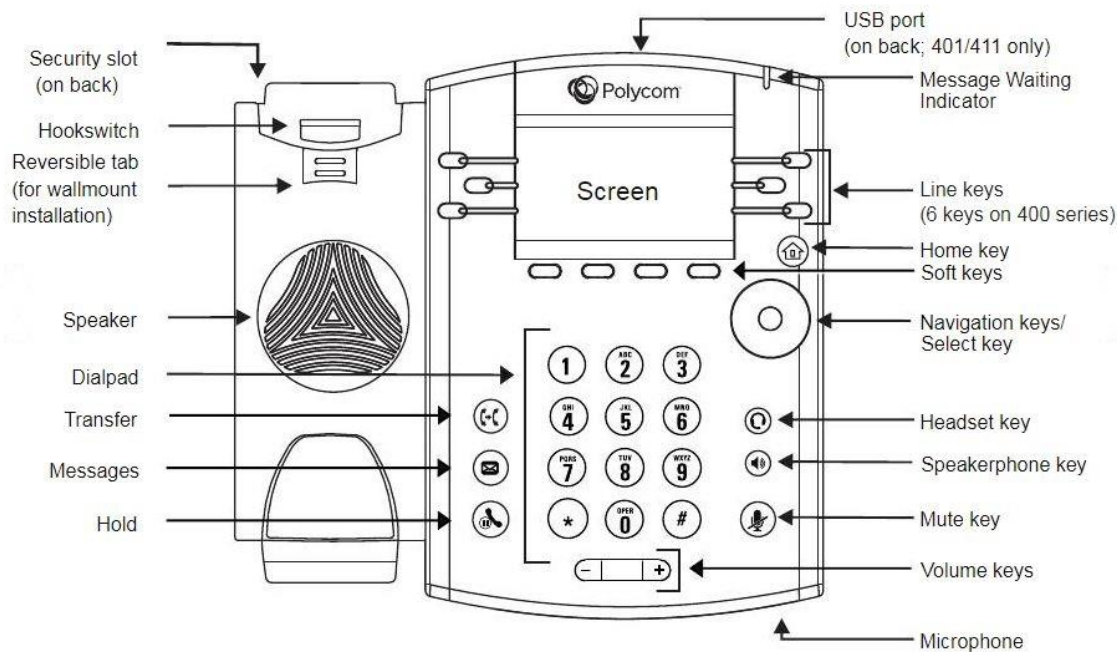


# Function Guide for Users of Polycom Model 311 & 411 Phones at SEBTS

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## Features



### 1. Setting up your phone:

- a. Change your **Ring Type**:
  - Home Key (Icons view) – Settings – Basic – Ring Type – Select a Line – Select a Ring Type
- b. Select your default **Transfer Type** (Consultative or Blind), depending on whether you normally want to talk to the transferred-to party or not
  - Use the Home button to go to the Home Icons view
  - Navigate to Settings and select it
  - Select Basic – Preferences – Default Transfer Type – Navigate and Select your choice
    - [Your selected preference will be the default when transferring a call, but the other type will show above a soft key so you can select it if desired for a particular transfer].

### 2. Setting up your Voicemail:

- a. Recording your **name**:
  - Press the Messages key (envelope icon)
  - Enter your password (the first time, enter phone extension and create a password)
  - Press 0 (Mailbox Options) – Press 3 (Record your name) – follow prompts
- b. Recording your **greetings**:
  - Press the Messages key (envelope icon)
  - Enter your password
  - Press 0 (Mailbox Options) and choose which greetings to record:
    - Press 1 (Unavailable message)
    - Press 2 (Busy message)
    - Press 4 (Temporary greeting)
- c. Change your **password**:
  - From Mailbox Options (as above) – Press 5 (Change password)

### 3. Personalizing your phone with the Star2Star Portal:

The Star2Star Portal has several settings, and you may find some are useful to you:

URL: <https://portal.star2star.com/>

If you have not logged in and set your password, click the “Forgot Password?” link and set one up.

#### a. Configuration tab

- **Speed Dials** – set up to 9 numbers you can dial with your line buttons or Favorites Directory
- **Phone Options** – several customizations for your phone
- **User Info** – your displayed name and number (you can add additional numbers like your cell and home phone to use with Find-Me / Follow-Me)
- **Find-Me / Follow-Me** – Explains the options and provides settings for ringing your extension and the other numbers you defined in User Info
- **Voicemail** – some customizations (please note the following)
  - You can have voicemails sent to your email or cell phone
  - You can make listening to your Voicemails faster by turning off Caller ID and Date/Time information. You will still be able to hear these if you press ‘33’ while listening to a message.
  - CallerID Blocking
  - Print Company Directory – a nice listing of the SEBTS directory (printing is an option)

#### b. Reports tab

- Select your extension in the pull-down to see calling history

#### 4. Phone operation:

**a. Home key** (house icon) toggles between Lines View and Home Icon view

NOTE: You can use the Home key at any time to return to the home screen

**b. Do Not Disturb**

- Press the DND in icons view or the DND soft key from the Lines View [Toggles DND on and off]

[Notice that your displayed extensions will have a small red marker when in DND and a green marker when it is off]

**c. View recent calls** (Missed, Received, Placed)

- From the Lines View, use the Navigation key arrows that are just below the Home key
  - Left arrow – Received calls
  - Right arrow – Placed calls
  - Down arrow – Missed calls

**d. Directory search**

- Select Directories from Home icons, or select the Directory soft key from Lines View
- Select Contact Directory (can be browsed with the Navigation keys)
- To search for a name, press the Search soft key
- Enter a few letters from either the First Name or Last Name you want to find (you do not have to enter both names). [Also, Search is not case-sensitive].
  - To enter a letter, multi-press the number corresponding to its letter on the number keys (Ex: for the letter V, press the 8 key three times)
  - If you need to erase a letter, press the << soft key as needed to back-erase
  - Press the Search soft key to see the search results
  - Navigate to the name you want and use the Dial soft key to make the call
  - Pick up the handset to make the call without using the speaker

[NOTE: The only way to have it dial upon pickup of the handset is to select the name (or hit Info) before you pick it up].

#### e. Transfer a call using the keypad

- After answering the incoming call you want to transfer – Press the Transfer soft key
  - (Option) If you want to change the Transfer Type from the default, press the soft key for the alternate type (Blind or Consultative) [See explanation in section 1.b.]

- Use the keypad to dial the transfer-to extension

NOTE: If you want to transfer the caller directly to the transfer-to party's voicemail, simply precede the extension with a '6' (i.e., 6xxxx)


- If the selected Transfer Type is Blind, the call is immediately transferred
- If the selected Transfer Type is Consultative, you will be connected to the transferred-to party to discuss the call
  - If the party wants to accept, press End Call to connect the parties (you will drop off the call)
  - If the party refuses or doesn't answer
    - Press Cancel to return to the calling party
    - If the party's voicemail begins, you can connect the calling party to the voicemail by pressing More then Transfer

#### f. Transfer a call using the Directory

- Press Transfer – Directory – Contact Directory
- Search for the contact (see Directory Search above)
- When found, press Dial – Transfer

NOTE: If you are in the Directory and need to return to the caller, press your lighted extension button for the line the caller is on, then press Cancel. You will be reconnected with the caller.

**g. Forward your phone extension**

- Press the Forward soft key
- Select the line you want to forward
- Select Always, No Answer or Busy
- Enter the extension number where you want to forward your phone
- Press Enable (you will see a different icon on the Line View for that line) 

**h. Disable forwarding of your phone extension**

- Do the first 3 steps above, then press Disable

**5. Notes regarding handling your voicemail Messages:**

**a. Retrieving Caller ID and Date/Time from a message**

- If you set Caller ID and Date/Time information to OFF in the Star2Star Portal, you can get this information when listening to a message by pressing '33' on the keypad

**b. Forwarding a message to another extension**

- While listening to the message follow the prompts this way:
  - Press 8 to transfer
  - Press 1 to enter an extension (or 2 to use the Voicemail Directory) - [See \* Note below]
  - Key in the extension followed by # (xxxx#)
  - Press # to continue (or 1 to enter an additional extension)
  - Press 2 to send the message (or 1 if you want to prepend a message before it)

**\* NOTE:** Using the Voicemail Directory

When you select the prompt for using the Directory in Voicemail, please note the following:

- Using the Voicemail Directory is different from using the phone Directory in that you only enter one keypad touch per letter (as opposed to the multi-touch method).

6. **References** (access with links in electronic version of this document):

a. **Polycom User Guides (non-touchscreen models)**

- [VVX 311 Quick User Guide](#)
- [VVX 411 Quick User Guide](#)

b. **Detailed guide to all functions**

- [Polycom VVX Business Media Phones](#)

[NOTE: This guide provides detailed information, but covers all of the VVX models. It often distinguishes differences based on model, so read carefully. You may find that using the find function (Ctrl-f) is helpful for finding information on specific features].