

Polycom® VVX® 310 phone delivers:

- More efficient and productive calls with the unparalleled voice clarity of Polycom® HD Voice™ technology.
- Improved productivity for workers and call center operators through an intuitive, easy-to-use interface.
- Reduced deployment and maintenance costs. The Polycom Zero Touch Provisioning and web-based configuration tool makes the VVX 310 simple to deploy, easy to administer, upgrade, and maintain.
- Leverage and protection for previous IT infrastructure investments. Deploy VVX 310 business media phones on existing networks without needing to upgrade the call control platform.
- Easy integration with third-party, web-based UC and productivity applications for broad, standards-based, open APIs.

Feature Codes

Call Forwarding Always Activation.....	*72
Call Forwarding Always Deactivation.....	*73
Call Forwarding Busy Activation.....	*90
Call Forwarding Busy Deactivation.....	*91
Call Forwarding No Answer Activation.....	*92
Call Forwarding No Answer Deactivation.....	*93
Call Park.....	*68
Call Park Retrieve.....	*88
Call Pickup.....	*98
Call Recording (if enabled).....	*44
Call Retrieve.....	*11
Call Return.....	*69
Call Waiting Cancel.....	*70
Calling Line ID Delivery Blocking per Call....	*67
Calling Line ID Delivery per Call.....	*65
Clear Voice Message Waiting Indicator.....	*99
Direct Voicemail Transfer.....	*55
Do Not Disturb Activation.....	*78
Do Not Disturb Deactivation.....	*79
Voice Portal Access.....	*62
Last Number Redial.....	*66

Note: Some of these codes may not be available to all users. See your group administrator to add features.



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Polycom® VVX® 310

The Polycom VVX 310 model is a powerful, 6-line, entry-level business media phone designed for today's workers who handle a low to moderate volume of calls and need crystal clear voice communications. Versatile enough for a broad range of environments in small and medium-sized businesses, the VVX 310 is a high-quality, UC device.

Futiva Quick Start Guide



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The Basics

Soft Keys

The **Soft** keys located underneath the phone screen perform the functions that appear directly above them on the display. Their functions are context sensitive, which means the function of the soft keys change depending upon your current activity. For example, if you are conferencing, the soft keys display functions related to the conference function.

Line Keys

With the VVX 310, you have the ability to access up to 6 lines. The **Line** keys, located to the left and right of the phone screen, indicate the status of your lines and associated activity. The backlighting informs you when a line is idle, ringing, in use, on hold or disconnected altogether.

Navigation Keys

The **Navigation** keys allow you to scroll through the options and lists on the display keys by pressing left, right, up or down. To select an item, press the **Select** button (the button in the center of the navigation keys).

Answer a Call

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

Place a Call

To place a call, simply pick up the handset or press the **New Call** soft key, **Speakerphone** key or **Headset** key. Then dial the number.

Other Features

Make a Three-way Call

After first call is connected:

- ✓ Press the **More** soft key, then the **Confrnc** soft key. The active call will be placed on hold.
- ✓ Dial new party.
- ✓ When call connects, press the **Confrnc** soft key again to join the calls.

Set up Voicemail

- ✓ Initiate a call.
- ✓ Press **Message** key.
(You may also dial *62 or your extension.)
- ✓ At prompt, enter in a unique pass code, then press #.
- ✓ Re-enter your pass code, then press #.
- ✓ Follow instructions to record your name.
- ✓ Follow prompts to:
 - Access voicemail box.
 - Access greetings menu.
 - Change call forwarding options.
 - Make a call.
 - Change pass code.
 - Exit voice portal.

Retrieve Voicemail Messages

A red "message waiting" indicator light notifies you when you have a new voicemail message.

- ✓ To check your voicemail, initiate a call and press the **Message** key. (You may also dial *62 or your extension.)
- ✓ Enter your voicemail pass code, then press #. (If you forgot your pass code, please contact your system administrator.)
- ✓ Follow the audio prompts.

Hold and Resume a Call

- ✓ To hold, press the **Hold** key or the **Hold** soft key.
- ✓ To resume, press the **Hold** key or the **Resume** soft key.

To Park a Call

- ✓ Press the **Park** soft key.
- ✓ Follow the voice prompt and select an extension in which to park the call.
- ✓ Press the # key.
(To park the call to your current extension, simply press the # key).

To Retrieve a Parked Call:

- ✓ Dial *88 from the extension you wish to take the call from.
- ✓ Follow the voice prompt by dialing the extension to which your call has been parked.
- ✓ Press the # key.

Access Call Lists

Call History can be accessed using the Navigation keys.

- ✓ To see recently received calls, press the left arrow key.
- ✓ To see recently placed calls, press the right arrow key.
- ✓ To see missed calls, press the down arrow key.
- ✓ To dial a number, scroll to the desired number, then press the **Dial** soft key or the **Select** button.

Do Not Disturb

- ✓ To enable **Do Not Disturb**, press the **DND** soft key.
- ✓ To disable, press the **DND** soft key again.

Transfer a Call

After first call is connected:

- ✓ Press the **More** soft key, then the **Transfer** soft key or the **Transfer** key. (The active call will be placed on hold.)
 - ✓ To transfer the call unannounced, press the **Blind** soft key.
 - ✓ Dial the number or extension.
 - ✓ When the party answers, announce transfer. Then press **Transfer** again to complete. If a **Blind** transfer, the call will transfer automatically.
- To transfer the call directly to another user's voicemail:
- ✓ Dial *55.
 - ✓ Dial the extension, followed by #.
 - ✓ A confirmation will announce the transfer is complete.

Call Forwarding

- ✓ Press the **Home** key.
- ✓ Press the right arrow on the **Navigation** key until the **Forward** icon is selected. Press **Select** button.
- ✓ Use up and down arrows on the **Navigation** keys to select your option.
 - **Call Forwarding Always.**
 - **Call Forwarding No Answer.**
 - **Call Forwarding Busy.**
- ✓ Enter destination number and press **Enable** soft key.
- ✓ To disable, follow same steps and press **Disable** soft key.

Shortcuts:

- ✓ Pick up handset and dial:
 - *72 = **Call Forwarding Always.**
 - *90 = **Call Forwarding Busy.**
 - *92 = **Call Forwarding No Answer.**
- ✓ Enter destination number, then press #.
- ✓ To deactivate, dial:
 - *73 = **Call Forwarding Always.**
 - *91 = **Call Forwarding Busy.**
 - *93 = **Call Forwarding No Answer.**

