Skype for Business Phone Service
Polycom Button Phone (VWX311)

How to call by contact or username:
1. Find a contact by selecting the button by a favorite or the button below Contacts. Use the physical navigation disc to scroll and select. Note: Both favorites and contacts are set up through the desktop software interface.
2. Pick up the phone's handset.
3. To end the call, hang up the phone or select End Call using the touch screen.

How to call a phone number:
The best option for dialing is to enter the number and then pick up the phone.
1. Enter the number using the keypad. Use the back arrow on the touchscreen if you make a mistake.
2. **Ways to dial:**
   - 2-####
   - 8-####-#### for external local numbers
   - 8-1-####-#### for long distance
   - 8-011-####-####... for international
3. To take the call with the handset, lift it from the receiver. To take the call over speakerphone, press the button under Dial or press the physical speaker phone button.
4. To end the call, hang up the phone or select the button under End Call.

To call on behalf of a group number:
If you are set up to answer multiple numbers, you can choose which number the call is originating from by pressing and holding the button by the group number on the phone screen and choosing the button below On behalf of. Enter the number. Pick up the handset or select the button under Send.

How to answer a phone call:
When someone calls you, an alert appears on the telephone’s screen and an audible ringing notification plays. To answer the call, do one of the following:
- To use the handset, pick up the handset.
- To use the speakerphone, press the Speaker Phone button or the button under Answer.

How to place a call on hold:
1. Select the button below Hold.
2. Select the button below Resume to pick it up.

How to manage multiple calls:
- Medium gray: Active call
- Dark gray: Incoming call
- Light gray: Held Call

To navigate through calls on the screen:
You can use the physical navigation disc to select a call. Press the buttons under the Resume or Transfer to select those options. You can select the button below Confernc to conference in another number not currently on hold. Or, select the button under More.

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Find more how-to information at technology.ku.edu/using-skype-for-business
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How to “blind” transfer a call:

*Note: With this method, you will not be able to first speak to the person before transferring the call.*

1. Select the button under **Transfer**.
2. Dial 4 + the extension (4####) or the 10-digit number. Or, you can select a favorite contact by pressing the button under **Contacts**.
3. Press **Send** to transfer the call.

How to “consultative” transfer a call:

*Note: With this method, you will be able to first speak to the person to whom you are transferring the call.*

1. Press and hold the button under **Transfer**.
2. Select the **Consultative** option using the physical navigation disc and button.
3. Dial 4 + the extension (4####) or select a favorite contact by pressing the button below **Contacts** and then choosing the button by the contact.
4. Press the button below **Dial**.
5. Once you have talked to person, select the button below **Transfer**. Or, press the button under **Cancel** to talk with the caller again.

How to park a call:

When you park a call, you place the call on hold and receive a three- or four-digit number that can be dialed by anyone using Skype for Business phone service to answer the call. *Note: Use the Park option to switch from your computer & headset to your desk phone, and vice versa.*

1. With the call under way, select the buttons corresponding with either of the following:
   - **More > Park**
   - **Hold > More > Park**
2. You will see the number to retrieve the parked call. Anyone using Skype for Business can dial that number using a phone or the interface to retrieve the call. If you want to pick the call back up, select the button under **Retrieve**.

How to create conference call:

*Note: You will not be able to first speak to the person or people who you are conferencing in. You may want to put the call on hold and call first.*

1. Once you have initiated a call with the first number, select the button below **More** then **Confrnc.**
2. Dial 4 + the extension (4####) or the 10-digit number starting with area code (no 8). Or, you can select a contact by pressing the button under **Contacts** and pressing the button by a contact. Use the physical navigation disc to scroll and select.
3. Select the button below **Dial**.

How to check voicemail:

By default, you will receive email messages for any missed calls or voicemails in the email inbox associated with the number. You can check and delete messages there.

*To check voicemail using the phone:*

1. Press the physical **home button**.
2. Use the physical navigation disc to choose **Messages**.
3. Use the navigation disc to navigate to a message and then press the button under **Play**.

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