Polycom

Star2Star
COMMUNICATIONS

One System, One Service, One Provider... The Whole Solution

Polycom® VVX® 3xx Business Media Phones
Quick User Guide

For phones running Polycom® UC Software 4.1.4 or later

Basic Phone Features
Customizing Your Phone

Applies to phones running SIP 3.0.2 or later.

For detailed information please consult the Star2Star Phone and Features Guide, available for view/download via the Star2Star Knowledge Base at:
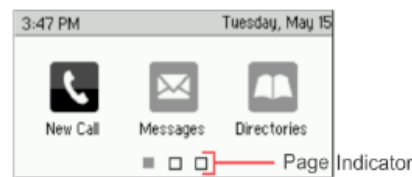
https://support.star2star.com/

Phone Views

Your phone has four main Views: Home, Calls, Active Call, and Lines View (the default).

Change Views:
For Home View, press 🏠.

From Home View, press 🏠 to display either Lines, Calls or Active Call View.
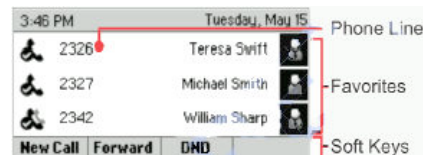
Home View

Home View displays icons you can select to access phone functions.

Use the right, left, up and down arrow keys to display more icons.
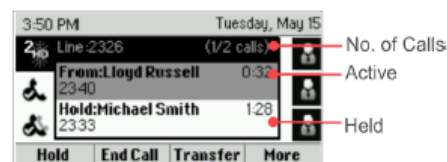
Lines View
Lines View displays phone Lines, Favorites and soft keys.

If your phone is idle, you can press the Line key to access the Dialer.

Calls View
Calls View displays a list of all your calls.

Call color indicates call status:

Medium gray: Active call.

Dark gray: Incoming call.

White: Held call.

Use the up and down arrow keys to select a call (highlight it). The soft keys control the highlighted call.

Entering Data
Use the dialpad keys to enter information. To backspace, press ⟨⟨.

To type with the dialpad keys, press a key repeatedly to view the character options and stop to select.

To type other characters, press **Encoding** or **Mode**. When using the dialpad keys, use the **1**, *****, **0** and **#** keys.

Calls
Only one call can be active at one time.

You may use the handset, speakerphone or headset for calls. During a call, you can change modes by picking up the handset or by pressing 📢 or 🎧.

If you navigate away from your call(s), press 🏠 to see Active Call or Calls view again.

When in Calls view, switch to Lines view by pressing **More > Lines**. Switch back to Calls view by pressing **More > Calls**.

Placing Calls:

Pick up the handset, or press 📢 or 🎧. Enter the phone number and press **Send**.

Or, enter the phone number first, then press **Dial,** pick up the handset or press 📢 or 🎧.

From **Lines View**: Press the phone Line key, enter the phone number and press **Send**.

From **Home View**: Select **New Call** using the left and right arrow keys. Enter the phone number and press **Send**.

Note: You may place calls quickly by selecting a recent call or Favorite, or tap a contact's phone number in the Contact Directory.

Answering calls:

Press 📢 or tap **Answer**, pick up the handset or press 🎧.

To answer a new call while on an active call, tap **Answer**. The current call will be held.

Ending calls:
To end an active call, replace the handset, press 📢 or 🎧. Or, press **End Call**.

To end a held call, navigate to Calls View and highlight the held call. Press **Resume** and press **End Call**.

Holding calls:

From Calls view, press **Hold** or 🔒. Remember to highlight the call first.

To resume a held call, press **Resume** or 🔒 again.

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Transferring calls:
From Calls View, press **Transfer** or
to use the default transfer type, and call the other party. (Press and hold **Transfer** to select a transfer type). When you hear the ring back tone or after you talk with the other party, press **Transfer** or . If transfer type set to **Blind,** the call is transferred immediately.

Forwarding calls:
To enable call forwarding, press **Forward** from Home or Lines view. Select the forwarding type to enable, type a forwarding number, and press **Enable**.
To disable call forwarding, press **Forward** from Home or Lines view. Select the forwarding type to disable, and press **Disable**.

To enable per-call forwarding: As your phone rings, press **Forward**, enter the forwarding number, and press **Forward**.

Star2Star Call Park and Retrieve
1. During an incoming call, press the **More** soft key.
2. Press **Park** soft key.
3. The caller will be parked in the first available **Park** position.
4. The caller will hear music or message on hold if configured on your system.
5. Press illuminated **Park** key to retrieve the call.

Placing conference calls:
Call the first party. After the call connects, press **More** and select **Confrnc**. Dial and connect with the second party, and press **Confrnc** again.

From Lines or Calls View, you may:

Press **Hold** to hold the conference.

Press **End Call** to remove yourself from the call but keep the other participants connected.

Press **Manage** to manage each participant (if available).

Press **Split** to end the conference and

hold all participants.

Note: If you have an active and held call, press **Join** to set up a conference.

Favorites
Favorites are contacts you call most often. Favorites display in your Favorites list. A smaller number of Favorites displays in Lines view.

Viewing your Favorites list:

Press and select **Directories > Favorites**.

Making a contact a Favorite:
Navigate to your Contact Directory and select the contact. Press **Info**, press **More**, and select **Add to Favorites**. Press **Yes** to confirm.

Dialing a Favorite:

Press the Favorite from Home or Lines view or from your Favorites list.

Viewing recent calls
From Lines view, do one of the following:

Press , select **Directories** and select **Recent Calls** to view your Recent Calls list.
Press the right arrow key to view the recent Placed Calls.
Press the left arrow key to view the recent Received Calls.
Press the down arrow key to view the recent Missed Calls.
Press the up arrow key to view Favorites.

Saving recent callers to your directory:
From your Recent Calls list, press **Sort** to sort and order calls. Press **Type** to display only certain calls or select a call record to call the person.

Contact Directory
To select a contact from the

Contact Directory, press .
Viewing your directory:
Select **Directories** from Home view. Press **Contact Directory** on the Directory screen.

Adding a contact:

To add or edit a contact in your local phone directory:
Access the **Star2Star Web Portal** and navigate to the Individual Phone Settings section for your phone. Click the Speed Dials link to add contacts and other options to your phone. For more detailed instruction follow the **Star2Star Phone and Features Guide** available for view/download via the Star2Star Web Portal.

Adding contact directly to phone:
Navigate to your Contact Directory and press **Add**. Type the contact's information and press **Save**. To make a contact a Favorite, enter a *Favorite Index* number.

(Note): If adding contact directly into phone, be aware when rebooting the phone, that contact information will be lost

Updating contact information:
Navigate to your Contact Directory and select the contact. Press **Info**, press **Edit**, update the contact's information and press **Save**.

Deleting a contact:
Navigate to your Contact Directory and select the contact. Press **Info**, press **Delete** and press **Yes** to confirm.

Searching for a contact:
Navigate to your Contact Directory and press **Search**. Enter search criteria and press **Search**.

Dialing a contact from your Directory:
Navigate to your Contact Directory and select the contact. From the contact's information screen, select the contact's phone number.

Note: A star ★ indicates a Favorite.
Listening to Voice Mail
Select **Messages** from Home View or

press and select **Message Center**. Press **Connect** and follow the prompts.
Muting the Microphone

During a call, press so other parties cannot hear you. To disable Mute,

press again.
This applies to calls using the handset, headset and speakerphone.

Do Not Disturb
To disable ringing, press **DND** from Home or Lines View. When Do Not Disturb is enabled, the DND icon displays in the status bar and beside the appropriate Line key. Press to disable **DND**.

Adjusting Volume
To change call volume, press during a call. To change the ringer volume, press when the phone is idle or ringing.

Caller Pickup
1. To pick up a call ringing a specific phone that is not ringing as part of a Ring Group, dial ***8xxx** (xxx being the extension of the ringing phone).
2. For example your neighbor's phone extension 112 is ringing. You would dial ***8112** to pickup that call.
3. To pick up a call on any ringing phone dial ***8**.

Updating Ringtones
To change the incoming call ringtone, select **Settings** from Home View and press **Basic > Ring Type**. Select the desired ringtone.
To set a ringtone for a contact, navigate to your Contact Directory and select the contact. Press **Edit**, update the contact's ring type and press **Save**.

Speed Dial
Use the Star2Star Web Portal https://portal.star2star.com/ to configure speed dial buttons in individual phone settings.
When configured on your phone, press the designated speed dial key to dial out the preset number.

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