



# Skype for Business Phone Service Polycom Button Phone (VVX311)



## How to answer a phone call:



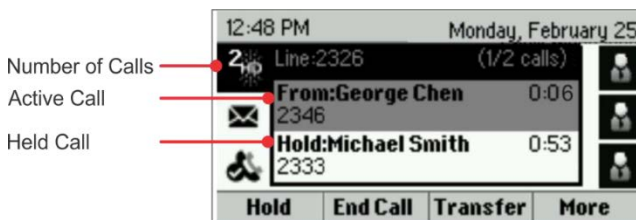
When someone calls you, an alert appears on the telephone's screen and an audible ringing notification plays. To answer the call, do one of the following:

- To use the handset, pick up the handset.
- To use the speakerphone, press the **Speaker Phone button** or the button under **Answer**.

## How to place a call on hold:

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

## How to manage multiple calls:



- Medium gray: Active call
- Dark gray: Incoming call
- Light gray: Held Call

### To navigate through calls on the screen:

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

## How to call a phone number:

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

1. Enter the number using the keypad. Use the back arrow on the touchscreen if you make a mistake.
2. *Ways to dial:*
  - *###-###-#### for all numbers, local and long distance*
  - *011-##-###... for international*
3. To take the call with the handset, lift it from the receiver. To take the call over speakerphone, press the button under Dial or press the physical speaker phone button.



4. To end the call, hang up the phone or select the button under **End Call**.

### To call on behalf of a group number:

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

## How to call by contact or username:

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

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



## How to “blind” transfer a call:

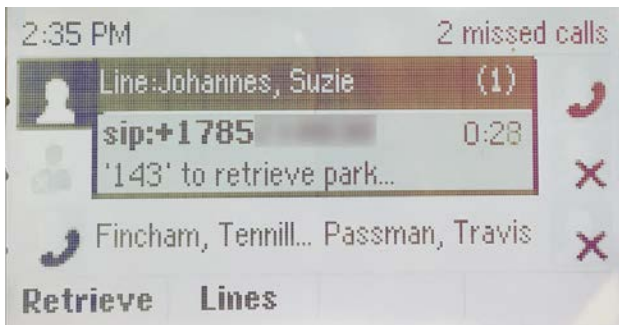
*Note: With this method, you will not be able to first speak to the person before transferring the call.*

1. Select the button under **Transfer**.
2. Dial the 10-digit number, starting with area code, or you can select a favorite contact by pressing **the button under Contacts** and then choosing the button by the contact.
3. Press the button below **Send** to transfer the call.

## How to park a call:

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

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



## How to “consultative” transfer a call:

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

1. Press and *hold* the button under **Transfer**.
2. Select the **Consultative** option using the physical navigation disc and button.
3. Dial the 10-digit number, starting with area code, or you can select a favorite contact by pressing **the button under Contacts** and then choosing the button by the contact.
4. Press the button below **Dial**.
5. Once you have talked to person, select the button below **Transfer**. Or, press the button under **Cancel** to talk with the caller again.

## How to create conference call:

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

1. Once you have initiated a call with the first number, select the button below **More** then **Confnc**.
2. Dial the 10-digit number, starting with area code, or you can select a favorite contact by pressing **the button under Contacts** and then choosing the button by the contact.
3. Select the button below **Dial**.

## How to check voicemail:

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

### To check voicemail using the phone:

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