



Skype for Business Phone Service Polycom Button Phone (VVX311)



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 call a phone number:

The best option for dialing is to enter the number and then pick up the phone.

1. Enter the number as the **10-digit number** starting with area code using the keypad. Use the button under << if you make a mistake. *(No need to dial 8 for external numbers)*
2. Lift the handset to dial the call or press either the speakerphone button or the button under **Dial** to use the speakerphone.
3. To end the call, hang up the phone or select the button under **End Call**.

To call on behalf of a group number:

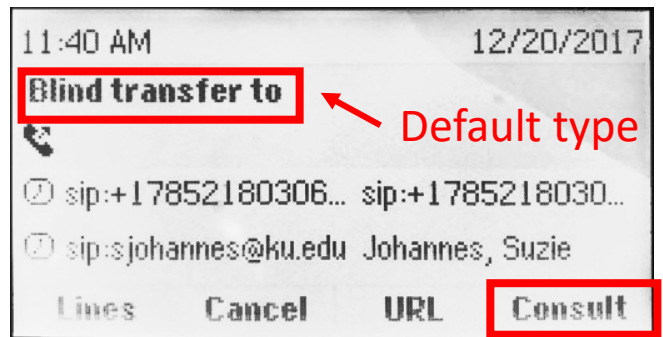
If you are set up as a delegate to answer multiple numbers, you can choose which number the call is originating from by pressing and holding the button by the group number on the phone screen. Use the physical and choosing the button below **On behalf**. Enter the number. Pick up the handset or select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

How to transfer a call:

There are two options for transferring calls:

- Consultative: Speak with the person first before transferring the call to them
- Blind: Directly transfer the call to the person without speaking with them first

The default way that your phone will transfer calls is set in the preferences.



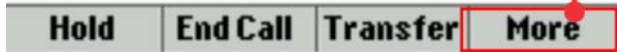
Note: You won't see the transfer options on the screen until you are actively on a call.

1. Answer the call.
2. Press the button under **Transfer** or the physical **Transfer button**.
3. The default type of transfer will appear on the screen. To choose the non-default type, either **Consult** or **Blind**, press the button under the option in the lower right corner.
4. Enter the **10-digit number** starting with area code or select the button under **Lines** to choose a contact set up as a Favorite.
5. Press the button under **Send** or wait for call to start.
6. If using blind transfer, you can hang up.
7. If using consultative transfer, speak with the person first and then choose the button under **Transfer** to complete the transfer. Or if the person doesn't want to take the call, select the button under **Cancel** > **Resume**.

How to set the default transfer type:

1. Press the **Home button**.
2. Use the physical navigation disc to choose **Settings > Basic > Preferences > Default Transfer Type**.
3. Select either **Blind** or **Consultative**.
4. Press the **button under Select**.

These are the options you will see when on an active call. Press the option below a button, or press the button under More for more options.



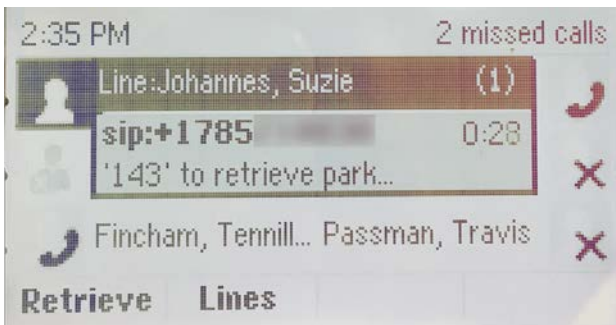
How to place a call on hold:

1. Select the button below **Hold**.
2. Select the button below **Resume** to pick it up.

How to 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 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 **Confnc** to conference in another number not currently on hold. Or, select the button under **More**.

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 **Confnc**.
2. Dial the 10-digit number, starting with area code, or you can select a favorite contact by pressing **the button under Contacts** and then choosing the button by the contact.
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**.