

# POLYCOM VUX 300

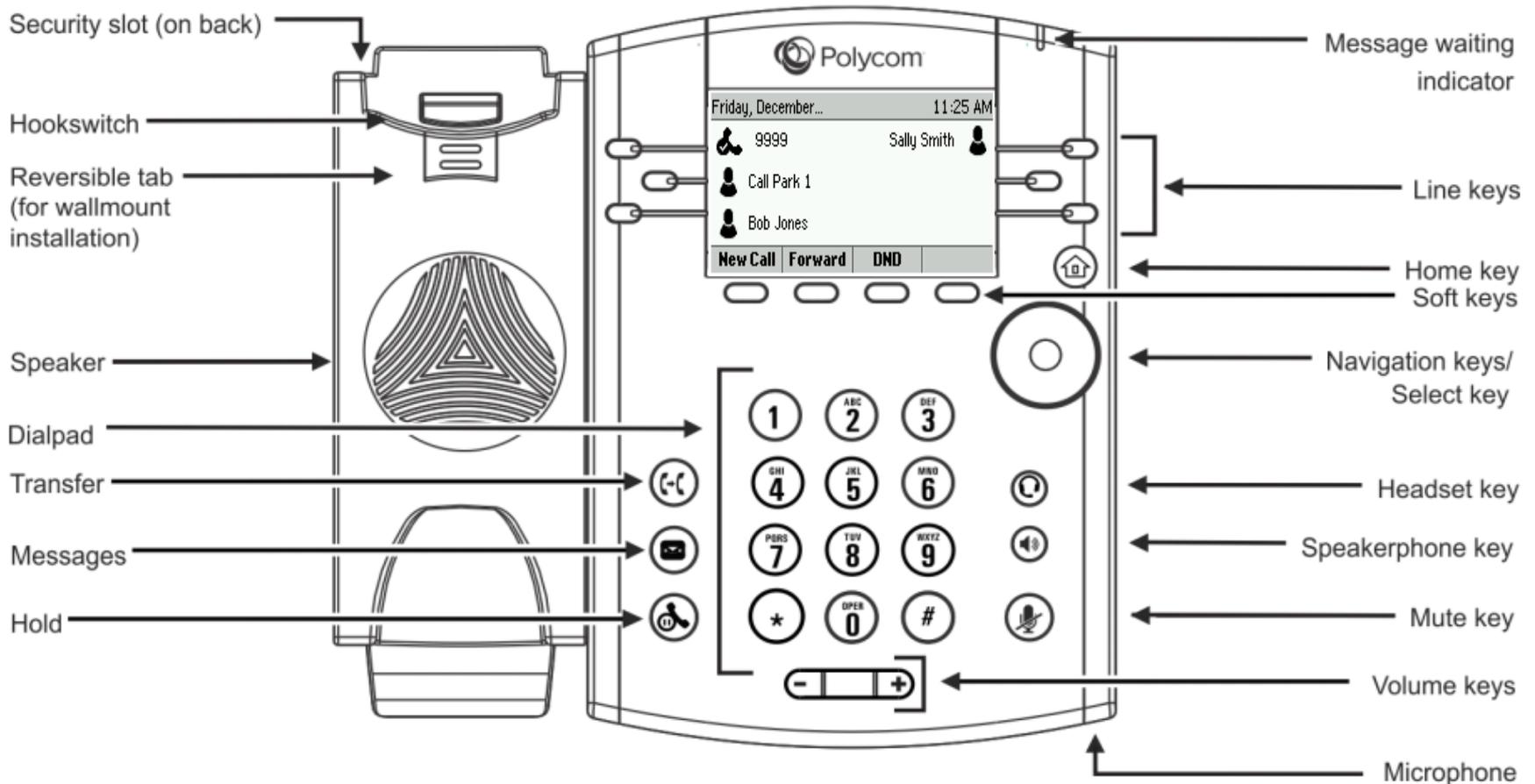


# PHONE TRAINING GUIDE

# TABLE OF CONTENTS

Phone Display .....	3
Voicemail Greeting .....	4
Voicemail .....	5
Answering an Incoming Call .....	6
Answering Call Waiting .....	7
Consultative Transfer .....	8
Blind Transfer .....	9
Blind Transfer to Voicemail .....	10
3 Way Conference Calls .....	11
Contact Directory .....	12
Do Not Disturb .....	13
Additional Features .....	14
Quick User Guide .....	15
Support .....	16

# DISPLAY ON THE POLYCOM VUX 300



# RECORDING YOUR GREETING

**Step 1:** Press the Home Key, navigate to Messages and then select Message Center. *\*\*You can also simply press the Messages button on the phone*

**Step 2:** You will then be asked to enter your PIN.

- The default voicemail pin is 19807

**Step 3:** Select option 5 to go into your voicemail options.

**Step 4:** To Record your personal greeting select Option 1

- Then select which greeting you would like to record
  - Option 1 will be to record the standard greeting
  - Option 2 will be to record the out of office greeting
  - Option 3 will be to record the extended absence greeting

**Step 5:** To record your name greeting select Option 5

**Step 6:** To change your PIN select Option 6

# RETRIEVING VOICEMAIL MESSAGES

**Step 1:** Select Messages in the Menu

**Step 2:** Enter your PIN. The default PIN is 19807

**Step 3:** Select Option 1 to listen to your unheard messages

# VOICEMAIL

## Checking Voicemail Remotely From an Auto Attendant

---

**Step 1:** Dial the main number

**Step 2:** Once a recording starts to play, press the \* key

**Step 3:** Enter your extension number

**Step 4:** It will then ask for your pin followed by the # key

\*\*You are now in your own personal voicemail

## Recording a General or Shared Voicemail

---

**Step 1:** Dial \*45 and the Extension of the general/shared voicemail on which you would like to setup

**Step 2:** Enter your Pin and then press #

**Step 3:** Select option 5 to go into your voicemail options.

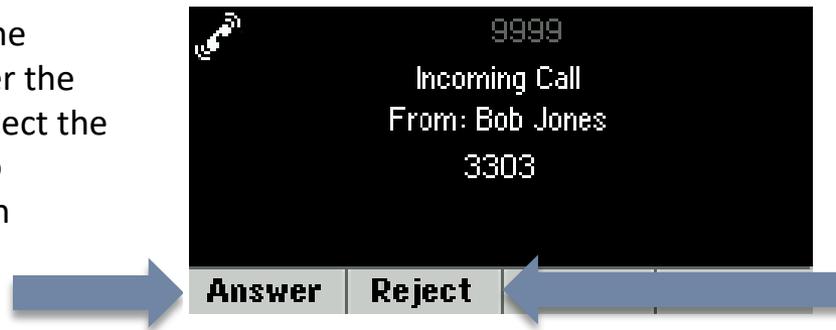
- Select Option "1" to record your personal greeting
- Select Option "2" to record your out of office greeting
- Select Option "3" to record your extended absence greeting

**Step 4:** Select Option "4" to select which greeting to play

# ANSWERING AN INCOMING CALL

When a call comes into your phone the screen will show the Caller ID Name and Number if available.

You can pick up the handset to answer the call or you can select the answer softkey to answer the call on speaker phone



The Reject button will stop the call from ringing on the phone and send it directly to voicemail

## DIRECTED CALL PICKUP

To answer an extension from another phone on the hosted system, use the Directed Call Pickup feature. When the extension that you want to answer is ringing Dial \*78 and the desired extension to intercept the call and have it rerouted to the phone that you are dialing from. Answer any extension from any other phone on the system when it is ringing.

If you have speed dials with line presence subscriptions you can also answer the call by simply long pressing the speed dial next to the extension name, then press the Pickup softkey to intercept the call.

# ANSWERING CALL WAITING



When on an active call and a second call comes in to your extension, the available Caller ID of the new call will show on the entire screen of the phone and you will hear a beep. You can do one of the following:

- Press the Answer softkey to place your current call on hold and answer the new call
- Press the Reject softkey to send the new call directly to voicemail



After the second call waiting beep, the phone screen will show both calls. The call that you are currently on will be shown at the top. The second call that is coming in will show below it and it will have a ringing phone icon to the right. The softkeys at the bottom will control the active call. You can press down on the Navigation key to select the new call and then press the Answer softkey to answer it. This will place the original call on hold

# CONSULTATIVE TRANSFER

Consultative Transfer is used when you would like to notify a user that you have a call for them before sending it over. This is also referred to as a warm transfer.



**Step 1:** To initiate the Consultative Transfer, press the Transfer softkey. Once the Transfer softkey is pressed, the caller is placed on hold and they will hear hold music.



*\*If you would like to transfer the call to a number that you have stored as a speed dial, you can press Lines softkey to bring up the speed dials after pressing the Consultative softkey.*

**Step 2:** Press the Consultative softkey



**Step 3:** Enter the 10 digit phone number or extension of the person that you would like to transfer the caller to. Then press the Send softkey



**Step 4:** You will then be connected with the person that you would like to transfer the call to so that you can notify them of the call. If they would like to take the call, complete the transfer by pressing the Transfer softkey. Once pressed you will be removed from the call and the two users will be connected directly. If they do not want to take the call, press the Cancel softkey to be connected back to the original caller.

# BLIND TRANSFER

A blind transfer is when you transfer a caller to a phone number or extension without speaking to them first. This is also referred to as a cold transfer



**Step 1:** To initiate a Blind Transfer, press the Transfer softkey

If you would like to transfer the call to a number that you have stored as a speed dial you can press Lines softkey to display the speed dials, otherwise go to step 2



**Step 2:** Enter the 10 digit phone number or extension that you would like to Blind Transfer the call to.



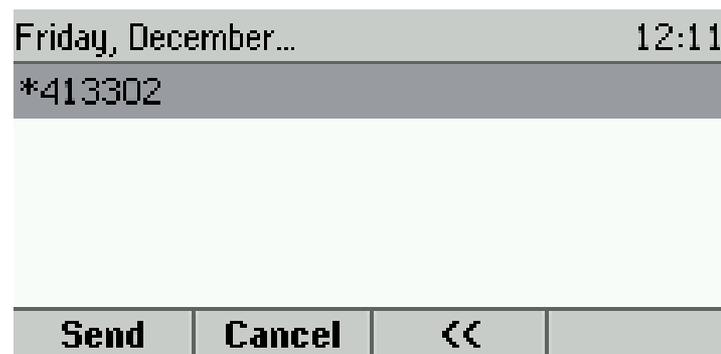
**Step 3:** To complete the Blind Transfer, press the Send softkey. The call will then drop from your phone and immediately start ringing on the phone of the end user. If no one answers, the call will be sent to the user's voicemail.

# BLIND TRANSFER INTO VOICEMAIL

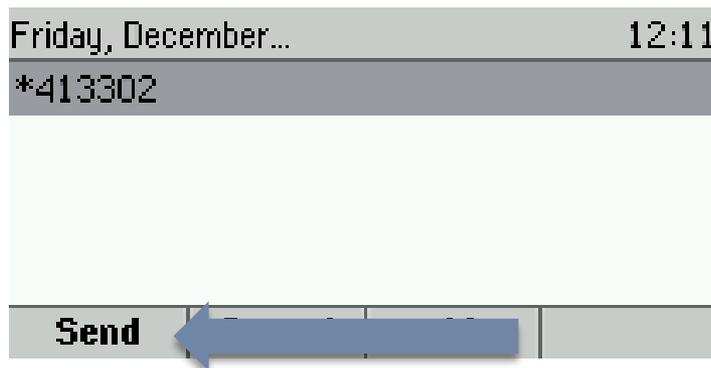
Blind Transfer is also used to transfer someone into a voicemail. This allows the call to go right to voicemail without ringing the extension first.



**Step 1:** To initiate the Blind Transfer, press the Transfer softkey.



**Step 2:** Enter \*41 and the extension of the user whose voicemail you would like to send the caller to.



**Step 3:** Press Send. The call will immediately drop from your phone and connect to the voicemail of the end user.

# 3 WAY CONFERENCE CALLS

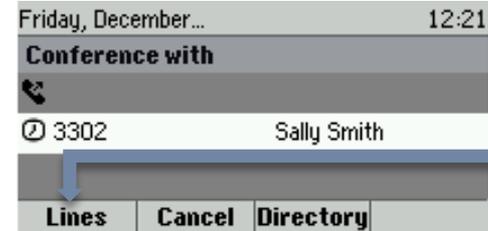
\*\* You also have the option to press the Lines softkey if you would like to add a caller that is programmed as a speed dial. The Lines softkey will bring up the Speed Dials programmed on the phone.



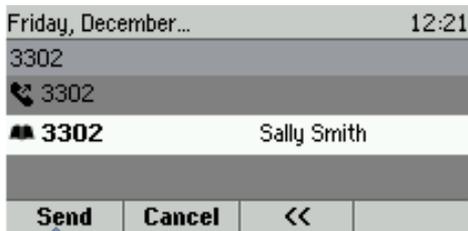
**Step 1:** The bar on the screen shows the active call on the phone. To Conference in another caller press the More softkey.



**Step 2:** Press the Conference softkey.



**Step 3:** Enter the 10 digit phone number or extension that you would like to join into the call.



**Step 4:** Press Send to be connected with the second caller.



**Step 5:** You will be connected to the new caller allowing you to confirm that they would like to be added into the 3 way call.



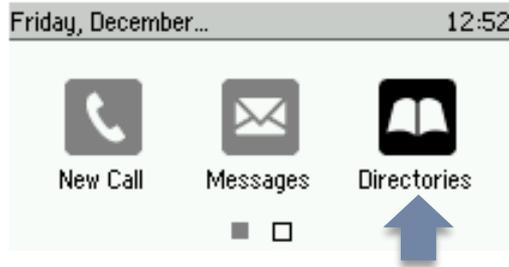
**Step 6:** To add the caller into the conference call, press the More softkey and then the Conference softkey



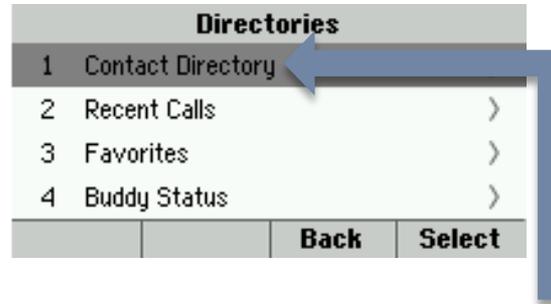
The bar shows that you are in an active Conference call. You can press the Split softkey to get out of conference mode at any time.

# CONTACT DIRECTORY

## Accessing the Contact Directory



**Step 1:** Press the Home button and navigate to the Directories icon.



**Step 2:** Contact Directory will automatically be highlighted. Press the number 1 or press the Select softkey to view the Directory.

Contact Directory	
Bob Jones	3303
Mickel Lithon	8980826814
Zack Muredda	1260
Home Office	5555551212

Dial	Search	Add	Info
------	--------	-----	------

**Step 3:** All of the contacts in the directory will be listed. You can use the navigation key to scroll through them to find a specific contact. To call a highlighted contact, press Dial.

## Searching the Contact Directory

Contact Directory	
Bob Jones	3303
Mickel Lithon	8980826814
Zack Muredda	1260
Home Office	5555551212

Dial	Search	Add	Info
------	--------	-----	------

The Search softkey is circled in red.

**Step 1:** You can search for a specific contact by pressing the Search softkey.

Search (Abc/ASCII)			
Bob			
Last Name			
Contact			
Job Title			

Search	<<	Encoding	Back
--------	----	----------	------

A blue arrow points to the Search softkey.

**Step 2:** Type in the information that you would like to filter by in the corresponding fields and then press Search again.

Contact Directory	
Bob Jones	3303

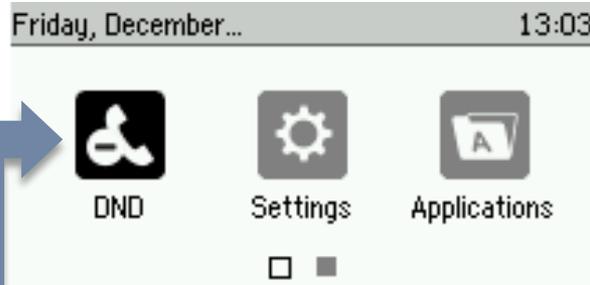
Dial	Search	Return	Info
------	--------	--------	------

A blue arrow points to the Dial softkey.

**Step 3:** Matching contacts will populate on the screen. Navigate to the contact you which to call and press the Dial softkey.

# DO NOT DISTURB

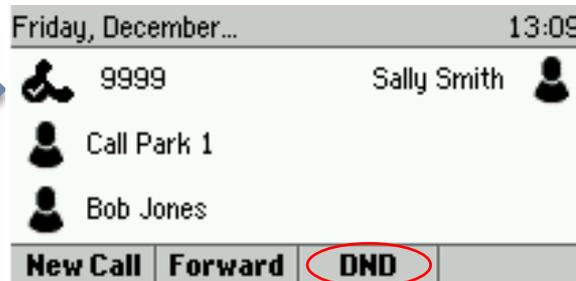
Do Not Disturb or DND mode will send all of your calls directly to voicemail. Intercom and pages will not come through a phone in DND mode.



**Enable DND:** To put your phone in DND press the Home button to pull up the phone menu. Then use the Navigation key to move to the icon for DND. Press the center button to enable DND.



**DND Icon:** Once DND is selected, the DND status will show in 2 places on the screen of the phone. The extension will have a circle icon with a line through it. Additionally, "My Status: Do Not Disturb" will flash on the upper right side of the screen



**Disable DND:** You can press the DND button again in the menu to remove your phone from the DND mode. Once DND is turned off, the phone icon next to your extension will be a circle with a check mark. This shows that your extension is active and ready to receive calls again.

*\*If your phone has a DND softkey you may simply press the softkey to enable/disable Do Not Disturb mode*

# ADDITIONAL FEATURES (IF APPLICABLE)

## Call Park

---

### **Put A Call Into A Call Park**

**Step 1:** Press Transfer

**Step 2:** Dial the Call Park Extension

**Step 3:** Press Send

*\*\*Please note, transferring to call parks must be done using a blind transfer*

### **Retrieve A Call From A Call Park**

**Step 1:** Dial the call park extension

**Step 2:** Press Send or Dial

*\*\*If the call park is programmed as a speed dial on your phone you can simply click the blinking light next to the call park speed dial*

## Multicast Paging – this will send a page to all multicast enabled phones at your location only

---

**Step 1:** Press the Paging softkey

**Step 2:** Select the group that you would like to send a page to

**Step 3:** Press page and begin speaking

## Intercom

---

**Step 1:** Dial \*76 and the extension that you would like to intercom

**Step 2:** Press Dial or Send

# QUICK USER GUIDE

**Listen To Voicemail:** Dial **\*45**> Enter Pin (If Applicable)

**Consultative Transfer:** Select **TRANSFER** > Select **CONSULTATIVE** > **DIAL NUMBER** (Or Press **LINES** To Access Speed Dials) > Select **SEND** > Announce The Caller > Select **TRANSFER** (Press **CANCEL** To Stop Transfer)

**Blind Transfer:** Select **TRANSFER** > Dial **NUMBER** (Or Press **LINES** To Access Speed Dials) > Select **SEND** > Hang Up

**Transfer To Voicemail:** Select **TRANSFER** > Dial **\*41** & **EXTENSION** > Select **SEND**

**Create Conference Call On Active Call:** Select **MORE** > **CONFERENCE** > Dial **NUMBER** > Select **SEND** > Announce Conference > Select **MORE** > Select **CONFERENCE** To Join Callers > (Select **SPLIT**-To Separate Callers)

**Joining 2 Active Calls On A Conference:** While Active On 2 Separate Calls > Select **MORE** > Select **JOIN**

**Making A Call:** Dial Number > Select **SEND** Or **DIAL** > If Handset It On The Hook Simply Dial The **NUMBER** And Pick Up The Handset.

**Put Call On Hold:** Select **HOLD** On Active Call > (To Start A Second Call) Select **NEW CALL** > **DIAL NUMBER** > **SEND**

**Answer Call Waiting:** Select **ANSWER** Or Let It Ring Twice Which Will Split The Calls On Your Phone (Use Arrows To Toggle Between Callers) > Click **END CALL** Once Complete > Select **RESUME** To Go To Original Caller

**Directed Call Pick Up:** Dial **\*78** & **EXTENSION** Receiving Call > Select **SEND** Or **DIAL** (If Programmed As A Speed Dial, Just Press The Blinking Green softkey)

**Do Not Disturb:** Select the **HOME BUTTON** > Select the **DND** icon

**\*\*If Applicable Features\*\***

**Put A Call into Park:** Select **TRANSFER** > Dial **CALL PARK EXTENSION** > Select **SEND**

**\*\*Please note, transferring to call parks must be done using a *blind transfer***

**Retrieve Call from Call Park** (If it's not programmed as a speed dial): Dial **EXTENSION** > Select **SEND**

**\*\*If it's programmed as a speed dial on your phone click the red light to retrieve the call.\*\***

**Multicast/Group Paging:** Click the **PAGE** button across the bottom of your phone. Select the group you are paging. Click the **PAGE** button and begin speaking.

**Intercom 2-Way Paging:** Dial **\*76** & **EXTENSION**> Select **DIAL**

# Tech Support

---



HQ:  
4000 North Cannon Ave  
Lansdale, PA 19446



Phone:  
888.575.4754



Email:  
[support@corp.netcarrier.com](mailto:support@corp.netcarrier.com)

