



USER GUIDE

Version 5.0.0 | August 2013 | 1725-49089-001 Rev B

Polycom[®] VVX[®] 300/301 and 310/311 Business Media Phones User Guide for 8x8 Virtual Office



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About This Guide


This guide uses a number of conventions that help you to understand information and perform tasks.

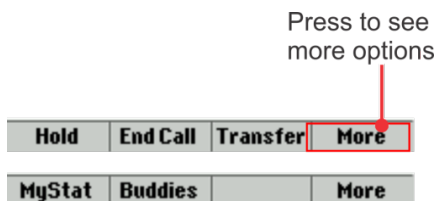
Conventions Used in this Guide

This user guide contains terms, graphical elements, and typographic conventions. You need to familiarize yourself with these terms, elements, and conventions to successfully perform tasks.

Terms and Writing Conventions

- **The Phone/your phone** These terms refer to either the VVX 300/301 or VVX 310/311 phone. Unless specifically noted in this guide, both phones operate in the same way, and the information in this guide applies to both phones. Throughout this guide, VVX 300/301 is used to represent both the VVX 300/301 and VVX 310/311 phones.
- **Press** This term indicates pressing a key on the keypad, a line key, an arrow key, a hard key—such as Hold or Microphone Mute—or pressing and holding a soft key.
- **Select Submenu > Submenu > Submenu** This convention describes how to access submenus. Each submenu name is in bold and separated by a greater than (>) symbol. If the instructions indicate to select **Basic > Preferences > Language**, select the **Basic** submenu, then the **Preferences** submenu, and then the **Language** submenu.
- **Highlight** This term indicates selecting an item on the screen so that its appearance brightens. Soft keys apply to highlighted items.
- **Select** This term indicates selecting an item on the screen by using the arrow keys—up, down, left, and right—to highlight an item. Pressing the central **Select** key opens another screen for the selected option.
- **Views** Your phone has four views: Home, Calls, Active Call, and Lines, which is the default view on VVX phones. A view is a specific screen on the phone's interface that provides unique information and enables you to perform specific tasks.
- **Dialpad** The dialpad is the area of the keypad you use to enter numbers and characters. The dialpad consists of the number and symbol keys, which includes the asterisk (*) and pound (#) keys.
- **Key** This term applies to any button on the phone's console. Phone keys include the dialpad keys and the following keys: , , , , , , , and .
- **Option** An option is one of a series of items you can select for a phone setting, such as *Enabled* and *Disabled*.
- **Held call** Any call, including a conference call, that is on hold.
- **Active call** A call, including a conference call, you're currently in.
- **Setting** The name of a field where you can define information or choose an option.
- **Field** The area of the screen next to a setting in which you can enter information or select an option.

- **Icon** A picture on the screen. The following types of icons are available on VVX phones:
 - An icon that you can select to access a function, feature, setting, or application. For example, when you're in Home view, you can select the New Call icon () to place a call.
 - An icon that provides phone information or status only. Selecting this type of icon doesn't access another function. For example, your phone displays an icon that indicates when you have a voicemail message.
- **Soft key** The context-sensitive keys that display along the bottom of the screen and update depending on the task you're performing. To see additional options, if available, press the **More** soft key, as shown below. The **More** soft key is always on the far-right side of the soft key area, as shown next.







- **Soft key area** The area along the bottom of the screen that displays context-sensitive soft keys, as shown above.
- **Status bar** The status bar is the top-most part of the screen, as shown next. It displays the time and date or other messages for your phone.








Information Elements

This guide includes the following icons to alert you to important information.

Icons Used in this Guide

Name	Icon	Description
Note		The Note icon highlights information of interest or important information needed to be successful in accomplishing a procedure or to understand a concept.
Administrator Tip		The Administrator Tip icon highlights techniques, shortcuts, or productivity related tips.
Caution		The Caution icon highlights information you need to know to avoid a hazard that could potentially impact device performance, application functionality, or successful feature configuration.
Warning		The Warning icon highlights an action you must perform (or avoid) to prevent issues that can cause you to lose information or your configuration setup, and/or affect phone or network performance.

<i>Name</i>	<i>Icon</i>	<i>Description</i>
Web Info		The Web Info icon highlights supplementary information available online such as documents or downloads on support.polycom.com or other locations.
Timesaver		The Timesaver icon highlights a faster or alternative method for accomplishing a method or operation.
Power Tip		The Power Tip icon highlights faster, alternative procedures for advanced administrators already familiar with the techniques being discussed.
Troubleshooting		The Troubleshooting icon highlights information that helps you solve a relevant problem or to refer you to other relevant troubleshooting resources.
Settings		The Settings icon highlights settings you need to choose for a specific behavior, to enable a specific feature, or to access customization options.

Typographic Conventions

This guide uses the following typographic conventions to distinguish types of in-text information.

Typographic Conventions

<i>Convention</i>	<i>Description</i>
Bold	Highlights interface items such as menus, soft keys, file names, and directories. Also used to represent menu selections and text entry to the phone.
<i>Italics</i>	Used to emphasize text, to show example values or inputs, and to show titles of reference documents available from the Polycom Support web site and other reference sites.
Blue Text	Used for cross references to other sections within this document and for hyperlinks to external sites and documents.
<code>Courier</code>	Used for code fragments and parameter names.

What's in This Guide?

This guide is organized into six chapters. The first two chapters introduce the phone and explain how to use the phone's basic features. The following three chapters describe advanced features, and how to customize your phone to suit your needs. The final two chapters show you where to get help and outline known issues and workarounds. The guide also includes safety information.

Chapter 1: Getting Started This chapter contains general information you need to know before you start using your Polycom phone. This chapter describes phone's hardware and phone views and how to navigate menus and enter data.

Chapter 2: Using Basic Features This chapter describes all the basic features that your phone offers, such as how to add contacts and favorites, or transfer or forward calls.

Chapter 3: Using Advanced Features This chapter describes the advanced, optional features, available for your phone, which includes recording calls, locking your phone, monitoring buddies, and accessing a Browser.

Chapter 4: Customizing Your Phone This chapter describes the ways you can customize your phone, including setting up a screen saver or changing the backlight, choosing a background picture, or setting the time and date format.

Chapter 5: Administrative Tasks This chapter describes tasks that your administrator can ask you to perform on your phone, which can include investigating phone issues, restarting the phone, updating the phone's configuration, and testing the phone's hardware.

Chapter 6: Getting Help This chapter provides you with links to Polycom or partner documents and web sites. You can also find links to the Polycom Community, which provides a number of discussion forums you can use to share ideas with your colleagues.

Copyright, Safety, and Regulatory Notices This End-User License Agreement outlines important safety and compliance information for your phone.

Getting Started

This user guide helps you navigate and use your Polycom® VVX® 300/301 or VVX 310/311 phone with 8x8 Virtual Office. It provides an overview of your phone, and walks you through tasks so you can successfully use your phone to perform basic and advanced phone functions.

This chapter provides you with details you need to know about your VVX 300/301 or 310/311 phone's features, components, and user interface before you begin using your phone. This chapter also shows you how to configure your phone remotely using the Polycom Web Configuration Utility.



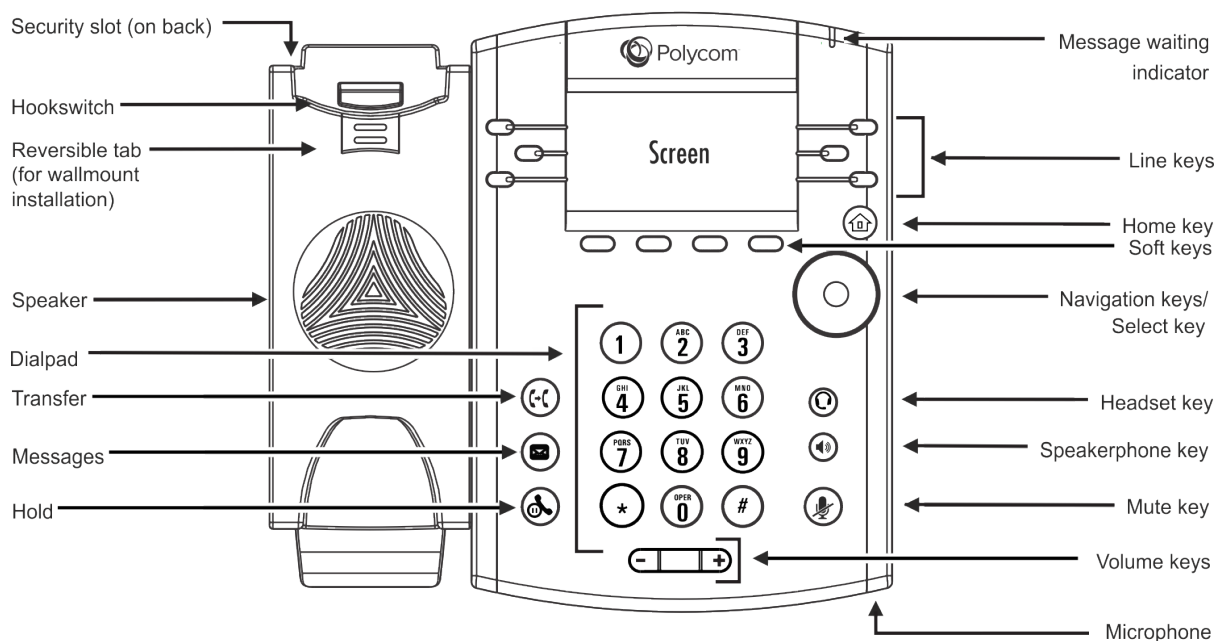
Note: Accessing Features and Options

As you read this guide, keep in mind that your system administrator configures and chooses features available on your phone. As a result, some features are not enabled on your phone. The examples and figures in this guide do not always reflect what displays on your phone screen.

Viewing Your Phone Keys and Hardware



Use the following figure to understand your Polycom phone's hardware features. For more information about attaching phone hardware, including how to connect your phone to the network, see the *Quick Start Guide* for your phone available your phones web page on [Polycom Business Media Phones](#).

Figure 1: Understanding VVX 300/301 and 310/311 Hardware Features



Use the following table to understand the hardware features on your VVX 300/301 and 310/311 phone.



Table 1: VVX 300/301 and 310/311 Hardware Features

<i>Feature</i>	<i>Description</i>
Speaker	Provides ringer and hands-free (speakerphone) audio output.
Dialpad	Enables you to enter numbers, letters, and special characters. You can also use the dialpad keys to select menu items that have index numbers.
Security slot	Enables you to connect the back of your phone to a laptop cable lock so you can secure it to a desktop. For more information about locking your phone to a desktop, see Security Slots on Polycom Phones (Technical Bulletin 64654) .
Message Waiting Indicator	Flashes red to indicate new messages.
Home key	Enables you to press  from any screen to display Home view. From Home view, press  to display other phone views.
Screen	Shows a 2.2-inch diagonal screen with a backlight.
Navigation keys/Select key	Scrolls through information or options displayed on the phone's screen. Selects a field of displayed data.
Headset key	Enables you to place and receive calls through a headset. The key glows green when an analog headset is activated.
Speakerphone key	Enables you to place and receive calls using the speakerphone. The key glows green when activated.
Mute key	Mutes your audio during calls and conferences. The key glows red when audio is muted.
Volume keys	Adjusts the volume of the handset, headset, speaker, and phone's ringer.
Microphone	Transmits sound from your phone to other phones.

Understanding Phone Views




Your phone has three main views: Home, Calls, and Lines view, which is the default view. Home view displays your messages, settings, and information. Lines view is your phone's default phone view and displays your phone lines, your favorites, and conditional soft keys. In Calls view, you can see all your active and held calls.

To change views:

- » For Home view, press .
- » From Home view, press  to display either Lines or Call view.



Troubleshooting: I Can't Access Different Phone Views

The views you can access depend on the number of calls your phone has, and whether your phone has an active call. If your phone is idle, you can access Home and Lines view by pressing . If your phone has only one active call, you can access the Home and Lines view by pressing . If your phone has multiple calls, or one held call, you can access Home, Lines, and Calls view by pressing .

At the top of each view is a status bar, which shows the date and time and important phone messages, as shown next.

Figure 2: Viewing the Status Bar



Home View


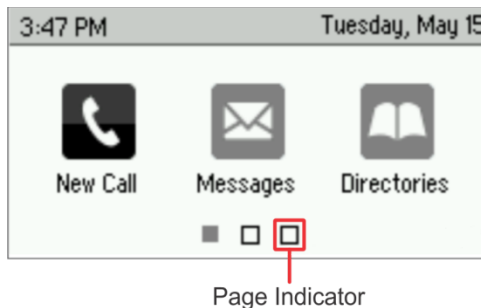
You can display Home view by pressing . At the bottom of Home view is a Page Indicator that shows how many pages of icons Home view displays, as shown next.

Figure 3: Viewing the Page Indicator



To view more menu options in Home view:

- » Press the down or up arrow key to navigate the pages in Home view.

To select a menu option:

- » Press the right or left arrow key to choose a menu option, and press **Select**.

The following icons display in Home view on your phone:

- **New Call** Displays the Dialer so you can place a call.
- **Messages** Provides you with access your voicemail.
- **Directories** Enables you to access your Contact Directory, Favorites, Recent Calls list, and Corporate Directory and.
- **Forward** Sets up forwarding options for incoming calls on your line.

- **DND** Enables Do Not Disturb for your phone. When DND is enabled, your phone doesn't ring and incoming calls go to voicemail.
- **Settings** Provides you with access to phone features and settings you can use to customize your phone.

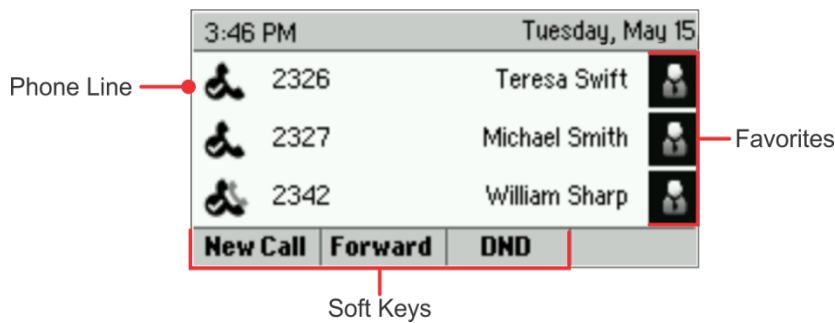
Home view may also include:

- **Applications** Provides you with access to a menu of custom applications. See your administrator for information about any applications available for your phone.

Lines View

Lines view is your phone's default phone view and displays your phone lines, monitored lines (if BLF Keys are available), your favorites, and conditional soft keys, as shown next.

Figure 4: Viewing Lines View



A monitored line (BLF Key) will show a flashing green bar if it is ringing and a solid red bar if it is on a call.



Note: BLF Key

A monitored line (BLF Key) is part of the 8x8 Virtual Receptionist add-on.

In Lines view, you can press a line key to access the Dialer and view the number of active or held calls on your phone, as shown below. If your phone line has an active call, the call color is medium gray. If your phone line has one or more held calls, the call color is light gray. The number of total calls on your phone line is shown above the calls. To select a call, use the up and down arrow keys.

Figure 5: Viewing Active and Held Calls in Lines View



Calls View

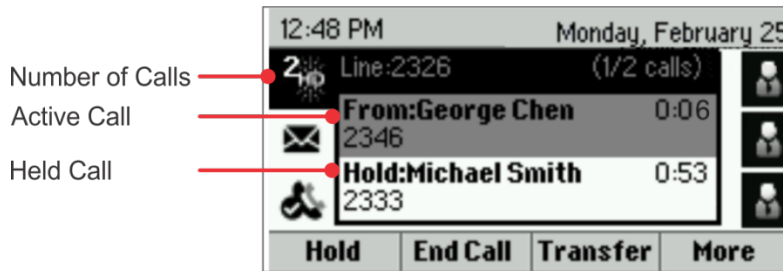
You can access Calls view if your phone has an active and held call in progress, or you have one call on hold. In Calls view, you can use the up and down arrow keys to see all your active and held calls. If your phone has more than on line, your calls display under the associated line, as shown next.

The following colors indicate the call statuses on your phone:


- **Medium gray** Active call
- **Dark gray** Incoming call
- **Light gray** Held call


You can use the up and down arrow keys to highlight a call. When you select a call, available soft keys display for the call.

Figure 6: Viewing Calls View



Tip: Switching Between Lines and Calls View







When in Calls view, switch to Lines view by pressing the Home Key  as a toggle or by pressing **More > Lines**.










Switch back to Calls view by pressing the Home Key  as a toggle or pressing **More > Calls**.










Understanding Phone Icons

The VVX 300/301 and 310/311 has a number of icons that display on your phone screen. The following table displays the icons and indicators used on the VVX 300/301 and 310/311 phone screen.

Table 2: Icons Used on the VVX 300/301 and 310/311

Icon	Description	Icon	Description
	Registered line		Phone warning
	Unregistered line		Login credentials invalid
	Placing a call		Shared line


Icon	Description
	Active call using Polycom HD Voice
	Held call
	Incoming call
	Active conference
	Placed call
	Received call
	Missed call
	Favorite
	Do Not Disturb enabled

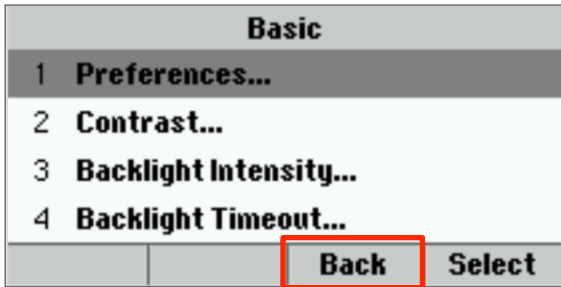


Icon	Description
	Shared line with a held call
	Call forwarding is enabled
	New messages
	Presence status (Available)
	Presence status (Busy or In a Call)
	Presence status (Away)
	Presence status (Do Not Disturb)
	Presence status (Offline)
	Presence status (No information)

Navigating Your Phone's Interface

Your phone has a number of keys and soft keys you can use to navigate menus and phone views on your phone. The following table shows you how to use keys and soft keys to perform tasks and navigate your phone.

Table 3: Navigating Your VVX 300/301 and 310/311 Phones

Task	Action
Return to Home view from any screen	Press  .

Task	Action
Return to the previous screen	<p>Press Back, as shown next. You can also press the left arrow key to return to the previous screen.</p> 
Switch phone views	<p>Press  to switch between Home view and Lines view or between Home view, Lines view, and Calls view during an active call.</p>
Place a call	<p>Press Dial or use the right arrow key from a call list.</p>
Highlight calls in Calls view	<p>Use the up and down arrow keys to select a call. The available soft keys, such as Hold or Resume, display for the highlighted call.</p>
Select a menu item or option	<p>Use the up and down arrow keys to highlight a menu item or option, and press Select.</p> <p>If the menu is numbered, press the corresponding dialpad key for a menu option. For example, press 4 to enter the Backlight Timeout menu, as shown above.</p> <p>You can also use * to page up and # to page down for the additional menu options.</p>
Close an option box without selecting an item or option	<p>Press the left arrow key or the Back soft key.</p>
Select a soft key, menu item, or option	<p>Use the up and down arrow keys to highlight the menu item or option and press the appropriate soft key.</p> <p>You can also press the corresponding number on the dialpad to select the item in a numbered list.</p>
Select a soft key not displayed on screen	<p>Press the More soft key, if displayed in the far-right of the soft key area, to view additional soft keys, as shown next.</p> 

Entering and Updating Data Fields

You can enter information into text fields on your phone using the dialpad keys on the phone's console. You have two options on your phone for entering information: Mode and Encoding.

- **Mode** Enables you to enter numerical and text characters in title case, lowercase, or uppercase.

- **Encoding** Enables you to enter alphanumeric and special characters, including numbers, text, and characters in special languages.

The following table lists the available Mode and Encoding options on your phone.

Table 4: Mode and Encoding Options on VVX Phones


<i>Available Text Options in Mode</i>	<i>Available Text Options in Encoding</i>
Abc	Abc
ABC	ABC
abc	abc
123	123
	ASCII
	Latin (to enter accented characters)
	Katakana (for Japanese characters)
	Unicode (to store characters as double bytes)
	Cyrillic (for Russian characters)

Using the Dialpad Keys

You can use the dialpad keys on your phone console to enter field information. The following table shows you how to enter information in text fields using the dialpad and text options on your phone.

Table 5: Entering Information on the VVX Phones

<i>Task</i>	<i>Action</i>
Enter numbers or text in uppercase, lowercase, or title case	Select Encoding or Mode , and select one of the alphabetic options: <i>Abc</i> , <i>ABC</i> , or <i>abc</i> .
Enter only numbers	Select Encoding or Mode , and select the numeric (<i>123</i>) option.
Enter text in a special language	Select Encoding , and select one of the language options.
Enter a character	Press a dialpad key repeatedly to view the character options and stop to select a character. When the character you want to enter displays in the field, wait one second before pressing the dialpad to enter the next character.
Enter a number	Press a dialpad key to enter the number that displays on that key.

Task	Action
Enter a special character	<p>Select Encoding, and select one of the alphabetic (<i>Abc</i>, <i>ABC</i>, or <i>abc</i>) options. Then, press the 1, *, 0, or # key repeatedly to enter one of the following special characters:</p> <ul style="list-style-type: none"> • 1 key: ! ' ^ \ @ : 1 • * key: . * - & % + ; () • 0 key: / , _ \$ ~ = ? 0 • # key: # > < { } [] " ' ` <p>Note: You can't access special characters when you're in numerical (123) mode.</p>
Enter a space	<p>Select Encoding, and select one of the alphabetic (<i>Abc</i>, <i>ABC</i>, or <i>abc</i>) options. Then, press the 0 key.</p> <p>Note: You can't enter a space when you're in numerical (123) mode.</p>
Delete one or more characters	<p>Use the left and right arrow keys until the cursor is positioned to the right of the characters you want to delete, and press .</p>

Configuring Your Phone Using the Web Configuration Utility

This section explains how to update your phone's settings using the phone's menu commands. You can also update these settings remotely with the Polycom Web Configuration Utility.

The Web Configuration Utility enables you to view and configure your phone's software features from a computer using any compatible web browser. The utility provides a browser-friendly view of the settings you can configure on your phone. Using the utility, you can perform many of the same updates from your computer that you can perform using your phone's menu system.

Before you begin using the Web Configuration Utility, you need to know the IP address of your phone and the user password to log in to the utility. The Admin password is generally not available to end users to protect against making changes that would cause loss of service. Contact your PBX administrator or IT department for more information.

To find your phone's IP address:

- » From Home view, Select **Settings** > **Status** > **Platform** > **Phone**, and use the arrow keys to navigate to your phone's IP address.

To access the Web Configuration Utility for your phone:

- 1** Launch a web browser from a computer on the same network as your phone.
- 2** In the address bar of your web browser, enter the IP address of your phone and press **Enter**. For example, if your phone's IP address is 123.22.3.4, enter this information in the address bar.
- 3** From the Web Configuration Utility login screen, select **User**, enter the user password, and click **Submit**. The default user password for Polycom phones is 123.

The Web Configuration Utility Home screen displays.

After you log into the Web Configuration Utility, you can begin setting up different features on your phone under **Preferences**.

Using Basic Features

Now that you are familiar with your phone's user interface, you are ready to perform basic phone tasks that you can do on a daily basis. This chapter explains how to handle multiple calls at one time, how to manipulate incoming and active calls, and how to access directories and lists so you can perform tasks quickly and efficiently.

This chapter includes information about the following tasks:



- Calling, answering, holding, and ending calls
- Ignoring, rejecting, forwarding, and transferring calls
- Setting up conference calls
- Enabling Do Not Disturb
- Listening to voicemail
- Managing Directories, Recent Calls, and Favorites
- Customizing ringtones
- Controlling phone volume
- Using headsets
- Managing shared lines



Managing Call Activity



Your phone can handle multiple calls at a time. However, only one active call—the call that has audio associated with it—can be in progress at any given time. In addition to the active call, your phone may have multiple other calls that are either held, or in an incoming or ringing state. You can place and answer calls using the following:

- The handset
- The speakerphone
- A headset

To alternate between the handset, headset, and speakerphone:

- » During a call, pick up the handset, press , or press .

For example, if you're using the handset, you can switch to headset mode by pressing , or switch to speakerphone mode by pressing .

When you're in speakerphone mode,  glows green. When you're in headset mode,  glows green if an analog headset is connected.



Power Tip: Setting Your Headset As The Default Mode for All Calls

If you frequently use a headset, you can set your phone to automatically answer calls using the headset. To enable the headset as the default mode for calls, see [Enabling Headset Memory Mode](#).





Answering Incoming Calls

All incoming calls display in an Incoming Call window, as shown next.

Figure 7: Viewing the Incoming Call Window



You can answer incoming calls by:



- Picking up the handset.
- Pressing **Answer**. The call is answered using the speakerphone.
- Pressing . The  is green when in use.
- Pressing . The  is green when in use.
- Pressing the line key of the incoming call. The line key of the incoming call blinks green and the call is answered using the speakerphone.

If you're already in handset, speakerphone, or headset mode, press **Answer**, and the phone automatically uses the mode you're currently using.

If you don't answer an incoming call within 10 seconds, the Incoming Call window disappears, and the incoming call is displayed in Calls view, as shown next.

Figure 8: Viewing Incoming Calls in Calls View



You can answer incoming calls in Calls view by picking up the handset, pressing , pressing , or pressing the line key of the incoming call. From Calls view, you can also press **Answer** to use the speakerphone.

Answering Additional Calls

If you are on an active call and you receive an incoming call on the same or a different line, a call waiting tone beeps, and the Incoming Call window displays.

To answer an incoming call:

- » Press **Answer**.



The active call you are currently on is held.

If you don't answer the incoming call within 10 seconds, the Incoming Call window disappears, and Calls view displays, as shown above.

Answering Calls Automatically

You can enable auto answer on your phone to answer calls automatically so that you don't have to pick up the handset or press a key to answer calls. When you enable auto answer, your phone automatically answers incoming calls after a certain number of rings using the speakerphone.

If Auto Answer is enabled and you receive an incoming call while you're in an active call, the incoming call is automatically answered when you end or hold the current call.

Your phone's default setting mutes the microphone for all auto-answered calls so that the party calling you can't hear you until you are ready to talk. The mute button, , glows red when the microphone is muted. You can press  to unmute the microphone when you are ready to talk.

To enable your phone to automatically answer incoming calls:

- 1 From Home view, select **Settings > Basic > Preferences > Auto Answer**.
- 2 From the Auto Answer screen, do one or both of the following:
 - To enable your phone to automatically answer SIP calls, select **Auto Answer SIP Calls**, and select **Yes**. The default setting is No.
 - To mute the microphone for all auto-answered calls so the incoming caller can't hear you, select **Microphone Mute**, and select **Yes**. The default setting is Yes.
- 3 Press **Save**.

After you have enabled auto answer, your phone answers all incoming calls after the set amount of default rings using the speakerphone.

Managing Multiple Calls

You can manage multiple calls from the Calls and Lines views. Calls view displays all the calls for each phone line, as shown below. All the active and held calls for a line display under the associated phone line. Use the arrow keys to navigate between your lines and the calls on each line.

Figure 9: Managing Calls in Calls View

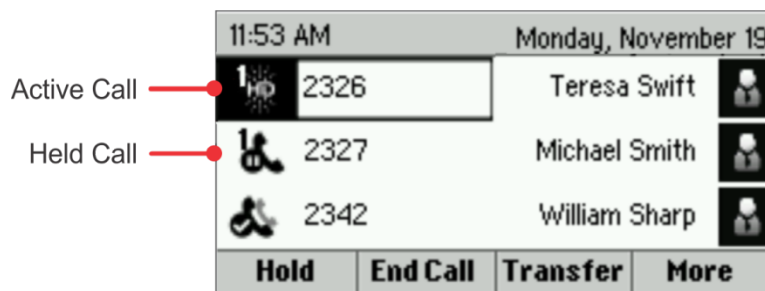


To switch to Lines view from Calls view:

- » Press **More** > **Lines**, or press .

Lines view shows you each line on your phone and how many calls each line has, as shown below. In this example, line 2326 has one active call, and line 2327 has one held call.



Figure 10: Viewing Calls in Lines View



If you press a line key that has a call on hold, that call is resumed and the active call is held.

To highlight a call, use the up and down keys to select the call. You can press one of the soft keys to hold, resume, end, or transfer the highlighted call, or set up a conference with the highlighted call.

Placing Calls

You can place a call using the handset, speakerphone, headset, or by pressing the line key of the phone number you want to call. You can either dial the number first, and choose a method—by picking up the handset, pressing , pressing , or pressing the line key of the phone number you want to call—or choose a method first, and dial the number.

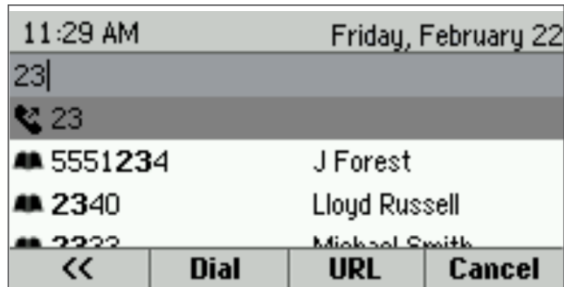
You can place calls in these ways:

- Manually, from the Dialer
- Automatically, by tapping a favorite in Lines view
- Automatically, from your Favorites list, Recent Calls list, or Contact Directory



Calling from the Dialer

The Dialer displays a list of previously placed calls. Select one of the entries to automatically enter the number into the Dialer field, or, enter a number. As you enter numbers, the Dialer displays a list of similar numbers, as shown next. Use the up and down arrow keys to select a match.

Figure 11: Placing a Call Using the Dialer





To display the Dialer, do one of the following:

- From Home view, select **New Call**.
- From Lines or Calls view, press **New Call**. The New Call soft key doesn't display when you have an active call.
- If your phone is idle, start entering a phone number.
- Pick up the handset, or press  or . This method only works if you don't have an active call.
- In Lines view, press a line key that has no calls.

When you access the Dialer, an active call is held.

To call from the Dialer, use one of the following methods:

- Enter the number and pick up the handset, press a line key, press , or press .
- If you're already in handset, speakerphone, or headset mode, enter the number and press **Dial**.

Placing Calls from Favorites, Recent Calls, and Directories

In addition to the Dialer, you can place calls from the Recent Calls list, Favorites list, and your Directory. You can also call a favorite or monitored line (if enabled) from Home or Lines view.

To call from the Recent Calls list:

- 1 Access your Recent Calls list by doing one of the following:
 - > From Home view, select **Directories**, and select **Recent Calls**.

- From Lines view, press the right arrow key for the Placed Calls list, the down arrow key for the Missed Calls list, or the left arrow key for the Received Calls list.
- 2 From the Recent Calls list, select the person you want to call and press **Dial**.



Note: Accessing Recent Calls if Your Phone Has a Corporate Directory

If a Corporate Directory is available on your phone, you can also access Recent Calls by selecting **Directories** in Home view, and then **Recent Calls**.

To call from your Favorites list:

- 1 From Home view, select **Directories** or press the up arrow key and select **Favorites**.
- 2 From your Favorites list, select the favorite you want to call, and press **Dial**.

To call from your Directory:

- 1 From Home view, select **Directories**, and select **Contact Directory**.
- 2 From your Directory, select the contact you want to call.
- 3 Place the call by doing one of the following:
 - From the contact's information screen, press **Info**, select the contact, and press **Dial**.
 - Use the up and down arrow key to select the contact, and press **Dial**.

Redialing Numbers

To dial the last number you called, press the **Redial** softkey.

To redial an earlier number:

- » From the Placed Calls list, as shown next, press **Dial**.
Use the up and down arrow key to select other previously placed calls.

Call Lists (Placed Calls)			
➤	Michael Smith 2333		Last Fri
➤	Lloyd Russell 2340		Last Fri
➤	Lloyd Russell 2340		Last Fri
Dial	Sort	Type	More

Recording Calls (if available)

Recording Calls is a 8x8 Virtual Office Pro feature that can be managed through your 8x8 Virtual Office Online portal. You can record all calls or record selective calls by turning call recording on and off using your **CallRecord** softkey. You will only have a **CallRecord** softkey if the service is available to you.

To start recording a call, during a live call tap the **CallRecord** softkey. A message will announce that call recoding has started.

To end recording a call, during a live call tap the **CallRecord** softkey. A message will announce that call recording has ended.

Parking a Call

You can park a live (answered) call and notify someone else on your PBX where to pick up the parked call.

To park a call:

Tap the Park softkey

A message will announce to someone on your PBX where (what extension) to pick up the parked call. You can publicly announce (page) or call to notify someone where (what extension) they can pick-up the parked call. To pick-up the parked call, they dial the parked call extension.

Ending Calls


You can end an active call in the following ways:

- Place the handset on the cradle.
- From Lines or Calls view, press **End Call**.
- In Calls view, highlight the call before you press **End Call**.

To end a held call:

- » From Calls view, select the held call, and press **Resume > End Call**.

Using Headsets

You can connect an analog headset to your phone. If an analog headset is connected and in use,  glows green.

If you use a headset, you can set up your phone so that all calls use your headset (see [Enabling Headset Memory Mode](#)). If you use a headset that supports electronic hookswitch (EHS), you can press the hookswitch button to place, answer, and end calls. In addition, you can mute calls and control the volume from your headset.


For information about how to connect a headset to your phone, see the *Quick Start Guide* for your phone, which is available on the Polycom [Business Media Phones](#) web page.

For information about your headset's features and how to sync your headset with your phone, see your headset's documentation.


For a list of supported headsets, see the [Headset Compatibility List \(Technical Bulletin 37477\)](#). For detailed information about how to use electronic hookswitch, see [Using an Electronic Hookswitch \(Technical Bulletin 35150\)](#). All of these documents are available on the [Polycom Profiled UC Software Features](#) and [Polycom Engineering Advisories and Technical Notifications](#) support pages.

Enabling Headset Memory Mode

This feature is useful for full-time headset users. You can set up your phone so that all incoming and outgoing calls use your headset. You can switch to handset or speakerphone mode at any time.

To use Headset Memory Mode, you must enable and activate Headset Memory Mode. When Headset Memory Mode is activated,  flashes green for analog headsets or blue for USB or Bluetooth headsets.

To enable Headset Memory Mode:


- 1 From Home view, select **Settings** > **Basic** > **Preferences** > **Headset** > **Headset Memory**.
- 2 From the Headset Memory Mode screen, select **Enabled**.
- 3 Press .

To activate Headset Memory Mode:

- » Press  twice.

The Headset key flashes to indicate that the phone is in Headset Memory Mode.

Now, whenever you answer a call, the call connects to your headset automatically.

If you switch to the speakerphone or the handset, you deactivate Headset Memory Mode. Calls no longer automatically go to your headset, unless you reactivate Headset Memory Mode. To have calls go to your headset again, activate Headset Memory Mode by pressing  twice.

Responding to Incoming Calls

When your phone rings, you can respond to incoming calls in one of the following ways:

- Ignore or silence the call before answering it.
- Reject the call so it goes directly to voicemail.
- Forward the call to another person.

Ignoring Incoming Calls

You can briefly ignore or silence a call to stop your phone from ringing. Even though the call shows as ignored, your phone still displays the incoming call notification so you can answer the call.

To ignore or silence a call:

- » From the Incoming Call window, press **Ignore** for individual lines or **Silence** for shared lines.
Your phone stops ringing, and the Incoming Call window is replaced with Home or Calls view.

Rejecting Incoming Calls

You can reject a call to stop your phone from ringing and send the call directly to your voicemail. Calls you reject display in your Recent Calls list. You cannot reject calls on shared lines.

To reject an incoming call:

- » From the Incoming Call window, press **Reject**. You can also reject an incoming call from Lines and Calls view.

The call goes directly to voicemail.

Forwarding Incoming Calls

You can forward incoming calls to another person without answering the call.

To forward an incoming call to another person:

- 1 While your phone rings, press **Forward**.
- 2 From the Call Forwarding screen, enter the forwarding number and press **Forward**.



User Tip: Other Ways to Forward Calls

Refer to 8x8 Virtual Office Online User Guide for forwarding calls. This document is available at: <http://www.8x8.com/Support/BusinessSupport/Documentation.aspx>

Managing Active Calls

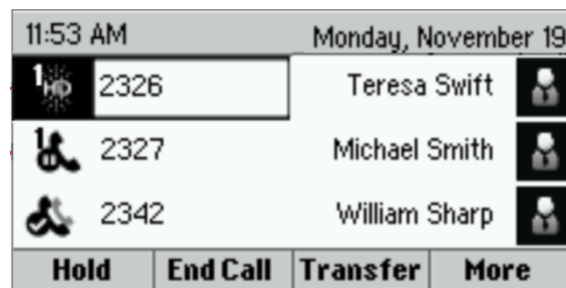
When you're in a call, you can do the following:

- Hold the call
- Record the call
- Park the call
- Transfer the call to another party
- Blind Transfer the call to another party
- Transfer the call to someone's voicemail
- Set up a conference call with the call you're in and another party

Holding Calls

You can place any active call on hold. A held call displays in Calls and Lines view, as shown next.

Figure 12: Viewing Held Calls in Calls and Lines View



To hold a call:

- » From Lines or Calls view, press **Hold**. If you're in Calls view, highlight the call, and press **Hold**.

To resume a held call:

- Do one of the following:
 - From Lines view, press **Resume**. If more than one held call is on the line, the last call that you held is resumed. If you have multiple lines and you press **Resume**, the last call that you held on either line is resumed.
 - From Calls view, use the up and down arrow keys to highlight the call, and press **Resume**.

Recording Calls (If Enabled)

- From Lines or Calls view, tap **Call Record**.

Parking Calls

- From Active Call, Lines, or Calls view, tap **Park**.
- Listen to the message for what extension the call is parked.
- Inform the recipient(s) to pick up the parked call by dialing that extension where the call is parked.

Transferring Calls

When you transfer a call to another person, you have the option to talk to the person before the transfer completes.

If your phone supports a blind transfer, you can automatically transfer a call without talking to the other person. The call is automatically transferred after you dial the number you're transferring the call to.

If you have monitored lines configured on your Lines view, you can instantly transfer an active call to one of those lines. You can also transfer an active call to the voice mail of another extension.

To transfer a call:

- 1 From Lines or Calls view, press **Transfer**. The active call is held.
- 2 From the Dialer, place a call to the person you want to transfer the call to.
- 3 When you hear the ring-back sound, press **Transfer** to complete the transfer. Or, if you want to talk with the person before the transfer completes, connect and talk with the person, and press **Transfer**. To cancel the transfer before the call connects, press **Cancel**.

To perform a blind transfer:

- 1 From Lines or Calls view, press **Transfer**. The active call is held.
- 2 From the Dialer, press **BlindXfer**, and place a call to the person you want to transfer the call to. If you don't see **BlindXfer**, press **More > BlindXfer**.

The call automatically transfers to the person you specified.



Timesaver: Completing a Transfer

If you're using a handset, complete a transfer by replacing the handset on the cradle.

To perform an instant transfer to a monitored line (BLF Key):

1. Tap the monitored line (BLF key) to instantly transfer the call to that Line.

To transfer a call to voice mail:

1. From Active Call, tap **More** > **xfrVM**.
2. Enter the extension of the person you want to transfer the caller to followed by the **#** key.

The caller is transferred directly to the voicemail box at that extension.

Managing Conference Calls

You can initiate a conference call with two other people. Depending on your phone system, you can add more than two people to a conference call. Ask your system administrator about the maximum number of conference call participants.

You can hold and resume conference calls. You also have the option to split a conference call by ending the conference and placing the people you were talking with on hold.

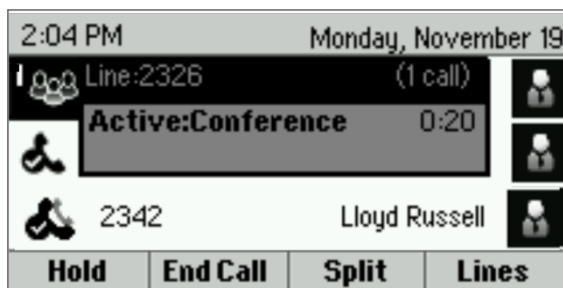
During a conference call, you have access to the conference management feature. This feature enables you to manage each person in the conference call so that you can mute, hold, and remove participants. Your system administrator enables this feature on your phone.

Initiating Conference Calls

You can initiate a conference by calling two people and using the **Confnc** soft key or by joining two existing calls using the **Join** soft key.

To initiate a conference call:

- 1 Call the first participant.
- 2 From Lines or Calls view, press **More** > **Confnc**. The active call is held.
- 3 Using the Dialer, call the second participant.
- 4 When the second participant answers, press **More** > **Confnc** or press **Join** to add everyone in a conference call. The Active: Conference screen displays, as shown next.



Holding and Resuming Conference Calls

When you place a conference call on hold, you place all the participants in the call on hold. No one in a held conference call can hear other participants.

To place a conference call on hold:

- » From Lines or Calls view, press **Hold**. If you're in Calls view, be sure to highlight the conference before pressing **Hold**.

The other people in the conference are held. The following example shows a held conference in Calls view.



To resume a held conference call:

- » From Lines or Calls view, press **Resume**.

Ending Conference Calls

To end a conference, press **End Call**. By default, when you press **End Call**, the other people remain connected unless your Systems Administrator sets your phone to end all connections when you end a conference call.

To end a conference call:

- » From Lines or Calls view, press **End Call**.

Splitting Conference Calls

You can split an active or held conference call. When you split a conference, you end the conference and place the call participants on hold.

To split a conference call:

- » From Lines or Calls view, press **Split**.

Changing the Way Calls are Answered

You can change the way you answer calls by doing one of the following:

- Forwarding all calls to another person
- Rejecting calls from a contact
- Diverting calls from a contact to another person
- Temporarily refusing all calls by enabling Do Not Disturb

Forwarding Calls

You can set up your phone to forward all calls to another number, even if the Do Not Disturb feature is enabled on your phone. Call forwarding is not available on shared lines.



Power Tip: Forwarding Calls on a Call-by-Call Basis

You can choose to forward a call as your phone rings. For more information about forwarding calls on a call-by-call basis, see [Forwarding Incoming Calls](#).

The Polycom 300/301 with 8x8 Virtual Office phone offers two methods of call forwarding:

- Online Call Forwarding
- Phone-based Call Forwarding



User Tip: Use Virtual Office for Call Forwarding

8x8 recommends using online call forwarding instead of phone-based call forwarding so your call forwarding instructions are stored online instead of on your phone. If you set your call forwarding rules on your phone, they will not be in effect if your phone is disconnected from an Internet connection.

To enable online call forwarding (Virtual Office):

- Log on to your Virtual Office Online dashboard at [http:// virtualoffice.8x8.com](http://virtualoffice.8x8.com).
- Select **Settings** then **Call Forwarding**, then select the **My Rules** tab.
- Update your Call Forwarding Rules and press **Save**.

You can return to Virtual Office Online at any time to update your Call Forwarding Rules.

To enable call forwarding (phone based):

- » Do one of the following:
 - From Home view, select **Forward**.
 - From Home view, select **Settings** and select **Features > Forward**.
 - If your phone is idle, press the **Forward** soft key from Lines view.
 - If your phone is set up with multiple lines, select the line to apply forwarding to.

- From the Forwarding Type Select screen, select the forwarding type you want:
 - ◆ **Always** To forward all incoming calls
 - ◆ **No Answer** To forward all unanswered incoming calls
 - ◆ **Busy** To forward calls that arrive when you're already in a call
- Enter the forwarding number, and select **Enable**. If you selected the **No Answer** option, you can enter the number of rings before your phone forwards the call. Polycom recommends that you enter a value of 2.

The forwarding number you chose displays in the status bar, as shown next. In this example, the line is forwarded to 2340.

Figure 13: Displaying the Call Forward Number in the Status Bar




If a phone line is idle, Lines view displays the forwarding icon, , next to the phone line, as shown next.

Figure 14: Viewing the Call Forwarding Icon in Lines View



To disable call forwarding (phone based):

- 1 From Home view, select **Forward**.
- 2 If your phone is set up with multiple lines, select the line to disable forwarding for.
- 3 From the Forwarding Type Select screen, select the forwarding type to disable, and select **Disable**.

Rejecting Calls from a Contact

You can send incoming calls from a particular contact to your voicemail system.



Note: Rejecting Calls and Shared Lines

You can't reject calls on shared lines. You can only silence calls on shared lines. For more information about shared lines, see [Managing Shared Lines](#).

To send incoming calls from a contact to your voicemail system:

- 1 From Home view, select **Directories > Contact Directory**.
- 2 From your directory, use the up and down arrow keys to select the contact whose calls you want to reject, and press **Info**.
- 3 From the contact's information screen, press **Edit**.
- 4 From the Edit Contact screen, use the up and down arrow keys to select **Auto Reject > Enabled > Save**.

Diverting Calls from a Contact

The Divert option enables you to transfer all incoming calls from a particular contact to another person.

To divert incoming calls from a contact to another person:

- 1 From Home view, select **Directories > Contact Directory**.
- 2 From your directory, use the up and down arrow keys to select the contact whose calls you want to send to another person.
- 3 From the contact's information screen, press **Edit**.
- 4 From the Edit Contact screen, do the following:
 - Use the up and down arrow keys to select **Divert Contact**, and enter the number of the person you want the call to go to.
 - Select **Auto Divert**, and select **Enabled**.
 - Press **Save**.


Using Do Not Disturb

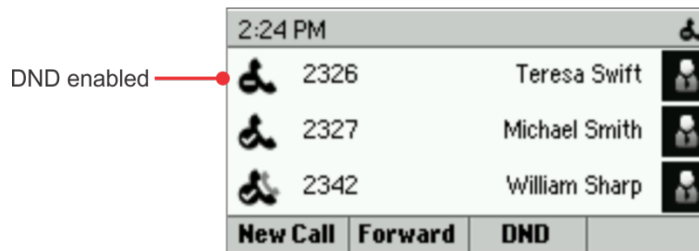
Enabling Do Not Disturb (DND) stops your phone from ringing and sends all incoming calls directly to voicemail. All calls you receive while DND is enabled are logged to your Recent Calls list.

When you enable Do Not Disturb, the following happens:

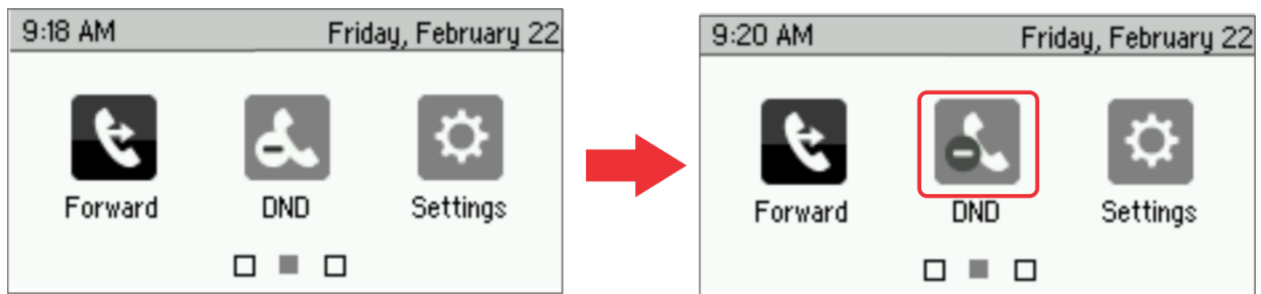
- The Do Not Disturb icon displays in the status bar, as shown next.



- If your phone is idle, the Do Not Disturb icon, , displays next to your phone line in Lines view, as shown next. If you have new messages or forwarding enabled, the messages or forwarding icon displays instead.



- The DND icon in Home view changes from white to black when Do Not Disturbed is enabled, as shown next.



Note: Do Not Disturb and Call Forwarding

If you enable both forwarding and DND, calls will still be sent to the forwarding number.

To enable or disable Do Not Disturb:

- » From Home view, select **DND**. Or, if your phone is idle, press **DND**.

Using Do Not Disturb with Multiple Lines

By default, the Do Not Disturb feature applies to all lines on your phone.. You can still see a visual notification of an incoming call and have the option to answer the call in Do Not Disturb.

To enable or disable Do Not Disturb for one line:

- 1 From Home view, select **DND**.
- 2 Select a line.
- 3 From the Do Not Disturb screen, select **Enable** or **Disable**.

Listening to Voicemails

Your phone indicates when you have new voicemail messages in the following ways:


- A message in the status bar, as shown next. The message indicates the total number of new messages you have.




- A flashing Message Waiting Indicator, located at the top-right of your phone.
- An audible alert, if your phone is on-hook.



Note: Temporarily Removing Message Indicators

To temporarily remove the message counter, press , select **Message Center**, and press clear. You can also select **Messages** from Home view, and select **Message Center > Clear**. The message indicators doesn't display again until after a period of time, which is set by your administrator.

To listen to voicemail messages:

- 1 Press  and select **Message Center**, or from Home view, select **Messages > Message Center**.
If your phone has multiple lines, the Line Select screen displays.
- 2 Use the up and down arrow keys to select the line that has new messages.
- 3 From the Messages screen, press **Connect** and follow the prompts.

Viewing Recent Calls


Your phone maintains a Recent Calls list—a list of missed, received, and placed calls. Each list can hold up to 100 entries. From the recent calls list, you can do any of the following:

- Select an entry and place a call.
- Sort, order, and filter calls.
- Remove certain calls from the list.
- Select a call record to view call details or manage the entry.
- Save an entry to the Contact Directory.




To view your Recent Calls list:

- » From Home view, select **Directories > Recent Calls**.

The Recent Call list displays, as shown next.

Call Lists			
	S R x2 0774		5:05 AM
	G J 0776		5:02 AM
	2160,C Kurn 2160		5:02 AM
Dial	Info	Type	More

The following icons display next to entries to indicate the call type:

-  Indicates a placed call
-  Indicates a received call
-  Indicates a missed call

The following soft keys display at the bottom of the Recent Calls screen:



- **Dial** Use to call a contact.
- **Info** Use to view detailed call information.
- **Type** Choose to display only missed, received, or placed calls
- **More** Choose to display additional soft keys. Press **More** to view the additional soft keys.
- **Save** Use to save a recent caller to the Contact Directory.
- **Clear** Use to delete all entries from the call list.
- **Sort** Use to sort entries by name or call time in ascending or descending order.

You can view and edit the details of previous calls in the Recent Calls list or call a recent call.

To view the details of a previous call:

- » From your Recent Calls list, use the up and down arrow keys to highlight a call, and press the right arrow key to view the details of the call.

The call entry details display, as shown next.

G J			
Ap			
42 mins 19 secs	5:02 AM, Today		
Placed Call			
Line: 3339940778			
0776			
Dial	Back	Edit	Delete

You can do the following in the call entry details window:

- Press **Dial** to call the contact.
You can also press the right arrow key on your phone to automatically call the contact.
- Press **Back** to return to the Recent Calls list.
- Press **Edit** to change the phone number of the contact before you dial the number.
- Press **Delete** to remove the entry from the call list.

Managing Your Contact Directory

You can store a large number of contacts in your phone's local Contact Directory, as shown below. Contact your system administrator for the maximum number of contacts you can store in the Contact Directory.

Figure 15: Viewing Contacts in the Contact Directory

Contact directory			
Al Dion	3333		
Francois Clement	2589		
Helen Cooper	9870		
J Forest	5551234		
Dial	Search	Add	Info

From your local Contact Directory, you can do the following:

- View contact information.
- Search for contacts.
- Dial contacts.
- Add contacts.
- Update contact information.
- Delete contacts.



Note: Accessing a Corporate Directory

A Corporate Directory is available on your phone, if configured by your system administrator. If you have access to a Corporate Directory, you can dial people in the Corporate Directory, as well as save them to your local Contact Directory. For more information, see [Managing a Corporate Directory](#).

To view your Contact Directory:

- » From Home view, select **Directories > Contact Directory**.
The Contact Directory displays.

In the Contact Directory, you can use the arrow keys to navigate to view a contact's information, or you can enter in search criteria to find your desired contact.

To view contact information:

- » In the Contact Directory, use the up and down arrow keys to select the contact, and press **Info**. The contact's information screen with the contact's name and phone number displays, as shown next. Additional information, such as a job title, label, or email address, also displays, if available.



To search for a contact:

- 1 From your Contact Directory, press **Search**.
- 2 Enter your search criteria and press **Search**.
A list of search results displays. Press **Back** to return to your Contact Directory.

To dial a contact from the Contact Directory:

- 1 Select the contact you want to call, and press **Info**.
- 2 From the contact's information screen, press **Dial**, as shown next.



To add a contact:

- 1 From Home view, select **Directories > Contact Directory > Add**.
- 2 From the Add Contact screen, enter your contact's information and press **Save**.

You can enter the following information when adding contacts:

- **First and Last Name** The name of your contact.
- **Contact** Your contact's phone number.
- **Job Title** Your contact's position.
- **Email** A personal or work email address.

- **Favorite Index** An index number that displays in your Favorites list. For more information about favorites, see [Managing Favorites](#).
- **Label** A label or title for your contact.
- **Ring Type** An assigned ringtone for calls from your contact.
- **Divert Contact** The phone number you want to forward calls from the added contact to.
- **Auto Reject** Enables sending calls from the added contact to voicemail.
- **Auto Divert** Enables sending calls to the assigned Divert Contact.



Timesaver: Saving Recent Callers and Corporate Directory Contacts to Your Contact Directory

To save a recent caller to your Contact Directory, see [Viewing Recent Calls](#).
If a Corporate Directory is available on your phone, you can add contacts from the Corporate Directory to your Contact Directory. For information about how to update your Contact Directory, see [Managing a Corporate Directory](#).

To update a contact's information:

- 1 From the Contact Directory, select the contact you want to update, and press **Info > Edit**.
- 2 Update the contact's information, and press **Save**.

To delete a contact:

- 1 From your Contact Directory, select the contact you want to delete, and press **Info > Delete**.
A confirmation message displays confirming that you want to delete the contact.
- 2 Press **Yes** or **No**.

Managing a Corporate Directory

The Corporate Directory is set up and populated with contacts by your system administrator. The Corporate Directory is non-editable, and your administrator determines which contacts you can see.

From the Corporate Directory, you can do the following:

- Search for contacts.
- Dial contacts.
- Add contacts to your local Contact Directory.

To view the Corporate Directory:

- » From Home view, select **Directories > Corporate Directory**.

By default, a blank search screen displays. To view entries, enter a search to find a contact.

You can set your Corporate Directory to save your search results to view each time you search the Corporate Directory.

To save Corporate Directory search results:

- 1 From Home view, select **Settings > Basic > Preferences > Corporate Directory > View Persistency**.
- 2 From the View Persistency screen, select **Enabled**.

Each time you view the Corporate Directory, your last search results automatically displays.


To search the Corporate Directory:

- » From the Corporate Directory, perform a quick search or an advanced search:
 - To perform a quick search, enter the contact's first or last name, and press **Submit**.
 - To perform an advanced search, press **AdvFind**, enter your search criteria, and press **Submit**.
- The screen displays a list of contacts starting with the most successful matches.

To view information for the contact:

- » Press **View**.

To erase your search criteria and enter a new criteria:

- » Press  until you have cleared your previous search entry.

To dial a Corporate Directory contact:

- 1 From the Corporate Directory, search for the contact you want to dial.
- 2 From the search results, select the contact, and press **Dial**.

To add a contact to your local Contact Directory:

- 1 From the Corporate Directory, search for the contact you want to add to your Contact Directory.
- 2 From the search results, select the contact, and press **View > Save**.

Only the first name, last name, and phone number are saved. Go to the Contact Directory to add additional contact information or edit the saved entry.

Controlling Audio and Volume

You can change ringtones, phone volume, and audio on your phone by doing the following:

- Updating the incoming call ringtone
- Updating a contact's ringtone
- Changing the speaker or ringer volume
- Muting the microphone
- Changing the Audible Ring setting

Updating the Incoming Call Ringtone

You can personalize your phone's ringtone and pick unique ringtones for the different lines on your phone. The default ringtone for Polycom phones is Low Trill.

To select an incoming call ringtone for your phone or a line:

- 1 From Home view, select **Settings > Basic > Ring Type**.
- 2 Select the line you want to apply a new ringtone to.
- 3 From the Ring Type screen, select a ringtone.

To hear the ringtone before you set it:

- » Select a ringtone and press **Play**.

Updating a Contact's Ringtone

You can select unique ring tones for contacts in your Contact Directory to quickly identify individual callers when your phone rings.

To select a ringtone for a contact:

- 1 From the Contact Directory, select a contact, and press **Info > Edit > Ring Type**.
- 2 Select the ringtone you want, and press **Save**.

Changing the Volume

You can change the volume for your phone's ringer and the incoming audio during a call.



To change the volume of your ringtone or during a call:

- » Press the **Volume** keys,  , to lower or raise the speaker volume.

Muting the Microphone

You can mute the microphone to silence audio from your side of a call. Microphone Mute applies to all modes: handset, headset, and speakerphone. You can still hear all other parties in a call when you mute your microphone.

To mute the microphone:

- » During a call, press  .
The Mute key glows red, and the other parties can't hear audio from your side of the call. To disable Mute, press  again.

Changing the Audible Ring Setting

You can choose where you hear the audible ringer on your phone. You can set the audible ringer to play from the handset, headset, or speaker. For example, you can set your phone to ring on your headset, instead of the speaker. By default, the audible ringer plays from the speaker.

To choose where the audible ringer plays:

- 1 From Home view, select **Settings > Basic > Preferences > Audible Ringer**.
- 2 From the Audible Ringer screen, select where you want to hear the ringer:
 - To hear the ringer only from the phone's loudspeaker, select **Speaker**.
 - To hear the ringer only from the handset, select **Handset**.
 - To hear the ringer only from the headset, select **Headset**.
 - To hear the ringer only from the device you're currently using, select **Active**.

Managing Favorites

Favorites are contacts in your Contact Directory that you have marked as a favorite. To make a contact a favorite, you need to assign a contact a favorite index number.

To assign a contact as a favorite:

- 1 From Home view, select **Settings > Contact Directory**.
- 2 Select a contact and select **More > Add**.

A screen asking *Add to Favorites with an index of [number]* displays.
- 3 Select **Yes** to add the contact with the chosen index number or select **Edit Index** to choose a favorite index number for your contact, and press **Save**.

A star displays next to the contact's name in the Contact Directory.


Contacts that have a favorite index number display , as shown next.

Figure 16: Viewing A Favorite in the Contact Directory



All your Favorites display in your Favorites list. However, only three favorites display in Lines and Home view for VVX 300/301 and 310/311 phones.







The following figure shows a sample Favorites list.

Figure 17: Viewing the Favorites List

Favorites	
1. Teresa Swift	6874
2. Michael Smith	2333
3. Lloyd Russell	2340
4. Helen Cooper	9870
Dial	Info

The following figure shows your favorites in Lines view. Favorites display beside the phone lines.

Figure 18: Viewing Favorites in Home View

3:46 PM		Tuesday, May 15	
	2326	Teresa Swift	
	2327	Michael Smith	
	2342	William Sharp	
New Call	Forward	DND	

} Favorites

Favorites display consecutively according to their index number. The contact with the lowest number displays first. To reorder your favorites, change your contact's index number in the Contact Directory.

To see your Favorites:

- » Press , select **Directories > Favorites**.

To call a Favorite:

- » From your Favorites list or from Lines view, select the favorite you want to call. The call is automatically placed.

To reorder your Favorites:

- 1 From your Contact Directory, select the contact and press **Edit**.
- 2 From the Edit Contact screen, select **Favorite Index**, and enter a new favorite index number.
- 3 Press **Save**.

To remove a Favorite from the list:

- 1 From your Contact Directory, select the contact and press **Edit**.
- 2 From the Edit Contact screen, select **Favorite Index**, and delete the contact's favorite index number.

3 Press **Save**.

Using the Intercom

You can use the Intercom key to automatically connect with a remote extension.

- To intercom an extension, press **Intercom** from Lines View, dial the number you wish to Intercom to and then press **Enter**.

If you are receiving an intercom call, the phone rings, then automatically connects to your speakerphone.

Returning the Last Call

Last Call Return (LCR) enables you to automatically call back the last incoming call without having to dial the number.

To call back the last incoming call:

1. Press **New Call**, then press **LCR**.
2. You can pick up the handset first, then press **LCR** to place the call on your handset.

Using Call Queues (Call Queue Users Only)

Phones on 8x8 Call Queues can log in and out of Call Queues if the Call Queue Admin has granted log in/out permission to the user.

- **To access your Call Queues** Select **Applications** from Home View, then **Call Queues**.
- **To log into a Call Queue** Press the **Login** button.
- **To log out of a Call Queue** Press the **Logout** button.

Using Advanced Features

This chapter describes the advanced features available on your Polycom phone. Advanced features available for Polycom VVX 300/301 and 310/311 phones include joining Microsoft® Outlook® meetings on your phone, using your computer's keyboard and mouse to control calls, viewing web content, and viewing other phone users' presence statuses on your phone. Ask your system administrator about which advanced features are available for your phone.

This chapter shows you how to:

- Group paging
- Locking your phone

Group Paging

A page is a one-way audio announcement. The Group Paging feature enables you to page users subscribed to a page group. Ask your system administrator about setting up this feature on your phone.

Your system administrator can define up to 25 paging groups for Group Paging. The administrator can assign a label to each group that easily identifies the phones in the group, such as All, HR Dept, Shipping Staff, or Executives.

Each page group has one of the following priorities:

- **Normal** By default, broadcasts sent to Groups 1 to 23 are considered Normal broadcasts. If two users begin a broadcast on the same group at the same time, the phone with the lower serial number continues to transmit while the other phone enters the receiving state. By default, all phones are configured to receive broadcasts sent to Group 1.
- **Priority** By default, broadcasts sent to Group 24 are considered Priority broadcasts. A Priority broadcast interrupts Normal broadcasts or active calls. All phones receive Priority broadcasts unless Do Not Disturb is enabled. Phones play Priority broadcasts at the phone's current audio level.
- **Emergency** By default, broadcasts sent to Group 25 are considered Emergency broadcasts. An Emergency broadcast interrupts Normal broadcasts, Priority broadcasts, and active calls. Phones play Emergency broadcasts at near maximum volume even if Do Not Disturb is turned on.

Using Group Paging Mode

Your phone can be enabled to operate in a broadcast mode called Group Paging mode. In this mode, you can broadcast one-way announcements to a specified group of phones, called a Paging Group. In Group Paging mode, users must subscribe to Paging Groups to send and receive pages.

To send and receive pages, you need to subscribe to certain paging groups. By default, you're subscribed to Paging Groups 1, 24, and 25. This means that you can send and receive pages to Paging Groups 1, 24, and 25.

Sending Pages

By default, group page are sent using Paging Group 1, which is the default group for your phone. You can change your default paging group to another group, which is described in [Updating the Default Paging Group](#). If you change your default paging group, you're automatically subscribed to the new default group. Note that you can't send a Page-mode page during active calls.

To send a page:

- 1 From Lines view, press and hold **Paging**.
- 2 From the Paging Groups List screen, select the paging group to send the page to.
- 3 To begin a page, press **Page**.
An alert tone plays before you can begin sending a page.
- 4 Begin speaking.
- 5 Press **End Page** to end sending a page.



Timesaver: Automatically Sending a Page

To automatically send a page to the default paging group, press and hold **Paging**, and begin talking.

Receiving Pages

To receive a page sent to a particular paging group, you need to be subscribed to that group. To subscribe to a paging group, see Account Manager User Guide - Virtual Office

<http://sims.8x8.com/GetDocument.aspx?docid=710633> Section on Paging.

How you receive a page depends on the priority of the page and whether you're in an active call or your phone is set to receive a page during an active call.

You can receive pages on the paging groups you're subscribed to as well as Group 24 (Priority pages) and Group 25 (Emergency pages). If you enabled *Do Not Disturb*, you can only receive Emergency pages. Non-emergency pages don't display or play on your phone.

Receiving Pages

If you receive a page and you're not in an active call, the page immediately plays regardless of the paging priority.

While a page plays, you can do the following:

- Hold the page.
- End the page. This ends the page on your phone only.
- Place a new call.

Receiving Pages During Active Calls


How you handle a page when you're in an active call depends on the page priority and whether you have enabled the feature to receive a page when you're in an active call.

If the page is a Normal page:

- If your phone is allowed to receive pages during active calls, the page immediately plays. You'll hear both the original call and the page. To hear only the page, hold or end the call.
- If your phone isn't allowed to receive pages during active calls, the page displays as a *Pending* page. To listen to the page, select the page, and press **Accept**. You can also hold or end the call.




If page is a Priority or Emergency page, the page immediately plays and you hear both the original call and the page. To hear just the page, hold or end the call.

Adjusting the Volume of Pages

You can adjust the volume of pages while they play by using the Volume keys, , to raise or lower the page volume. If you adjust the volume of a non-emergency page, your phone uses the adjusted

volume for subsequent non-emergency pages. However, only your system administrator can change the volume of an Emergency page.

Switching to Handset, Headset, or Speakerphone during Pages

While you send a page, you can switch to the handset, headset, or speaker phone by picking up the handset or pressing  or . You can also press  to mute your audio so that the people receiving your page don't hear audio.

Note that pages are always played through the phone's speakerphone and cannot be changed to play through your handset or headset.

Updating the Default Paging Group

Note: Your administrator manages the Paging Group(s) that you are subscribed to via 8x8 Account Manager.

Updating Paging Group Subscriptions

Note: Your administrator manages the Paging Group(s) that you are subscribed to via 8x8 Account Manager.

By default, you're subscribed to Paging Groups 1, 24, and 25. This means that you can send pages to and receive pages sent to these groups. Your administrator can change which groups you're subscribed to. However, you can't disable your subscriptions to Paging Groups 24 and 25.

Allowing Pages to Play During Active Calls

The *Accept While Busy* option determines what happens when you're in a call and receive a page. If you enable the option, a page interrupts telephone calls and you hear the audio of both the telephone call and the page. If you disable the option, the incoming page is held in a *Pending* state—it doesn't disrupt the telephone call, and you don't hear the page.

To hear the pages during an active call:

- » Select the page and press **Accept**

The telephone call is automatically held. You can also hold or end the active call to listen to a page.

To enable or disable pages to play during an active call:

- 1 From Home view, select **Settings > Basic > Preferences > Paging/PTT Configuration > Group Paging**.
- 2 From the Group Paging Configuration screen, scroll to **Accept While Busy** and enable or disable the setting.

The default setting is Disabled. When enabled, your phone accepts and plays pages while you're in an active call. When disabled, your phone doesn't play pages while you're in a call, but does hold the pages as *Pending*.

Changing Your Password

You can change your password from any phone that you're currently logged in to.



Note: User Password Security Best Practices

By default, user passwords are set to 123. Polycom recommends that you change your password when you first log in to a phone.

To change your user password:

- 1 Log in to any phone on your network.
- 2 From Home view, select **Settings > Features > User Login > Change User Login Password**.
- 3 From the Change User Login Password screen, enter your old password, enter a new password and confirm it, and press **Enter**.

Your password is changed. The next time you log in to a phone, you need to enter your new password.

Locking Your Phone

You need to lock your phone to do the following:

- Prevent unauthorized outgoing calls
- Allow only authorized people to answer calls
- Prevent people from viewing or modifying phone information, such as your directory, call lists, or favorites

When your phone is locked:

- You can make an outgoing call only to a number from a list of authorized numbers.
- You must enter a password to answer incoming calls.
- All keys and screen items are disabled, except those that allow you to unlock the phone, make an authorized call, or view the browser if enabled.
- The messages *The phone is locked* and *Authorized calls only* display on the status bar in Lines view. The messages that displayed before the phone was locked don't display.

You can unlock the phone by entering your user password. If your phone restarts for any reason while the phone is locked, the phone is locked when the phone restarts unless your phone is configured to start up unlocked.

Understanding Your User Password

You are assigned a user password that you can use answer calls from your locked phone and unlock the phone. By default, your user password is 123. You can change your user password at any time.

To change your user password:

- 1 From Home view, select **Settings > Advanced**.
- 2 From the Password screen, enter your user password and press **Enter**.
- 3 From the Advanced screen, press **Change User Password**.
- 4 From the Change User Password screen, enter your password information and press **Enter**.

Locking and Unlocking Your Phone

You can choose how you want your phone to handle incoming calls when the phone is locked. If you set up your phone to allow incoming calls when it is locked, which is the default setting, incoming calls ring on your phone, and you can answer those calls by entering your user password. If you set up your phone to ignore incoming calls, Do Not Disturb is applied to all lines on your phone, and your phone doesn't ring.

To lock your phone:

- 1 From Home view, select **Settings > Basic > Lock Phone**.
- 2 From the Lock Phone screen, select how you want incoming calls handled when your phone is locked.
 - **Allow ringing when locked** Select this option if you want your phone to ring when you have an incoming call. If you choose this option, you can answer a call by entering your password.
 - **DND when locked** Select this option if you don't want your phone to ring. You don't have the option to answer incoming calls. All incoming calls go to your voicemail system (if enabled) and display as a missed call in your Recent Calls list. Note that enabling this option on shared lines disables ringing only. You can still see a visual notification of the call and have the option to answer it.

The default setting is *Allow ringing when locked*.

- 3 Press **Lock**.

Your phone is locked.



Timesaver: A Quick Way to Lock Your Phone

Your phone can be set up so that you can quickly lock it by tapping **Lock** from Lines view. If you do this, however, you can't choose how to handle incoming calls. Your phone uses the default setting—*Allow ringing when locked*—or the last setting you selected.

To unlock your phone:

- 1 Press **Unlock**.
- 2 Enter your user password, and press **Enter**.

The phone unlocks.

Placing and Answering from a Locked Phone

From a locked phone, anyone can dial the standard emergency number, such as 911, and up to five other authorized numbers that an administrator can set up. You can't call any other numbers from a locked phone. If you set up your phone so you can answer incoming calls when your phone is locked, you can answer calls by entering your user password.

To call an authorized number from a locked phone:

- » Do one of the following:
 - Press **New Call**. From the Place an Authorized Call screen, select the number you want to call and press **Dial**.
 - Place a call to an authorized number by using the handset, headset, speakerphone, or by pressing the line key of the phone you want to call.

The call is placed.

To answer a call on a locked phone:

- 1 From the Incoming Call window, press **Answer**.
- 2 Enter your user password, and press **Enter**.

The call connects.

Customizing the Phone's Display

In the previous chapters, you learned how to customize calls, such as how to change call volume, forward incoming calls, or divert calls from a contact. But what if you want to customize the display? This chapter shows you how you can customize your phone's screen. Basic customizations include changing the time and date format and updating the screen brightness. If you want to get fancy, you can set up a screen saver or change the background picture.

This chapter shows you how to do the following:

- Change the display contrast
- Change the time and date display
- Change the backlight settings
- Change the background picture
- Display a screen saver
- Use the phone as a digital picture frame
- Set up power saving mode

Changing the Display Contrast

You can adjust the contrast of the phone's display.

To adjust the contrast on the phone display:

- 1 From Home view, select **Settings > Basic > Contrast**.
- 2 Press **Up** or **Down** to increase or decrease the display contrast.
- 3 Press **OK** to save your changes.

Changing the Time and Date Display

The time and date display in the status bar. If the phone cannot obtain a time and date, the time and date display area flashes. Contact your system administrator if the display flashes, or either the time or date is incorrect.

You can choose from a variety of time and date display formats, including options to display the day, month, or year. You can also turn off the time and date display so the display doesn't show at all. Select and set options that are right for you.

The following figure shows the default display for the time and date.

Figure 19: Displaying the Time and Date in the Status Bar



To update the time and date display:

- 1 From Home view, select **Settings > Basic > Preferences > Time & Date**.
- 2 From the Time & Date screen, do one of the following:
 - To change the date format, press **Clock Date**.
 - To change the time format, press **Clock Time**.
 - To change the order of the time and date display, press **Clock Order**.
- 3 From the Clock Date, Clock Time, or Clock Order screen, select the format you want.

To enable or disable the time and date display:

- 1 From Home view, select **Settings > Basic > Preferences > Time & Date**.
- 2 From the Time & Date screen, select **Enable** or **Disable** to turn on or off the time and date display.

Changing the Backlight

Your phone's backlight has two components: Backlight Intensity and Backlight Timeout.

- **Backlight Intensity** The brightness of the screen during phone activity and inactivity. Backlight intensity has three settings:
 - **Backlight On** The brightness of the screen when the phone is actively being used.
 - **Backlight Idle** The brightness of the screen when the phone is not actively being used.
 - **Maximum Intensity** The brightness scale that applies to both Backlight On and Backlight Idle intensities.
- **Backlight Timeout** The number of seconds the phone is inactive before the backlight dims to its Backlight Idle intensity. The backlight timeout period begins after your last key press or the last phone event, such as an incoming call.

You can change the Backlight On intensity and the Backlight Idle intensity separately. You can choose a high, medium, or low intensity, or turn off the backlight entirely.

When you change the Maximum Intensity, you modify the entire backlight intensity scale. For example, if you decrease the Maximum Intensity, the low, medium, and high levels for both Backlight On and Backlight Idle intensities decrease.

The backlight automatically turns on with any phone activity. By setting the Backlight Timeout, you can determine how long the phone can be idle before the backlight dims to its Backlight Idle intensity. By default, after the phone is idle for 40 seconds, the backlight dims.

To change the backlight intensity:

- 1 From Home view, select **Settings > Basic > Backlight Intensity**.
- 2 From the Backlight Intensity screen, select **Backlight On Intensity**.
- 3 From the Backlight On Intensity screen, select the intensity you want and press **Back**. The default is High.
- 4 From the Backlight Intensity screen, select **Backlight Idle Intensity**.

- 5 From the Backlight Idle Intensity screen, select the intensity you want and press **Back**. The default is Low.
- 6 From the Backlight Intensity screen, select **Maximum Intensity**.
- 7 From the Maximum Intensity screen, select **Up** or **Down** to increase or decrease the maximum intensity the screen can display, and press **Back**.

To change the backlight timeout:

- 1 From Home view, select **Settings > Basic > Backlight Timeout**.
- 2 From the Backlight Timeout screen, enter the number of seconds the phone can be idle before the backlight dims. The default is 40 seconds.

Changing the Background Picture

You can change the background picture that displays on your phone. By default, your screen displays a light gray background that is named *Default*.

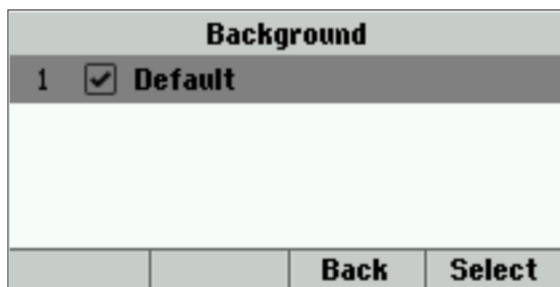
Your system administrator sets up the background images for your phone. If no background images are set up, only the Default is available. You can also use a picture of your own as the background image. For more information, see [Using a Personal Photo as a Background Picture](#).

Changing the Background Picture

To change the background picture:

- 1 From Home view, select **Settings > Basic > Preferences > Background > Select Background** .

The Background screen displays. Your screen displays the default option or other options that your administrator has added to your phone.



- 2 Select the background image you want.

Using a Personal Photo as a Background Picture

You can use a picture that is stored on your computer as the background picture on your phone. When you choose a personal photo as your phone's background, the picture displays as a *Local File* in the Backgrounds list.



Note: Restrictions for Background Images

When you use one of your own pictures as the background image, keep in mind the following:

- Progressive or multiscan JPEG images are not supported.
- The phone screen size is 220 x 108 pixels. Smaller images are centered and surrounded with black space. Larger images are scaled proportionally to fit the screen, and horizontal or vertical black bars are added to preserve the original aspect ratio.



Web Info: Changing the Background Picture Using the Web Configuration Utility

You can use the Web Configuration Utility to change the background picture on your phone. If you do not have access, contact your system administrator. For detailed information about accessing, navigating, and using the utility, see the [Polycom Web Configuration Utility User Guide](#).

To add your own picture to the list of background images:

- 1 Log into the Web Configuration Utility.
See [Configuring Your Phone Using the Web Configuration Utility](#).
- 2 From the menu bar, select **Preferences > Background**.
- 3 Click + adjacent to **Add a new background image**.
- 4 Click **Choose File** and browse to the desired location.
A preview of the file displays.
- 5 Click **Save**.
The file is added to the list of possible backgrounds. To select the new file, see [Changing the Background Picture](#).

Displaying Screen Savers

Another way to personalize your phone is to use the idle browser as a screen saver. The screen saver automatically starts when your phone is idle for a configurable amount of time.

Choosing a Screen Saver

Your phone has two screen savers you can choose from.

To choose a screen saver:

- 1 From Home view, select **Settings > Basic > Preferences > Screen Saver**.
- 2 From the Screen Saver screen, select **Screen Saver** and select **Enabled**.

- 3 Select **Wait Time** and enter the number of minutes the phone can wait after no activity before displaying the screen saver.

You can enter a minimum of one minute and a maximum of 9999 minutes. The default is 15 minutes.

- 4 Select **Type**, and select either **Default** or **Idle Browser**.

- 5 Press **Save**.

You can stop a screen saver at any time by pressing a soft key, line key, or hard key.

You can disable a screen saver and prevent the screen saver from starting, even if your phone has been idle for the specified period of time by disabling the *Screen Saver* setting.

To disable the Screen Saver setting:

- 1 From Home view, select **Settings > Basic > Preferences > Screen Saver**.
- 2 From the Screen Saver screen, select **Screen Saver**, and select **Disabled**.
- 3 Press **Save**.

Troubleshooting

If your phone is unable to operate properly, you need to find or troubleshoot known issues. To solve issues with your phone, your system administrator can ask you to restart your phone, update the phone's configuration, or test phone hardware. This chapter shows you how to perform all these tasks.

Understanding Phone Warnings


If your phone is unable to perform certain tasks, a warning icon, , displays in the status bar, as shown next. The warning icon lets you know that your phone has one or more important issues. You can view details about the issues from the Warnings screen.

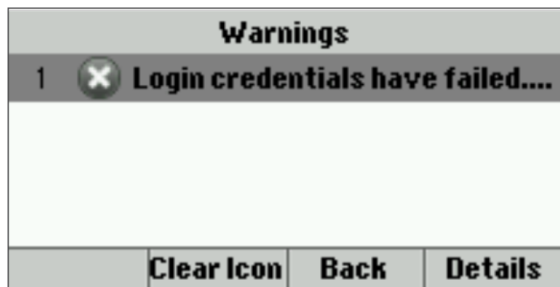
Figure 20: Viewing a Warning Icon in the Status Bar



To view a detailed list of phone issues:

- » From Home view, select **Settings > Status > Diagnostics > Warnings**.

The Warnings screen displays with a list of any phone issues, as shown next.



After you view the phone's warnings, you can press **Clear Icon** to remove the warning icon from the status bar. However, the warning displays in the Warnings list until the phone issue is fixed.

Each time your phone has a warning that you haven't viewed, the Warning icon displays.

Restarting the Phone

Your system administrator can ask you to restart your phone if your phone malfunctions or to assist in troubleshooting.



Caution: Restarting Your Phone

Before you restart your phone, contact your system administrator. If your phone is malfunctioning, try to restore the phone to normal operation without restarting the phone. In addition, ask your administrator if the phone needs troubleshooting before restarting. If you need to update your phone's configuration, don't restart your phone. To update the phone's configuration, see [Updating Phone Configuration](#).

To restart the phone:

- 1 From Home view, select **Settings > Basic > Restart Phone**.

The message *Are you sure?* displays.

- 2 If you still want to restart the phone, press **Yes**.

The restart process begins. The process ends when the default Home screen displays.

Testing Phone Hardware

If your system administrator asks you to access a diagnostics menu on your phone to test your phone hardware, you can access the diagnostic menu to test your phone's microphones, speaker, handset, third-party headset (if present), keypad mappings, touchscreen, and LEDs. See your system administrator for instructions about performing these tests.

To test your phone hardware:

- 1 From Home view, select **Settings > Status > Diagnostics > Test Hardware**.

- 2 From the Test Hardware screen, select one of the following to test:

- **Audio Diagnostics**
- **Keypad Diagnostics**
- **Display Diagnostics**
- **Brightness Diagnostics**
- **LED Diagnostics**

Getting Help

This chapter provides resources where you can access useful Polycom or partner documents and web links.

Related Documents

For additional information about the VVX 300/301 and 310/311 phones, see the following documents:

- User Documents:
- Setup and maintenance documents:
 - *Polycom VVX 300/301 and 310/311 Business Media Phone Quick Start Guide*, which describes the contents of your phone package and how to assemble and connect the phone to the network. The quick start guide is included in your phone package. It is also available from the [VVX 300/301 and 310/311 Business Media Phone Support](#) web page.
 - *Polycom VVX 300/301, 310/311, 400/401, and 410/411 Business Media Phone Administrators' Guide*, which provides detailed information about setting up and configuring your phone, including how to configure features. It is available from the [VVX 300/301 and 310/311 Business Media Phone Support](#) web page. This is for System Administrators only.
 - *Polycom VVX 300/301/310/311/400/401/410/411/500/501/600/601 Business Media Phone Wallmount Instructions*, which provides detailed instructions for mounting your phone on the wall. To install your phone on the wall, you need the optional wallmount package. The wallmount instructions are included in the optional wallmount package. They are also available from the [VVX 300/301 and 310/311 Business Media Phone Support](#) web page.

The Polycom Community

The [Polycom Community](#) gives you access to the latest developer and support information. Participate in discussion forums to share ideas and solve problems with your colleagues. To register with the Polycom Community, create a Polycom online account. When logged in, you can access Polycom support personnel and participate in developer and support forums to find the latest information about hardware, software, and partner solutions topics.



Advanced

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Community Homepage



Hello and Welcome to the Polycom Community!
We've created this community site so you can connect and interact with your colleagues and industry experts to exchange ideas, post questions, answers and share information. Come join the discussions! Happy Posting!

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- SpectraLink
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- Integrated Audio
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- [Polycom End Points Forum](#)

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Copyright, Safety, and Regulatory Notices

Service Agreements

Please contact your Polycom Authorized Reseller for information about service agreements applicable to your product.

Governing Law

This Limited Warranty and Limitation of Liability shall be governed by the laws of the State of California, U.S.A., and by the laws of the United States, excluding their conflicts of laws principles. The United Nations Convention on Contracts for the International Sale of Goods is hereby excluded in its entirety from application to this Limited Warranty and Limitation of Liability.

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Limitations of Liability

LIMITATION OF LIABILITY. TO THE FULL EXTENT ALLOWED BY LAW, POLYCOM EXCLUDES FOR ITSELF AND ITS SUPPLIERS ANY LIABILITY, WHETHER BASED IN CONTRACT OR TORT (INCLUDING NEGLIGENCE), FOR INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL, OR PUNITIVE DAMAGES OF ANY KIND, OR FOR LOSS OF REVENUE OR PROFITS, LOSS OF BUSINESS, LOSS OF INFORMATION OR DATA, OR OTHER FINANCIAL LOSS ARISING OUT OF OR IN CONNECTION WITH THE SALE, INSTALLATION, MAINTENANCE, USE, PERFORMANCE, FAILURE, OR INTERRUPTION OF ITS PRODUCTS, EVEN IF POLYCOM OR ITS AUTHORIZED RESELLER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, AND LIMITS ITS LIABILITY TO REPAIR, REPLACEMENT, OR REFUND OF THE PURCHASE PRICE PAID, AT POLYCOM'S OPTION. THIS DISCLAIMER OF LIABILITY FOR DAMAGES WILL NOT BE AFFECTED IF ANY REMEDY PROVIDED HEREIN SHALL FAIL OF ITS ESSENTIAL PURPOSE.

Polycom Limited Warranty and Limitation Liability

LIMITED WARRANTY. Polycom warrants to the end user ("Customer") that this product is expected to be free from defects in workmanship and materials, under normal use and service, for one year from the date of purchase from Polycom or its authorized reseller.

Polycom's sole obligation under this express warranty is at Polycom's option and expense, to repair the defective product or part, deliver to Customer an equivalent product or part to replace the defective item, or if neither of the two foregoing options are reasonably available, Polycom may, on its sole discretion, refund to Customer the purchase price paid for the defective product. All products that are replaced will become the property of Polycom. Replacement products or parts may be new or reconditioned.

Polycom is expected to warrant any replaced or repaired product or part for ninety (90) days from shipment, or the remainder of the initial warranty period, whichever is longer. Products returned to Polycom must be sent prepaid and packaged appropriately for safe shipment, and it is recommended that they be insured or sent by a method that provides for tracking of the package. Responsibility for loss or damage does not transfer to Polycom until the returned item is received by Polycom. The repaired or replaced item will be shipped to Customer, at Polycom's expense, not later than thirty (30) days after Polycom receives the defective product, and Polycom will retain risk of loss or damage until the item is delivered to Customer.

The product software comes with 90-day software warranty, providing for software updates (minor releases/bug fixes). To continue to receive support, purchasing a maintenance contract is the most economical solution.

Exclusions

Polycom will not be liable under this limited warranty if its testing and examination disclose that the alleged defect or malfunction in the product does not exist or results from:

- Failure to follow Polycom's installation, operation, or maintenance instructions.
- Unauthorized product modification or alteration.
- Unauthorized use of common carrier communication services accessed through the product.
- Abuse, misuse, negligent acts or omissions of Customer and persons under Customer's control; or
- Acts of third parties, acts of God, accident, fire, lightning, power surges or outages, or other hazards.

Warranty Exclusive

IF A POLYCOM PRODUCT DOES NOT OPERATE AS WARRANTED ABOVE, CUSTOMER'S SOLE REMEDY FOR BREACH OF THAT WARRANTY SHALL BE REPAIR, REPLACEMENT, OR REFUND OF THE PURCHASE PRICE PAID, AT POLYCOM'S OPTION. TO THE FULL EXTENT ALLOWED BY LAW, THE FOREGOING WARRANTIES AND REMEDIES ARE EXCLUSIVE AND ARE IN LIEU OF ALL OTHER WARRANTIES, TERMS, OR CONDITIONS, EXPRESS OR IMPLIED, EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES, TERMS, OR CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, SATISFACTORY QUALITY, CORRESPONDENCE WITH DESCRIPTION, AND NON-INFRINGEMENT, ALL OF WHICH ARE EXPRESSLY DISCLAIMED. POLYCOM NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY OTHER LIABILITY IN CONNECTION WITH THE SALE, INSTALLATION, MAINTENANCE OR USE OF ITS PRODUCTS.

Safety, Compliance, and Disposal Information

Part 15 FCC Rules

This device is compliant with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- This device may not cause harmful interference, and
- This device must accept any interferences received, including interference that may cause undesired operation.

Class B Digital Device or Peripheral

Note: This equipment is tested and complies with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- 1 Reorient or relocate the receiving antenna.
- 2 Increase the separation between the equipment and receiver.
- 3 Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- 4 Consult the dealer or an experienced radio/TV technician for help.

Modifications

In accordance with Part 15 of the FCC Rules, the user is cautioned that any changes or modifications not expressly approved by Polycom, Inc. could void the user's authority to operate the equipment. This equipment may not be used on a coin service or party line.

Installation Instructions

Installation must be performed in accordance with all relevant national wiring rules.

L'Installation doit être exécutée conformément à tous les règlements nationaux applicable au filage électrique.

When using Power over Ethernet (PoE), the equipment is to be connected only to PoE networks without connections to the outside plant.

Plugs Acts as Disconnect Device

The socket outlet to which this apparatus is connected must be installed near the equipment and must always be readily accessible.

La prise électrique à laquelle l'appareil est branché doit être installée près de l'équipement et doit toujours être facilement accessible.

Industry Canada (IC)

This Class [B] digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe [B] est conforme à la norme NMB-003 du Canada.

CE and VCCI Mark

This VVX 300/301 and 310/311 phone is marked with the CE mark. This mark indicates compliance with EC Directive 1999/5/EC. A full copy of the Declaration of Conformity can be obtained from Polycom Ltd., 270 Bath Road, Slough, Berkshire, SL1 4DX, UK.

CE Mark R & TTE Directive (EU only)

Česky [Czech]: Polycom (UK) Ltd tímto prohlašuje, že tento VVX 300/301/VVX 310/311 je ve shodě se základními požadavky a dalšími příslušnými ustanoveními směrnice 1999/5/ES.

Dansk [Danish]: Undertegnede Polycom (UK) Ltd erklærer herved, at følgende udstyr VVX 300/301/VVX 310/311 overholder de væsentlige krav og øvrige relevante krav i direktiv 1999/5/EF.

Deutsch [German]: Hiermit erkläre Polycom (UK) Ltd, dass sich das Gerät VVX 300/301/VVX 310/311 in Übereinstimmung mit den grundlegenden Anforderungen und den übrigen einschlägigen Bestimmungen der Richtlinie 1999/5/EG befindet.

Eesti [Estonian]: Käesolevaga kinnitab Polycom (UK) Ltd seadme VVX 300/301/VVX 310/311 vastavust direktiivi 1999/5/EÜ põhinõuetele ja nimetatud direktiivist tulenevatele teistele asjakohastele sätetele.

English: Hereby, Polycom (UK) Ltd. declares that this VVX 300/301/VVX 310/311 is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

Español [Spanish]: Por medio de la presente Polycom (UK) Ltd declara que el VVX 300/301/VVX 310/311 cumple con los requisitos esenciales y cualesquiera otras disposiciones aplicables o exigibles de la Directiva 1999/5/CE.

Ελληνική [Greek]: ΜΕ ΤΗΝ ΠΑΡΟΥΣΑ Polycom (UK) Ltd ΔΗΛΩΝΕΙ ΟΤΙ VVX 300/301/VVX 310/311 ΣΥΜΜΟΡΦΩΝΕΤΑΙ ΠΡΟΣ ΤΙΣ ΟΥΣΙΩΔΕΙΣ ΑΠΑΙΤΗΣΕΙΣ ΚΑΙ ΤΙΣ ΛΟΙΠΕΣ ΣΧΕΤΙΚΕΣ ΔΙΑΤΑΞΕΙΣ ΤΗΣ ΟΔΗΓΙΑΣ 1999/5/EK.

Français [French]: Par la présente Polycom (UK) Ltd déclare que l'appareil VVX 300/301/VVX 310/311 est conforme aux exigences essentielles et aux autres dispositions pertinentes de la directive 1999/5/CE.

Italiano [Italian]: Con la presente Polycom (UK) Ltd dichiara che questo VVX 300/301/VVX 310/311 è conforme ai requisiti essenziali ed alle altre disposizioni pertinenti stabilite dalla direttiva 1999/5/CE.

Íslenska [Icelandic]: Hér með lýsir Polycom (UK) Ltd yfir því að VVX 300/301/VVX 310/311 er í samræmi við grunnkröfur og aðrar kröfur, sem gerðar eru í tilskipun 1999/5/EC

Latviski [Latvian]: Ar šo Polycom (UK) Ltd deklarē, ka VVX 300/301/VVX 310/311 atbilst Direktīvas 1999/5/EK būtiskajām prasībām un citiem ar to saistītajiem noteikumiem.

Lietuvių [Lithuanian]: Šiuo Polycom (UK) Ltd deklaruoja, kad šis VVX 300/301/VVX 310/311 atitinka esminius reikalavimus ir kitas 1999/5/EB Direktyvos nuostatas.

Nederlands [Dutch]: Hierbij verklaart Polycom (UK) Ltd dat het toestel VVX 300/301/VVX 310/311 in overeenstemming is met de essentiële eisen en de andere relevante bepalingen van richtlijn 1999/5/EG.

Malti [Maltese]: Hawnekk, Polycom (UK) Ltd, jiddikjara li dan VVX 300/301/VVX 310/311 jikkonforma mal-htigijiet essenzzjali u ma provvedimenti oħrajn relevanti li hemm fid-Dirrettiva 1999/5/EC.

Magyar [Hungarian]: Alulírott, Polycom (UK) Ltd nyilatkozom, hogy a VVX 300/301/VVX 310/311 megfelel a vonatkozó alapvető követelményeknek és az 1999/5/EC irányelv egyéb előírásainak.

Norsk [Norwegian]: Polycom (UK) Ltd erklærer herved at utstyret VVX 300/301/VVX 310/311 er i samsvar med de grunnleggende krav og øvrige relevante krav i direktiv 1999/5/EF.

Polski [Polish]: Niniejszym Polycom (UK) Ltd oświadcza, że VVX 300/301/VVX 310/311 jest zgodne z zasadniczymi wymaganiami oraz innymi stosownymi postanowieniami Dyrektywy 1999/5/WE

Português [Portuguese]: Polycom (UK) Ltd declara que este VVX 300/301/VVX 310/311 está conforme com os requisitos essenciais e outras disposições da Directiva 1999/5/CE.

Slovensko [Slovenian]: Polycom (UK) Ltd izjavlja, da je ta VVX 300/301/VVX 310/311 v skladu z bistvenimi zahtevami in ostalimi relevantnimi določili direktive 1999/5/ES.

Slovensky [Slovak]: Polycom (UK) Ltd týmto vyhlasuje, že VVX 300/301/VVX 310/311 spĺňa základné požiadavky a všetky príslušné ustanovenia Smernice 1999/5/ES.

Suomi [Finnish]: Polycom (UK) Ltd vakuuttaa täten että VVX 300/301/VVX 310/311 tyyppinen laite on direktiivin 1999/5/EY oleellisten vaatimusten ja sitä koskevien direktiivin muiden ehtojen mukainen.

Svenska [Swedish]: Härmed intygar Polycom (UK) Ltd att denna VVX 300/301/VVX 310/311 står i överensstämmelse med de väsentliga egenskapskrav och övriga relevanta bestämmelser som framgår av direktiv 1999/5/EG.

この装置は、クラスB情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。
取扱説明書に従って正しい取り扱いをして下さい。 VCCI-B

WARNING Electrical Safety

To avoid electric shock, do not connect safety extra low voltage (SELV) circuits to teleconference station network (TNV) circuits. LAN ports contain SELV circuit, and WAN ports contain TNV circuits. Some LAN and WAN ports both use RJ-45 connectors. Use caution when connecting cables.

This product is rated 48Vdc, 0.25A. When used with the optional external power supply (PSA15A-480PV, or similar rated PSU), the power supply shall be a Listed power supply with a LPS output, rated 48V, min. 0.25A.

Russian Compliance

VVX 300/301: Ministry of Information Technologies & Communication of the Russian Federation – Declaration of Conformity. Д-СПД-6090 valid till 01/March/2016.

VVX 310/311: Ministry of Information Technologies & Communication of the Russian Federation – Declaration of Conformity. Д-СПД-6091 valid till 01/March/2016.

New Zealand Telepermit

VVX 300/301: PTC 220/12/085

VVX 310/311: PTC 220/12/086

Special Conditions for this User Guide

- **PTC General Warning:** The grant of a Telepermit for any item of terminal equipment indicates only that Telecom has accepted that the item complies with minimum conditions for connection to its network. It indicates no endorsement of the product by Telecom, nor does it provide any sort of warranty. Above all, it provides no assurance that any item will work correctly in all respects with another item of Telepermitted equipment of a different make or model, nor does it imply that any product is compatible with all of Telecom's network services.
- **Echo Cancellation:** Echo cancellers are not normally required in the Telecom PSTN because geographic delays are acceptable where CPE return loss is maintained within Telepermit limits. However, those private networks making use of Voice over IP technology are required to provide echo cancellation for all voice calls. The combined effect of audio/VoIP conversion delay and IP routing delay can cause the echo cancellation time of 64 mS or more to be required.
- **Software Version in this Polycom VVX 300/301 and 310/311 VoIP Desktop Telephone When Used on the Telecom Network:** This telephone must be equipped with the software installed during the PTC testing (version 6.4.1.0008) for compliance to be guaranteed.

Australia

Warning

This equipment will not operate when mains power fails

Warning for all Polycom Phones that use handsets

With respect to section 5.4.3.11 of the Australian Communications Authority as Telecommunications Technical Standard AS/ACIF S004 2006:

You should be aware that, under certain operating conditions, the handset earpiece may retain small metallic objects. If this occurs, these objects should be removed before using the handset.

Operating Ambient Temperatures

- Operating temperature: +32 to 104°F (0 to 40°C)
- Relative humidity: 5% to 95%, noncondensing
- Storage temperature: -40 to +160°F (-40 to +70°C)

Hearing Aid Compatibility (HAC)

This product is hearing aid compatible.

Waste Electrical and Electronic Equipment (WEEE)



All Polycom products that fall within the scope of the EU WEEE Directive carry the crossed wheellie bin symbol which advises customers not to recycle electronic products in the domestic waste stream but to recycle them safely as e-waste.

Restriction of Hazardous Substances Directive (RoHS)

All Polycom products comply with the requirements of the EU RoHS Directive. Statements of compliance can be obtained by contacting RoHSinformation@polycom.com.

Polycom Take Back

In addition to any mandated take back requirement, Polycom offers free recycling of its branded products to business users. Detailed information is available at [Polycom Takeback and Recycle Program](#)



NASDAQ: EGHT
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