

## Keys Diagram



**execulink**  
TELECOM

# POLYCOM VVX 311

## Quick Reference & Features Guide

Inside you'll find easy-to-follow instructions and reference guides for all the features included with your Execulink Hosted Phone service.

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## Local Conferencing

Your Polycom Phone allows up to 3 parties (including yourself) to participate in a single call. This is referred to as a Local Conference Call or a 3-Way Conference Call.

### To create a local Conference Call with up to two other parties:

- Engage the second party by either calling them or answering their call.
- To contact the third party for the conference call, use the Function Keys and press **MORE**, then press **CONFRCN**. This will automatically place the active call on hold and you will hear a dial tone.
- Dial the number of the third party you wish to add to the call and, using the Function Keys, press **SEND**.
- Once the third party answers the call, using the Function Keys, press **MORE** and then press **CONFRCN**.
- All three parties are now joined in the Conference Call.
- To end the Conference Call, hang up your phone.

### To place an active Conference Call on hold:

- Press the **HOLD** key. The other parties will hear your Music on Hold recording.
- To resume the Conference Call, using the Function Keys, press **RES**.

### Advanced Conference Call Control:

To end the conference call and put both both callers on hold use the function key labelled **SPLT** to separate the callers from the existing conference.

### OR

To exit a conference call while leaving the other parties connected with each other, select **End Call**.

## Call Transfer

Your Polycom Phone supports two types of Call Transfers, both Blind and Consultative (Warm) Transfers.

By default your Polycom phone will complete all transfers as Warm (Consultative) transfers. This can be modified in the phone settings (located using the **HOME** key).

### To transfer an active call to another extension/external number using the default Consultative Transfer:

- During an active call, using the Function Keys, press the **TRANSFER** key. This will automatically place the active call on hold and you will hear a dial tone.
- Dial the number of the party you wish to transfer the call to and, using the Function Keys, press **SEND**.
- When you are ready to transfer the call, using the Function Keys, press the **TRANSFER** key.

### To transfer an active call to another extension or external number using the Blind (Cold) Transfer:

- During an active call, using the Function Keys, press and hold the **TRANSFER** key. Using the navigation keys, move the highlighted option to **BLIND** and press the **OK\Confirm** Key. This will automatically place the active call on hold and you will hear a dial tone.
- Dial the number of the party you wish to transfer the call to and, using the Function Keys, press **SEND**.

## Voicemail Guide

### Initial Voicemail Setup:

Pressing **\*98** will start the initialization process where you will:

- Setup up your PIN.  
Record your Name.  
Choose a Greeting (Personal or System Generated).

### Local Access:

- Press **\*98** on the phone.
- If the Skip PIN feature is disabled, you will need to enter your PIN.
- If the PIN feature is enabled, you won't have to enter your pin.

### Remote Access:

- Call your extension (via direct call, assisted transfer or from the Auto-Attendant).
- Press the **\*** key when you hear your voicemail greeting.
- Enter your pin.

### Voicemail Menu Structure:

- Press 1 – Hear/Review Messages
- Press 2 – Send Messages
- Press 3 – Greetings Menu
- Press 4 – Mailbox Settings (Skip PIN Feature is located in Security Options sub-menu).
- Press 6 – Review Erased Messages
- Press 7 – Switch Account
- Press 0 – Help Menu
- Press **\*** – Help

