ways using your Desk Phone:

- using the handset
- using the speakerphone
- using the headset

You can also dial the number first—called “hot dialing”— and then choose the method you will use to speak to the other party.

You can search the call lists or the local contact directory and dial from the search results page.

During a call, you can alternate between Speakerphone Hands-Free, Headset, or Handset modes by pressing the or keys, or picking up the handset.

The call duration of active calls is visible within the active call window on the graphic display.

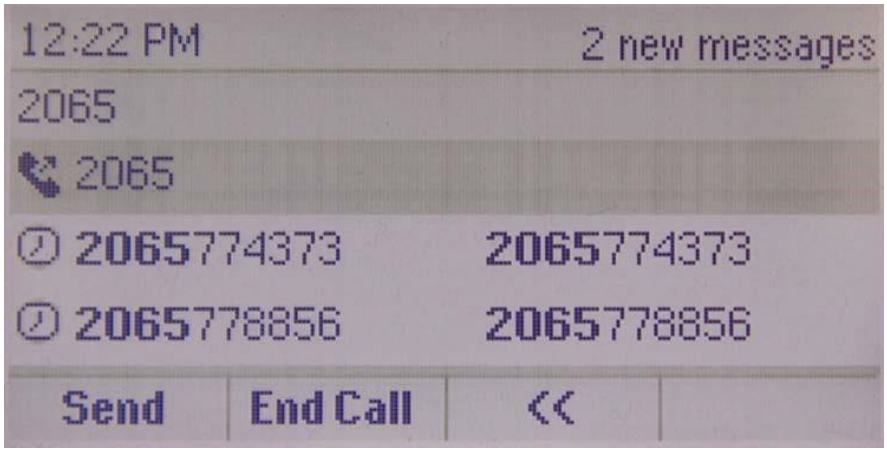
To place a call using the handset:

Do the following steps in any order:

Pick up the handset.

Dial the number using the dial pad.

Press the ”<<” key to backspace



Note	*The phone starts suggesting a number you can select from the recent call list as you dial.*

To place a call using Hands-Free Speakerphone mode:

Do one of the following:

With the handset on-hook

1. From the idle screen, press the New Call key or press to obtain dial tone.
2. Dial the number using the dial pad and press the Send key or wait for the call to automatically connect.

With the handset on-hook

1. Dial the number using the dial pad.
1. Press or the Dial key

To place a call using the headset:

Do one of the following:

With the optional headset connected

1. From the idle screen, press the “New Call” key or press to obtain dial tone.

2. Dial the desired number using the dial pad.

With the optional headset connected:

1. Dial the desired number using the dial pad.
2. Press



Note

Additional information on headsets can be found on page 48 of this guide.

Placing a second call

While on a call, you may place that call on hold and make a second call.

1. Press the “Hold” key This will place your caller on hold

2. Press the “New Call” key for a dial tone

3. Dial the 10-digit phone number or 3-digit extension number **4.** Press the “Send” key or wait for a few seconds to automatically connect

-The display will now show information about both calls including the recipient’s number and the length of that call.

-Press Up/Down on the directional pad to highlight a call that you would like to perform an action to

-You can press a line button to switch to the call on that line, placing the current call on hold.

-On the left side of the screen you will see two phone symbols. The active call will have the “play” symbol, the call on hold will have the “pause” symbol.

Soft-Key functions during a second call:
Hold: Places the highlighted call on hold.
Resume: Resumes the highlighted call. If there is an active call, this will place the currently active call on hold.

End: terminates the current active call. Does not affect calls on hold.

Transfer: Transfers the highlighted call to specified phone number or extension. After pressing transfer, dial the desired number or extension and then press Transfer again to connect

the call. See the Call Management Features section for further information.

More: Cycles through additional soft-key actions.

Conference: allows you to add a party to that call. While on a call, press the Conference key, dial your second party, and when the second party has answered, press the More key and then Conference to join the calls.

Join: conferences your current active call with the call on hold

Lines/Calls- toggles displaying current calls and the status of your phone's lines

Note	*You do NOT need to dial 9 to make a phone call.*

Answering Calls

There are a few methods to answer a call, similar to those of placing a call.

- using the handset
- using the speakerphone
- using the headset

To answer a call using the handset:

Pick up the handset.

To answer a call using Hands-Free Speakerphone mode:

Press and speak into the phone. OR

Press the Answer key.



To answer a call using the headset:

Press  or follow the instructions for your optional headset.

 **Note**	*Additional information on headsets can be found on page 48 of this guide.*

Using Automatic Answer:

Automatic Answer allows a call to be answered without touching the phone. The incoming call still shows on the display and does provide the Answer and Reject keys.

Enabling Automatic Answer:

1. Press  > Settings> Basic> Preferences> Auto Answer
2. Select Auto Answer SIP Calls
3. Select Yes 4. Press the Save key.

Disabling Automatic Answer:

1. Press  > Settings> Basic> Preferences> Auto Answer
2. Select Auto Answer SIP Calls
3. Select No **4.** Press the Save key.

Inbound Caller ID

Caller ID Name and Number are presented on the screen of your phone with each inbound call. If you are using a Simultaneous hunt group the name of that hunt group will also be passed through to the display of your phone.

 **Note**	*Changes to your Outbound Caller ID Name need to be made through customer service.*

Ending Calls

To end a call:
Do one of the following:

- Press the End Call key.
- If you are using a headset, press
- If you are using the speakerphone, press.
- If you are using the handset, replace the handset on the receiver.

Forwarding Calls

You can configure your phone so that incoming calls are forwarded to another party based on certain conditions (refer to Static Forwarding). You can also forward calls while your phone rings (refer to Dynamic Forwarding).

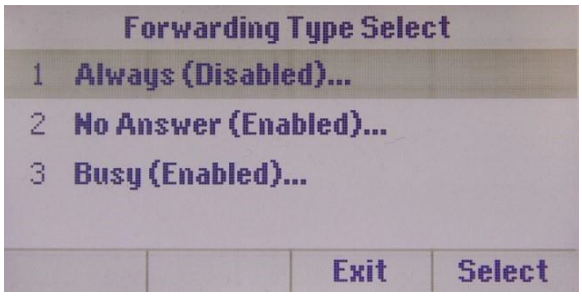
All incoming calls can be forwarded to voicemail while Do Not Disturb is enabled on your phone.

Static Forwarding
Static Forwarding allows you to automatically send all incoming calls to another phone number or extension. You can forward all calls immediately, after a specified number of rings, or if the line is busy.

To forward all incoming calls to another party immediately:

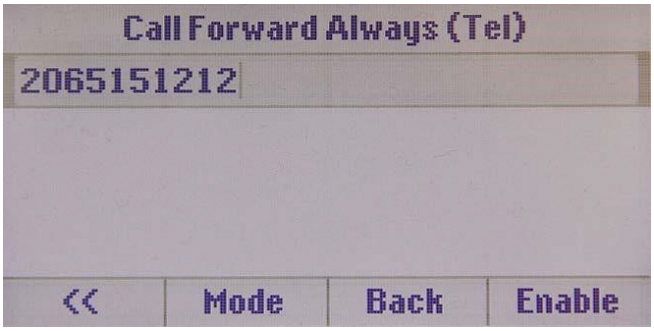
1. From the idle display, press the Forward key.

2. Select the option that you would like to change. The options are:
   o Always—To forward all incoming calls o No Answer—To forward unanswered incoming call o Busy—To forward calls that arrive when you are already in a call

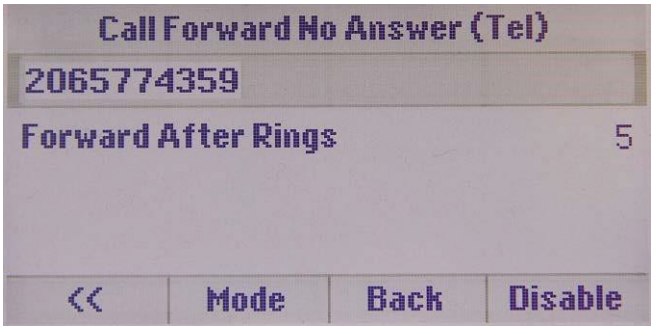


3. Depending on your selection:

a If you selected Always, enter the 10-digit phone number that you would like to forward calls to. If transferring calls to another phone within your system, use the 10-digit direct phone number for that phone. You can view a complete list of extensions and their corresponding phone numbers in the Numbers and Extensions tab of the Admin Portal.



b If you selected No Answer, you will see that your phone number is entered in the Contact field by default. By entering your own phone number in this field, the phone will send callers to your voicemail box if you do not answer. You may enter a number to forward all unanswered incoming calls to and how many rings to wait be- fore forwarding (one ring is approximately 4.5 seconds). A value of 5 is recommended.



c If you selected Busy, you will see that your phone number is entered in the Contact field by default. By entering your own phone number in this field, the phone will send callers to your voicemail box if your phone is busy. You may enter a number to forward all future incoming calls to when all of your incoming lines are busy.



4. Press the Enable key to confirm call forwarding.

Fwd: [destination number] appears alternating with the date/time and voice message indicator to confirm call forwarding is enabled.

To Disable Call Forwarding:

1. From the idle display, press the Forward key on the display. 2. Select the option to change.

3. Press the Disable key.

The idle display returns and the regular icon appears below the date and time.

Dynamic Forwarding

Dynamic Forwarding allows you to forward an INCOMING call to another phone number or extension while your phone is ringing. You may only use Dynamic Forwarding while your phone is ringing. To forward an incoming call to another party:

1. When the phone rings, press the Forward key. 2. Enter a number to forward the incoming call to.

3. Press the Forward key again.

The incoming call is forwarded to the other party. If call forwarding is disabled, all future calls will not be forwarded and forwarding will remain disabled.

Enabling Do Not Disturb



Do Not Disturb prevents the phone from ringing and sends callers directly to your voicemail box.

To enable Do Not Disturb:

Press 

1. Select Settings
2. Select Features
3. Select Do Not Disturb
4. Press the Enable key

To disable Do Not Disturb:

Press 

1. Select Settings
2. Select Features
3. Select Do Not Disturb
4. Press the Disable key

Call Management Features Call Hold

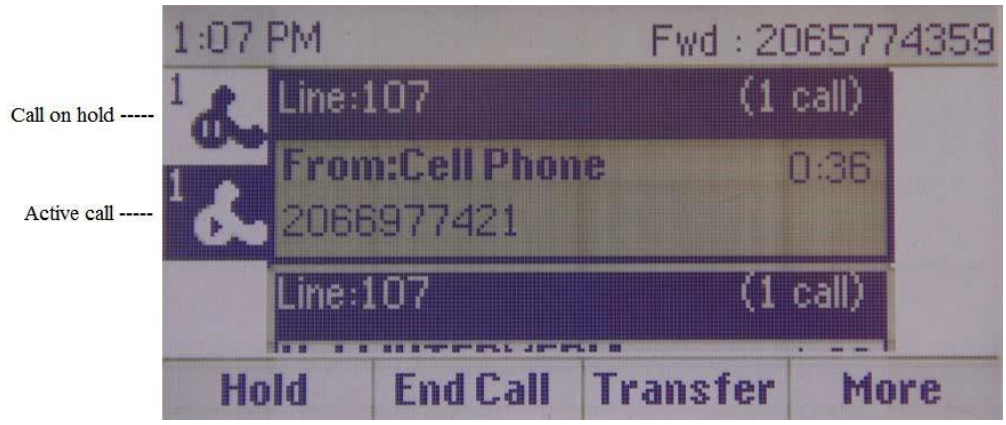
To place a call on hold

During a call, Press the Hold key or the Hold button. The hold icon will display. The caller will hear the standard hold music or your custom hold music/message.

Press the Resume key or the Hold button again to return to the caller.

Multiple Calls on Hold

If calls are on hold, you can view the details of the calls on your phone by using the directional pad to scroll through the active call list.



Note	*The Hold feature typically generates music . Therefore, avoid putting a conference call on hold.*

Conferencing Calls

You can create a conference with other parties using the phone's local conference feature. There are two ways to do this.

- Joining two calls
- Adding calls

Joining Calls

You can create a conference at any time between an active call and a call on hold by pressing the Join key. The function is only available if you have only two calls on your phone.

To join two calls:

1. Have one call on hold while talking to another.
2. Press the More key and then press the Join key. You will then be connected to both callers.

Splitting Joined Calls

After you have joined two calls, you may split those calls back to their individual calls.

To split a Joined call:

Press Split key to split the joined calls.

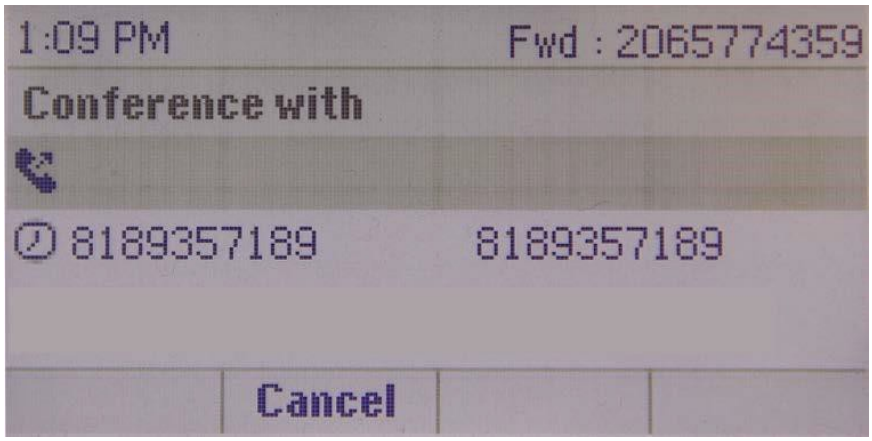
All calls are split into individual calls and put on hold

Setting Up Conference Calls

You may conference up to two calls plus yourself (a 3-way call).

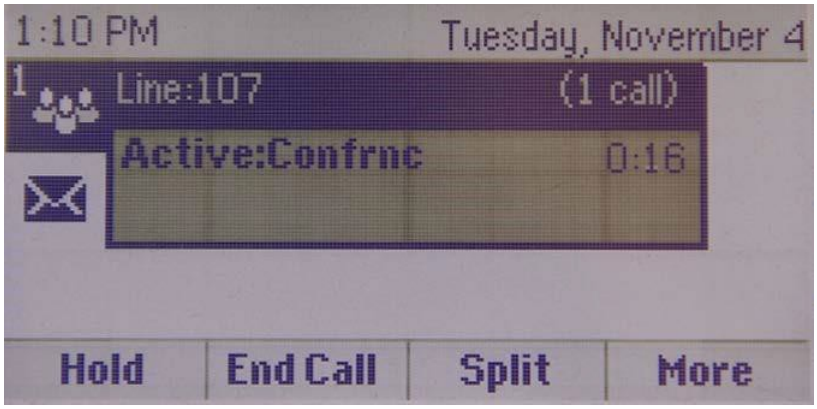
To set up a conference call:

1. Begin an active call with your first party.
2. Press the More key and then the Conference key to create a new call.



Note	*All conference participants hear the dial tone and ring back when the conference host places a call to a new party.*

3. Call the second party. When the second party has answered, press “More” and then “Conference” to join the calls.



Splitting Conference Calls

After you have created a conference call, you may split those calls back to their individual calls.

To split a conference call:

Press the Split key to split the conference.

All calls are split into individual calls and put on hold.

Ending Conference Calls

To end a conference call:

Press the End key or hang up. The other parties will continue to

be connected.

Transferring Calls

Call Transfer allows you to send an active call to another phone number or extension. A call can be transferred in one of two ways:

- Consultative (or Warm) transfer—The party to whom you want to transfer the call answers their phone before you transfer the call or hang up. You can consult with them before completing the transfer.
- Blind transfer—The call is automatically transferred after you dial the number of the party to whom you want to transfer the call.

Performing a Consultative (Warm) Transfer

To transfer a call:

1. During a call, press the Transfer Key. The active call is placed on hold.

2. Enter the number to which you want to transfer the call.

3. As soon as you hear the ring-back sound or after the party answers

(and you speak to the party), press the Transfer key again.

You can talk privately to the party to which you are transferring the call before the transfer is completed.

If you are using a handset, the transfer can be completed by putting the handset on the cradle.

You can cancel the transfer before the call connects by pressing the Cancel soft key.

Performing a Blind Transfer

Blind transfer allows you to transfer a call to another number or extension without talking to that person first

To perform a blind transfer:

1. During a call, press the Transfer key.
2. Press the Blind key.
3. Enter the number to which you want to transfer the call and press the Send key.

At this point, the call is connected to the number to which you are transferring them.

Call Transfer to Voicemail

You may transfer any caller to a specific voicemail box belonging to any other user on the system.

1. Receive or place a call on your Desk Phone

2. Press the Transfer key

3. Press the Blind key

4. Dial *99 followed by the extension number of the desired person and press The send key. DO NOT HANG UP

5. Once the call has transferred to the desired voicemail box, your line will hang up. Do not hang up the phone until the line has disconnected.

Using Network-based Call Transfer

This call transfer method is used when you want to transfer a call without tying up two lines on your phone system. It uses our network to transfer the call instead of the phone system.

1. Receive a call on your Desk Phone

2. Touch #5 to start the transfer (this will place your caller on hold)

3. At the dial tone, enter the extension or phone number you want to transfer the caller to.

4. When the transfer party picks up the phone, touch #5 again.

5. All three of you will be connected.

6. Hang up and the two parties are connected (without tying up any of your lines)

If the transfer party does not pick up the phone, touch #6 to return to the original caller.

Note

Call Park

To Park a call

Parking a call is very similar to putting a call on hold. The key difference is, when you put a call on hold you can only retrieve the held call from the phone that put the call on hold. With Call Park, you can put a call on hold and pick it up from ANY phone within the same Call Park Group. Through the Admin Portal, Call Park Groups can be creates so specific groups of phones can park calls for each other. If you do not create specific Call Park Groups, all phones are automatically assigned to the Standard Call Park Group.

To create a Call Park Group which allows specific phone to park calls for each other, login to the Admin Portal and click the Groups Tab then select Call Park Groups.

To Park a Call:

1. While on a call, press the More key.

2. Press the Park key. This will automatically dial the assigned park group.

3. The phone will respond with a voice prompt such as “Call Parked on 9001”. The caller will hear hold music.

4. To pickup the parked call, anyone on any phone may dial the park number (9001 in this example) to be connected with the caller.

Note	*When a call is parked on a phone, one of the lines on that phone is used until the call is picked up by another phone.*

Paging (Intercom)

To page to all phones

Paging allows you to speak to all phones at the same time through their speaker phone. If you pick up the handset during a page, you will hear the message in the handset. Paging is used to make announcements such as

"Jim, you have a visitor in the lobby" or to let people know about a parked call such as "Susan, you have a call waiting on Park 9001". Paging will only notify phones not in use or not set to DND.

To group specific phones so only they receive specific Paging calls, login to the Admin Portal and click the Groups Tab then select Paging Groups.

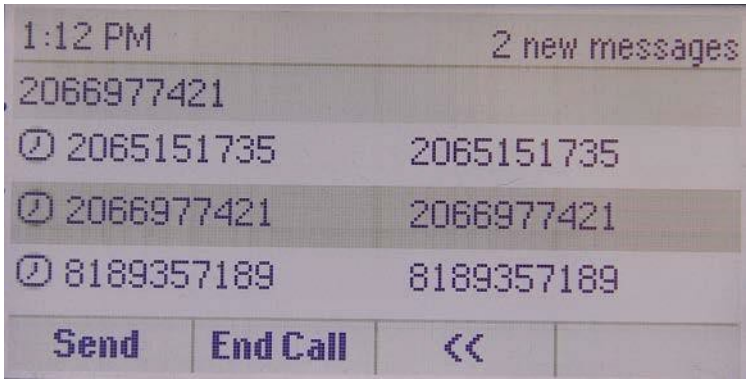
Initiating a Page

1. Either pickup the handset or uses the speaker phone
2. Dial the Paging Group (9100 is the Standard Paging Group for all phones).
3. Wait for the tone
4. Make your announcement which will be heard on all phones (except phones set to DND or phones in use).
5. Hang up the phone when finished

Redial

The Redial function places a call to the last number dialed. To use the Redial function,

1. Press the New Call key or the button or the button
2. Use the directional pad to scroll through the list of recently dialed numbers.
3. Highlight the number you wish to dial and press the Select button or the Dial key.



Note	*If a number on an incoming call matches a number in the system speed dial list, the name in the list will be displayed.*

Mute

The mute feature allows you to hear the other party, but they cannot hear you.

During a call, press  . The button turns red and a microphone on the screen indicates that the other party (or parties) cannot hear you. Microphone Mute applies to all modes: Handset, Headset, and Hands-free Speakerphone. You can still hear all other parties while mute is enabled.

To turn off Microphone Mute, press  again.

Directed Call Pickup

Directed Call Pickup allows you to answer a phone call which is ringing at another phone in your organization. There are three types of Directed Call Pickup:

- Directed Pickup – allows you to answer a call ringing at a specific extension
- Any Call Pickup – allows you to answer any call ringing anywhere in your organization
- Group Pickup – allows you to answer a call ringing a specific group of extensions

Directed Pickup

Directed Pickup allows you to answer a call that is ringing at a specific extension. To use Directed Pickup, when a specific extension begins to ring:

1. Pick up your HPBX phone
2. Dial *95 + the 3-digit extension of the phone you wish to answer. (i.e. *95 + 100) Press the Dial soft key to speed up the process
3. Your phone will immediately answer the call

Any Call Pickup

Any Call Pickup allows you to answer a call that is ringing anywhere within your organization, even at other physical addresses. To use Any Call Pickup:

1. Pick up your HPBX phone
2. Dial *96. Press the Dial soft key to speed up the process
3. Your phone will answer the phone call that has been ringing the longest within your organization

Group Pickup

Group Pickup allows you to answer a call ringing a phone within a specific group of phones. Your company's Call Park Groups are used to define which pickup group a specific phone belongs to. Use the Admin Portal to modify Call Park Groups. To answer a call within a specific pickup group:

1. Pick up your HPBX phone
2. Dial *97. Press the Dial soft key to speed up the process
3. The phone will answer the call in its pickup group that has been ringing the longest

Call Recording

The Call Recording feature allows you to record calls whenever you wish via the *80 command. Call Recording comes in two flavors; Automatic and On Demand. Only On Demand recording may be initiated from the desk phone.

On Demand Call Recording

On Demand call recording allows you to turn the recording of a conversation on and off at any time during a phone call. To use On Demand call recording:

1. Once making or answering a phone call, once the call has been answered by both parties, press *80. All parties in the call will hear a prompt that call recording has started.

2. If enabled, all parties of the call will also hear a beep tone every 15 seconds to indicate recording is still in progress.

3. To manually end the call, press *80 again. All parties in the call will hear a prompt that recording has stopped.

4. The call recording will also end if any of the following situations occur:

    a. The call is ended (all parties hang up)

    b. The maximum call recording limit is reached

    c. Your phone's maximum call recording storage limit is reached

Once created, the recorded phone conversation will be stored within your desk phone's voicemail web interface. To access your recordings:

1. Navigate to http://cp.serverdata.net/voice/

2. Log in with your phone number and voicemail PIN

3. Click on the Call Recordings tab to listen to and manage your recorded calls

4 Managing Incoming Calls

You can distinguish incoming calls by setting distinctive rings for contacts in your contact directory, sending particular calls directly to your voice mail, or transferring particular calls to another party.

Rejecting Calls

You can customize your phone so that incoming calls from a particular party are immediately sent to your voice mail.

1. Press .
2. Select Directories.
3. Select Contact Directory
4. Select to select the contact you wish to modify.
5. Press the Edit key.
6. Scroll to and Select auto reject and then select Enabled.
7. Press the Save key.
8. Press and again to return to the idle screen.

Diverting Calls

You can customize your phone so that incoming calls from a particular contact are transferred directly to a third party.

To divert incoming calls from a particular contact:

1. Press .
2. Select Directories.
3. Select Contact Directory
4. Select to select the contact you wish to modify.
5. Scroll to Select Divert and enter the telephone number, or extension number, to divert the contact to.
6. Scroll to and select Auto Divert and select Enable.
7. Press the Save key.
8. Press and again to return to the idle screen.

Note	*For more information on adding contacts see page 41 of this guide.*

5 Using Voicemail

Each phone receives a Voicemail box which can record up to 90 minutes of messaging with a maximum of 5 minutes per message. Each user can record a personal greeting for their voicemail box. Voicemail is automatically saved for 90 days.

Messages can be retrieved from the Desk Phone, any other phone or through a personal website at https://cp.serverdata.net/asp/User/Login.asp Your phone indicates the presence of new voicemail messages by a flashing Message Waiting Indicator LED on the front of the phone and a visual notification on the screen as well as a listing the number of voicemails in the top right corner of the idle screen.

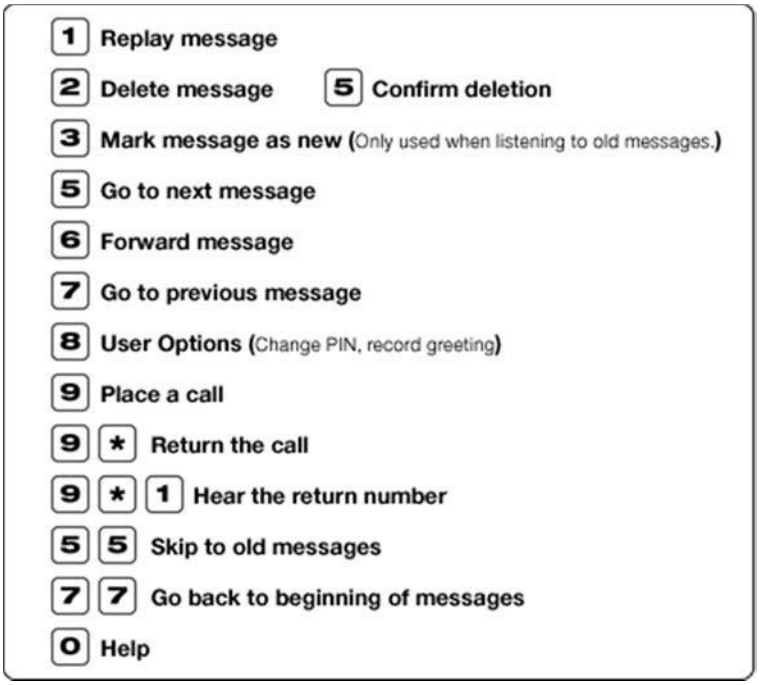
Additionally, your voicemail box can send an email to alert you of the new message.

Setting up the voicemail box for the first time

1. Press  on the left side of the base of the phone.
2. Enter your temporary PIN when prompted (0000).
3. Follow voice prompts to record your name and unavailable greeting and change your PIN.

Retrieving messages from your Desk Phone

1. Select 
2. Enter your PIN when prompted.
3. The system will say, “You have x new and y old voice- mail messages”
4. The following options are available through the keypad



Retrieving messages when you are away from the office

1. Dial your Desk Phone and allow it to ring
2. When your voicemail greeting begins to play, enter your PIN over your greeting.

Returning a Call

1. While listening to a message or after listening to a message, press 9* to call that person back
2. You may return to your voicemail box WITHOUT calling back in by pressing ## after talking to the person you called back

Change your Voicemail PIN

1. Select
2. Enter your PIN when prompted
3. Press 8 for User Options
4. Press 7 to change your PIN
5. Enter the new 6 to 10-digit PIN when prompted.

Record a Personal Greeting via the Phone

1. Select , or dial the phone's phone number.
2. Enter your PIN when prompted or enter your PIN over the greeting.
3. Select 8 for User Options
4. Select 1 to record your Unavailable Greeting. Follow the instructions.

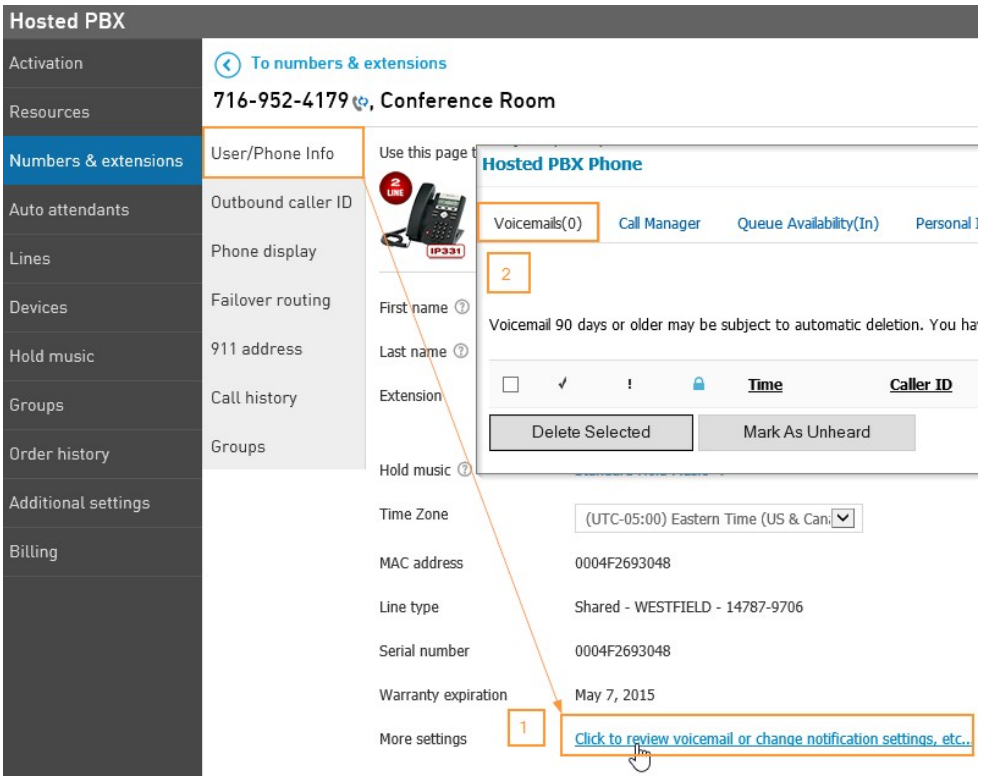
Forward Voicemail Messages via the Phone

A user can forward a voicemail from his or her voicemail box to another voicemail box or group of voicemail boxes.

1. Once logged in to your voicemail box, press 1 to listen to your message(s)
2. Press 6 at any time while listening to the message to or immediately after the message plays.
3. Press 1 to forward the message
4. Enter the phone number, extension number or group number to receive the message
5. Record an introduction to the message.
6. Touch * to send the message

Retrieving messages via the Web

1. Once logged in, click the Play button associated with the voice- mail message you wish to listen to
2. The voicemail message will play through your speakers



Forward Voicemail Messages via the Web

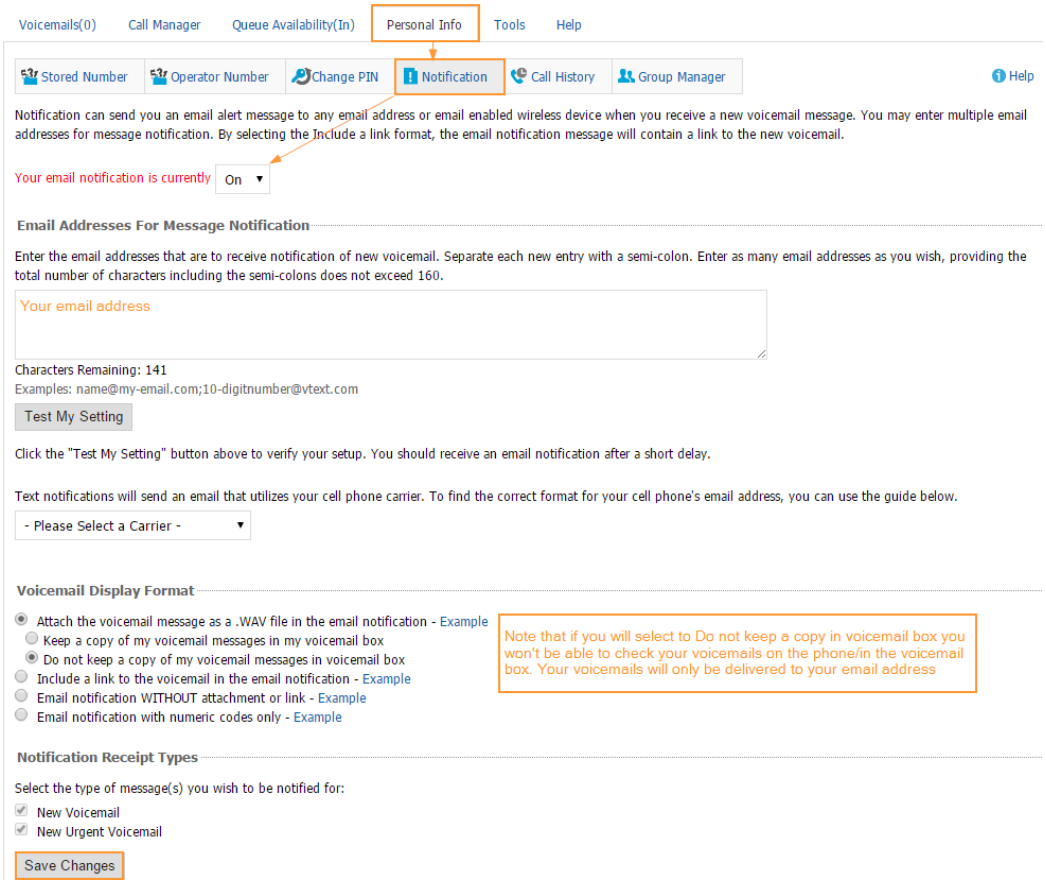
A user can forward a voicemail message from his or her voicemail box to another voicemail once logged into the personal website. Voicemail messages may be forwarded via email to anyone or forwarded directly into another person's voicemail box (providing they are in your company and have a phone from our company)

1. Once logged in click the Forward button associated with the voicemail message you wish to forward
2. Enter one or more email address or one or more of the phone numbers that you have with our company
3. Click the Continue button If you have entered email address, fill in your email address, the subject line and any message you wish to include
4. Select the delivery method: Send a link to the voicemail message or sent the voicemail message as an attachment
5. Click the Send button when finished

Voicemail Notification via Email

You may setup your voicemail box to send you an email alert whenever someone leaves you a voicemail message.

1. Go to https://cp.serverdata.net/asp/User/Login.asp
2. Enter your Desk Phone Number and PIN
3. Click Login
4. Select the Personal Info Tab at the top of the web page
5. Select the Notification button
6. Enter your email address in the space provided (you may enter multiple email addresses separated by semi-colons)
7. Select the Display Format (what the email message looks like)
8. Click Ok to save your changes

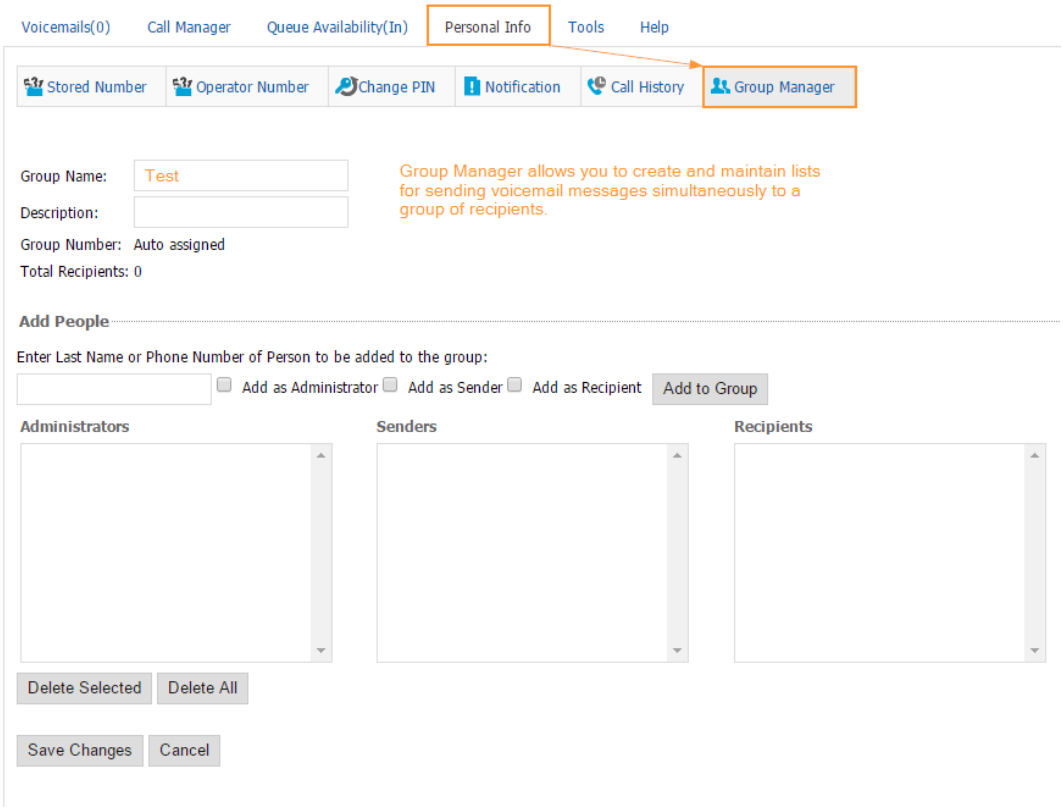


To Create a Voicemail Group

A Voicemail Group allows you to quickly forward a voicemail message to multiple other people without entering each person individually. Voicemail groups are created through your personal website.

1. Once logged in, select the Personal Info Tab
2. Select the Group Manager button
3. Click the Create Group button
4. Assign a Group Number- used when forwarding to a group through the phone
5. Assign a Group Name
6. Add an optional description
7. Add members to the group one at a time by entering their name or phone number
8. For each member you add, determine if that person should be:
   Administrator- Able to make changes to the group Sender- Able to send to this group
   Recipient- Able to receive messages sent to this group
9. Click the Add button
10. Repeat step 7 through 9 as necessary to add all of the members

11. Click the Save button



Change the Number of Rings Before Voicemail Picks Up

Your Voicemail box is programmed to take messages when you can't answer your phone. If you want the phone to ring more or less times, you may change this setting:

1. From the Idle screen, press the Forward key.
2. Select No Answer
3. Highlight Forward After Rings
4. Change the number of rings
5. If the setting is currently disabled, press the Enable key to save your new setting or else go to step 6.
6. If the setting is currently enabled, press the Disable key to save the setting and then repeat steps 1-3 and press the Enable key to activate the setting.

6 Call Lists and Directories

Managing Call Lists

Your phone maintains local lists of missed, received, and placed calls. Each list contains 100 entries.

To view call lists:

1. Press the button
2. Select Directories
3. Select Recent Calls
4. Filter the list by pressing the Type key and selecting a filter.

From the Idle screen, the directional pad has the following as default shortcuts:

Up: Favorites list

Down: Missed Calls list

Left: Received Calls list

Right: Placed Calls list

While viewing a list, you will have the following soft-key actions:

Dial: calls the highlighted entry

Info: Displays detailed information about that call including phone number, date/time, length, and the type of call.

Type: Allows you to select a different list filter.

More: Gives further options

Clear: Deletes all entries in that list

Sort: Allows you to sort the list by name or time.

Press and again to return to the idle screen.

Managing Contacts

You can store 9999 contacts in your phone's directory.

You can add, edit, delete, dial, or search for a contact in this directory. You can dial or search for a contact in this directory. You may be able to add, edit, and delete contacts.



You can add contacts to your contact directory:

- Manually
- From a call list

Adding Contacts Manually

To add a contact to the local contact directory manually:

1. Press .
2. Select Directories
3. Select **Contact Directory**.
4. Press the Add key.
5. Enter the first name of the contact.

   Use the **Encoding** key to select between numeric and up- per/lower case alphanumeric modes.

   Use **Encoding** to access special characters in other languages.
6. Enter the last name of the contact from the keypad.
7. Enter a contact number.

   This is a required field and it must be unique (not already in the directory).
8. (Optional.) Change the Speed Dial Index (listed as Favorites in the Contact Directory).

   Valid speed dial index values are from 1 to 9999.

9. (Optional.) Change the Ring Type and Divert Contact. These fields may be left blank.

10. (Optional.) Change the Auto Reject, Auto Divert, Select Enabled/Disabled as needed.
11. Select **Save** or **Cancel** to accept or cancel changes.

12. Press and again to return to the idle screen.

Adding Contacts From Call Lists

To add a contact to the local contact directory from a call list:

1. Press
2. Select Directories
3. Select Recent Calls
4. Highlight a call record
5. Press the Info key
6. From the details screen press the Save key
7. Edit any contact information necessary and then press the Save key.



4. Press and again to return to the idle screen.

Note	*You may want to go to the local contact directory to check if the contact was saved correctly, and to add any missing fields*

Editing Contacts

To edit a contact in the local contact directory:

1. Press 
2. Select Directories
3. Select Contact Directory
4. Select the contact you wish to edit
5. Press the Edit key. 6. Edit the contact information.
7. Select Save to accept changes.
8. Press  and  again to return to the idle screen.

Deleting Contacts

To delete a contact from the local contact directory:

1. Press 
2. Select Directories
3. Select the Contact you wish to delete.
4. Press the More key
5. Press the Delete key
6. Press the Yes key to accept changes.
7. Press  and  again to return to the idle screen.

Placing Calls to Contacts

1. Press 
2. Select Directories
3. Select the Contact Directory 4. Highlight the contact you wish to dial and press the Dial key.

Searching for Contacts

To search for a contact in the local contact directory:

1. Press
2. Select Directories
3. Press the Search key
4. Choose your desired search field and enter the information.
5. Press the Search key again.

Note	*Information on Diverting and Rejecting calls using your phone book are located on page 30 of this guide.*

7 Customizing your Phone

You can customize your Polycom VVX 300/310 Desk Phone by adjusting the setting for time and date, and ring type, for example. You can add contacts to the phone's directory manually or from call lists. You can handle incoming calls from different contacts in different ways.

This chapter provides basic operating instructions for Configuring Basic Settings

Configuring Basic Settings

You can configure the following basic settings through use of :

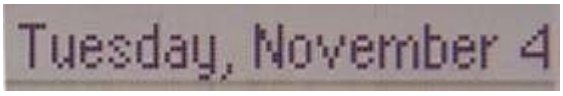
- Appearance of the time and date
- Backlight intensity
- Headset Memory Mode
- Headset hookswitch selection
- Ring type
- Language support (localization)

You can mute the microphone and adjust the volume using separate keys.

Changing the Appearance of Time and Date

The time and date appears on the graphic display of the Desk Phone.

You can select from various formats for the time and date display. Select and set options that are right for you. You can also disable the time and date display, so the time and date do not display on the phone screen.



To configure the time and date formats:

1. Press .
2. **Select** Settings > Basic > Preferences > Time & Date**.**
3. Select from **Clock Date, Clock Time, Clock Order,** or **Enable/Disable**.

1. Select the choice that you want under each option.
2. If prompted Select save on the screen.

The following figure shows the Clock Time menu.



3. Press and to return to the idle display.

Changing the Backlight Intensity

Backlight intensity on the Desk Phone has three components:

- Backlight On
- Backlight Idle
- Maximum Intensity
- Backlight Timeout

You can modify the Backlight On intensity and the Backlight Idle intensity separately. You can select high, medium, low, and off levels for both.

When you modify the Maximum Intensity, you are modifying the entire backlight intensity scale. For example, if you decrease the Maximum Intensity, the low, medium, and high values for both Backlight On intensity and the Backlight Idle intensity decrease.

The Backlight On intensity applies for the following events:

- Any key press
- Hookswitch release

- Incoming call
- Ending a call, holding a call, resuming a call by the other party
- A voice or instant message received

If you do not press any keys on the phone after 20 seconds of the backlight turning on, the backlight dims (or changes) to medium in the following cases:

- A call is in progress
- A call is on hold
- There is an incoming call (ringing)
- There is an outgoing call (ringing back)
- Any menu shows on the display

In all other cases, the Backlight Idle intensity applies.

To modify the backlight intensity:

1. Press
2. Select Settings > Basic > Backlight Intensity.
3. Select Backlight on Intensity.
4. Select high, medium, or low and then Select save. The default level is medium.
5. Select Backlight Idle Intensity.
6. Select high, medium, or low, and then press the Select soft key. The default level is low.
7. Select Maximum Intensity.
8. Press the Down or Up keys to set the intensity level.
9. Press and to return to the idle display.

Enabling the Headset Memory Mode

This feature is especially useful for permanent or full-time headset users.

To permanently enable the Headset Memory Mode:

1. Press .
2. **Select** Settings > Basic > Preferences > Headset... > Headset Memory...
3. Select Enabled to change the setting. 4. Press to return to the idle display.

Repeat steps 1 to 4 to select Disabled and turn Headset Memory Mode off.

To activate Headset Memory Mode:

Press twice.

The flashing headset icon on the graphic display or a flashing headset key indicates that the headset mode is activated. If the glows green, an analog headset is detected by the phone and in use. If the is glowing blue, a USB headset is detected and in use. If both an analog and USB headset is in the phone, the phone will

choose the USB by default. Select **Answer** to receive a call will now connect to your headset automatically.

Selecting the Correct Headset for Electronic Hookswitch

This feature allows you to answer your phone when you are using a headset.

For information on supported headsets to provide electronic hookswitch features for placing, answering, and ending calls, go to www.polycom.com/support/voice and enter "Headset Compatibility List" in the Knowledge Base text box or contact your system administrator.

To select a headset that supports electronic hookswitch:

1. Press 
2. **Select** Settings > Basic > Preferences > Headset > Hookswitch Mode**.**
3. Select to select your headset, and then when prompted if you are sure, Select yes. 4. This action will restart your phone.

Selecting the Ring Type

You can select different ring types to distinguish your phone from your neighbor's phone.

To change the incoming ring type:

1. Press .
2. **Select** Settings > Basic > Ring Type**.**
3. Select the ring type you want to use.
4. To hear the selected ring type, Select the **Play** soft key.
5. Press to return to the idle display**.**

Note	*If you configure your Desk Phone with a silent ring, press the flashing Call Key or the **Answer** soft key to answer the call. If your handset is off hook, the call is routed to the handset. If your handset is on hook, the call is routed to the speaker.*

Ch

Ma**anging the Language** ny languages are supported by the Desk Phone. change the To anguage:

1. Press .
2. **Select** Settings > Basic > Preferences > Language**.**
3. Select the language you want.
4. Press to return to the idle display

Note	*Background, screen save and the advanced settings options are not currently supported on this model.*

8 Installation Overview

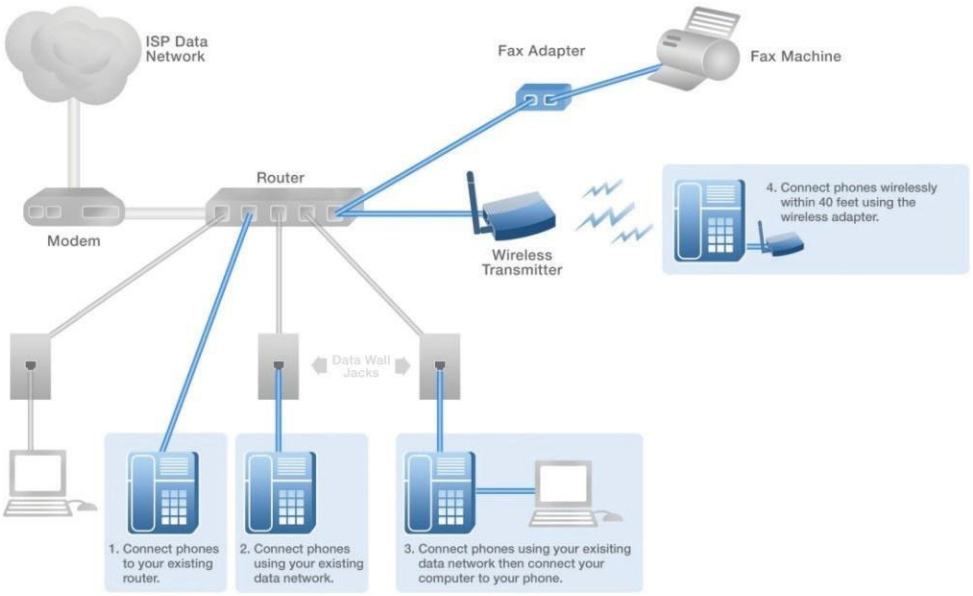
Before you Begin Your Installation

The Hosted PBX phone system is designed to use your existing broadband data connection as well as the existing data wiring in your office. Where you don't have data wiring, you may use the optional Wireless Transmit- ter and Wireless Adapters to connect Desk Phones wirelessly. In order to begin using your new phone system and service, you need to perform the following steps:

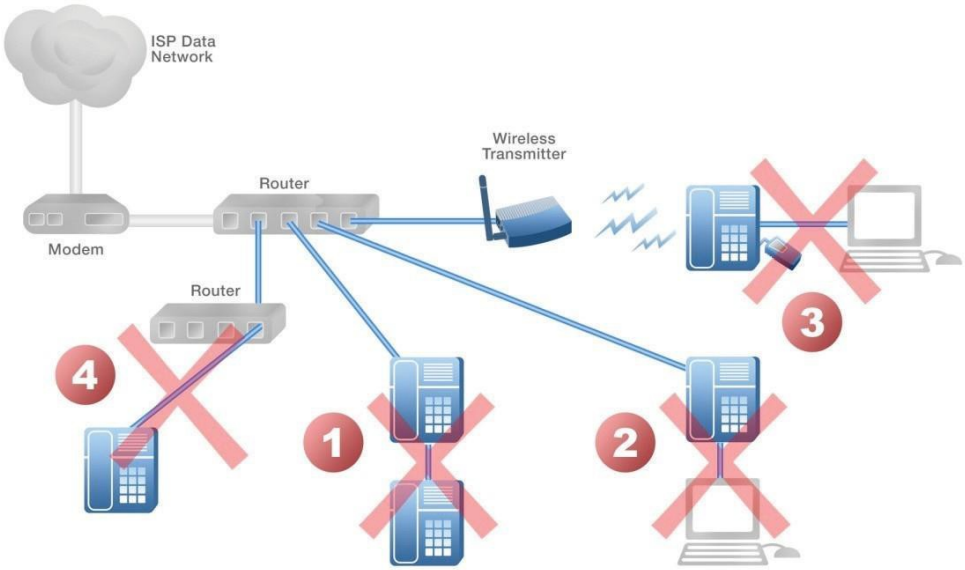
1. Make sure you have received all of your phones and optional equipment
2. Go to https://cp.serverdata.net/asp/User/Login.asp.
3. Enter your login name and password to the Admin Portal
4. Activate your phone lines
5. Install your phones and optional equipment

You have several options regarding how to setup your new phone system. How you choose to install your phone system will depend on your existing data network and the phones and optional equipment you have purchased.
The diagrams below describes options for setting up the phone system.
Standard Setup Options:
This diagram depicts your setup options. By purchasing the optional Wireless Transmitter and Wireless Adapters you may also connect Desk

Phones wirelessly.



The following setup options ARE NOT supported:



1. Connecting one phone to another
2. Connecting a phone to the base unit then connecting a PC
3. Connecting a phone to the base unit wirelessly and then connecting a PC
4. Connecting a PC to the base unit
5. Connecting a phone to a router that is connected to another router

Assigning Extension Numbers and Phone Numbers to Phones

Each phone is assigned an extension and a phone number. Packing list includes a list of your phones and their associated phone numbers and extension. You may also log into your Admin Portal at https://cp.serverdata.net/asp/User/Login.aspto view a list of your phone numbers and extensions.

Understanding Extensions and Lines

Your new Hosted PBX System refers to **extensions** for both the hardware (phone) or for a 3 digit number that is associated with a particular phone.

Lines only refer to the number of voice lines purchased. There are no telephone numbers associated with lines. Traditional copper wire phone systems are a line based system. Your new Hosted PBX system is based on extensions and hardware which makes this system more easily expandable for your business needs.

9 Installing your Hosted PBX Phone

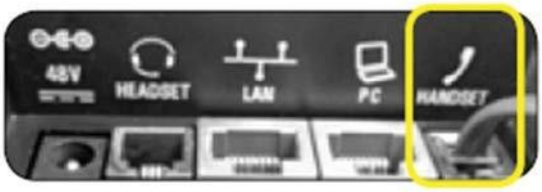
Installing Desk Phones

Desk Phones can be installed in the following ways

- You may connect Desk Phones Wirelessly to the Optional Wireless Transmitter and the Optional Wireless Adapters
- You may connect Desk Phones to your existing router
- You may connect Desk Phones to any data wall jack on your existing network
- You may connect a Desk Phone to a wall jack or router then connect a PC to the Desk Phone.

1. Assemble the Desk Phones

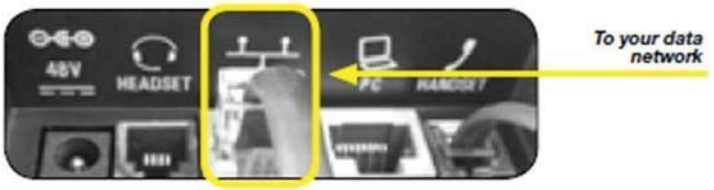
Use the included coiled handset cord and connect one end into the base of the handset and the other end into the handset port on the back of the phone .



(There is a handset and a headset port.)

2. Connect the Desk Phone

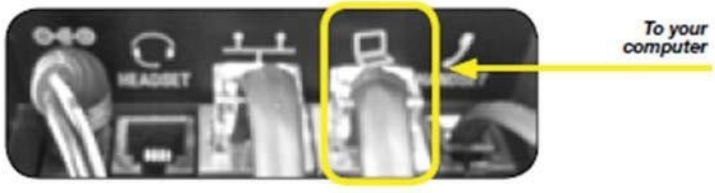
Option 1: Connect Desk Phones using your existing data network



Use the included LAN cable, connect one end into the port on the back of the phone labeled and connect the other end into any data port on your network (router, switch or wall jack).

Option 2: Connect Desk phones using your existing data network then connect the phones to your computer

If you already have a computer using a wall data jack or router/switch port, unplug the computer from the network, then connect the phone using the steps in Option 1. Plug your computer into the port on the back of the phone labeled



3. Connect Power to the Desk Phone

Use the included power cord and plug one end into the back of the phone and the other end into the wall outlet. The phone will indicate that it is configuring itself. Once the phone has finished its configuration, it is ready to make and receive phone calls.



4. Attach the Phone Base as a Desk Mount

a. Align the base bracket with one of the three slots in the back of the phone.



b. Stick the base into the desired slot until it clicks in place.



Installing the Desk Phone Wirelessly

The wireless adapter allows a desk phone to be used without a cord connecting it to the Wireless Transmitter. The range of the Wireless Adapter is 40 feet from the base unit.

Step 1) Installing the Wireless Transmitter

Plug the Wireless Transmitter into a free port on your router or switch. Then plug the power supply into a wall outlet.



Step 2) Connect phones wirelessly (within 40') using the Wireless Adapter
The Wireless Adaptor allows the desk phone to connect through the Wireless Transmitter. It has a range of 40 feet. Plug the rectangle Ethernet plug from the Wireless Adapter into the back of the phone using the port. Then plug the Wireless Adapter's power cord into a power outlet.

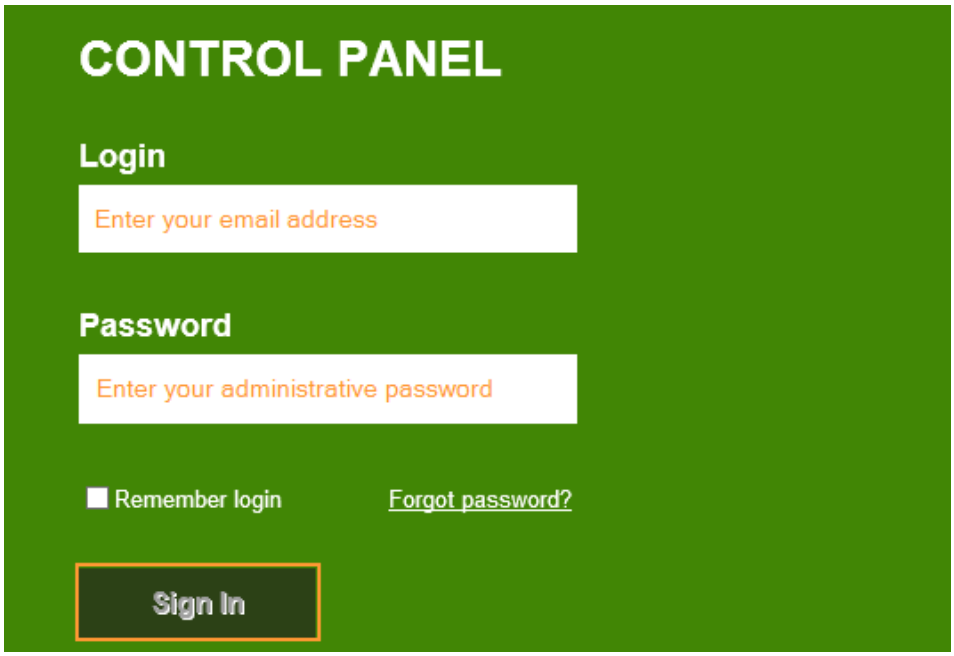


Note *To avoid interference or static on the phone, place the Wireless Adapter away from the phone as shown.*

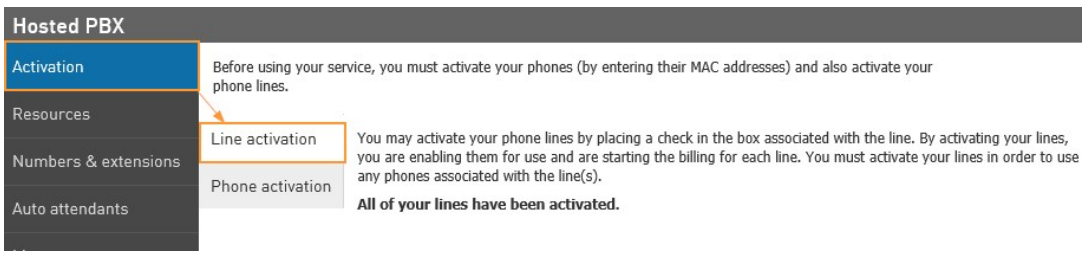
Activating the Service

Before you can make or receive calls, you need to activate your phone line(s). This also activates the billing for your phone line(s). To activate your phone line(s):

1. Go to https://cp.serverdata.net/asp/User/Login.asp and enter your Administrator Portal login name and password



2. Click on the Activation tab.



3. Click on the 'Line activation' or 'Phone activation' tabs to select the Lines or Phones you wish to activate, and then press the Activate button.

IMPORTANT SAFETY AND CONFORMANCE INFORMATION FOR IP PBX BASE UNIT AND DESKPHONES

Conformance

This equipment is designed for use in the United States.
This equipment complies with the following standards: FCC Part 15, Subparts B, C, D
FCC Part 68
UL60950
Analog extension ports: TNV3 CO port: TNV3
ADSL port: TNV3
Power fail port TNV3
LAN/WAN ports
SELV

Important Safety instructions

The following safety information is reprinted from IEC60950.

- When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:
- Read and understand all instructions.
- Follow all warnings and instructions marked on the product.
- Unplug this product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.
- Do not use this product near water (for example, in a wet basement).
- Do not place this product on an unstable cart, stand, or table. The product can fall, causing serious damage to the product.
- Slots and openings in the cabinet and the back or bottom are provided for ventilation, to protect it from overheating; these openings must not be blocked or covered. This product should never be placed near or over a radiator or heat register. This product should not be placed in a built-in installation unless proper ventilation is provided.
- This product should be operated only from the type of power source indicated in the manual. If you are not sure of the type of power source to your building, consult your dealer or local Power Company. The power socket outlet must be located near the product and must be easily accessible to allow plugging/unplugging.
- Do not allow anything to rest on the power cord. Do not locate this product where persons walking on it will abuse the cord.

- Do not use an extension cord with this product's AC power cord. The AC outlet for this product should not be used for any other electrical equipment.
- Never push objects of any kind into this product through cabinet slots as they can touch dangerous voltage points or short out parts that could result in a risk of fire or electric shock. Never spill liquid of any kind on the product.
- To reduce the risk of electric shock, do not disassemble this product, but take it to a qualified serviceman when some service or repair work is required. Opening or removing covers can expose you to danger- ous voltages or other risks. Incorrect re-assembly can cause electric shock when the product is subsequently used.
- Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:
  - When the power supply cord or plug is damaged or frayed.
  - If liquid has been spilled into the product.
  - If the product has been exposed to rain or water. - If the product does not operate normally by following the operating instructions.
  - Adjust only those controls that are covered by the operating instructions because improper adjustment of other controls can result in damage and will often require extensive work by a qualified technician to restore the product to normal operation.
  - If the product has been dropped or the cabinet has been damaged. - If the product exhibits a distinct change in performance.
- Avoid using a telephone during an electrical storm. There can be a remote risk of electric shock from lightning.
- Do not use the telephone to report a gas leak in the vicinity of the leak.

FCC Information

This equipment complies with Part 68 of the FCC rules and the requirements adopted by ACTA.

A FCC compliant telephone cord and modular plug is provided with this equipment. This equipment is designed to be connected to the telephone network or premises wiring using a compatible modular jack that is Part 68 compliant. See Installation Instructions for details.

The REN is used to determine the quantity of devices that may be connected to the telephone line. Excessive RENs on the telephone line may result in the devices not ringing in response to an incoming call. Typically, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line (as determined by the total RENs) contact the local Telephone Company.

If this system causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the Telephone Company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The Telephone Company may make changes to it's facilities, equipment, operations or procedures that could affect the operation of the equipment.

If this happens the Telephone Company will provide advance notice so you can make the necessary modifications to maintain uninterrupted service. If the equipment is causing harm to the telephone network, the Telephone Company may request that you disconnect the equipment until the problem is resolved.
Connection to party line service is subject to state tariffs. (Contact the state public utility commission, public service commission or corporation commission for information.) This equipment is hearing aid compatible.

Customer Owned Coin/Credit Card Phones
To comply with state tariffs, the Telephone Company must be given notification prior to connection. In some states, the state public utility commission, public service commission or corporation commission must give prior approval of connection.

Data Equipment
The table below shows which jacks are associated with which modes of operation:

Mode of Operation	USOC Jack
Permissive	RJ11C

Systems
Facility Interface Codes (FIC), Service Order Codes (SOC), USOC Jack Codes and Ringer Equivalence Numbers (REN) are shown in the table below for each port where applicable:

Port	FIC	SOC	USOC	REN
Line 1	02LS2	9.0Y	RJ11C	0.1B
Line 2	02LS2	9.0Y	RJ11C	0.1B
Line 3	02LS2	9.0Y	RJ11C	0.1B
Phone	02LS2	9.0Y	RJ11C	0.1B

Automatic Dialers
WHEN PROGRAMMING EMERGENCY NUMBERS AND (OR) MAKING TEST CALLS TO EMERGENCY NUMBERS:
1. Remain on the line and briefly explain to the dispatcher the reason for the call.
2. Perform such activities in the off-peak hours, such as early morning or late evenings.

Toll Restriction and Least Cost Routing Equipment
The software contained in Hosted PBX phone system to allow user access to the network must be upgraded to recognize newly established network area codes and exchange codes as they are placed into service. Failure to upgrade the premises systems or peripheral equipment to recognize the new codes as they are established will restrict the customer and the customer's employees from gaining access to the network and to these codes.

Equal Access Requirements
This equipment is capable of providing users access to interstate providers of operator services through the use of access codes. Modification of this equipment by call aggregators to block access dialing codes is a violation of the Telephone Operator Consumers Act of 1990.

Electrical Safety Advisory
It is strongly suggested that an AC surge arrestor be installed in the AC outlet to which this equipment is connected.

Radio Interference
This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.
This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

RF Radiation Exposure
This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 8 inches (20 centimeters) between the radiator and your body.
This transmitter must not be co-located or operated in conjunction with any other antenna or transmitter.

Modifications
Changes or modifications not expressly approved by the party responsi- ble for compliance could void the user's authority to operate the equipment.
There are no user-serviceable parts or adjustments inside this equipment - please do not open the equipment case.