# Polycom 331/335/VVX Video Tutorials


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# Overview

This chapter is dedicated to training on the various features of the Polycom VVX 400. Above each video are step-by-step instructions that correspond with the videos, though in some cases they may be more detailed. The video player is controlled by buttons located at the bottom. Their functions are as follows: **(1) Play/Pause, (2) Timeline Slider, (3) Volume Slider, (4) Fullscreen**.

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# Dialing Options (331/335)

## Direct Dial

1. To place a call enter the number you wish to dial, alternatively search the directory for the contact you wish to dial (Press More > Directory > find contact > press Dial)
2. Press Dial Button to start calling.
3. Wait for other party.

## Speakerphone Dial

1. Press Speakerphone button.
2. Dial number, or press More followed by Directory to access directory.
3. Press Dial button to start calling.

## Headset Dial

1. Press Headset button.
2. Dial number, press the Lines button to access your main contact, or press More followed by Directory to access the directory.
3. Press Dial button to start calling.

## Handset Dial

1. Pickup Handset.
2. Dial number, or press More followed by Directory to access directory.
3. Press Dial button to start calling.

# Directory Access

1. Press Menu.
2. Press Features.
3. Scroll down to Contact Directory Access or Corp Directory.
4. When you have found a contact you can press Dial to start calling.

# Incoming Call Functions (331/350)

## Answering

- Pick up the Handset (to receive the call through the handset)
- Press the Speakerphone button to receive the call through Speakerphone.
- Press the Answer button (this will answer the call through Speakerphone or Headset mode depending on what was most recently used)
- Press the Headset button (ensure you have a headset connected). The headset port is located on the back of the Polycom.
  - If you press the headset button, it is important to remember that unless switch to a different method of placing/receiving calls future calls will be placed/answered through the headset
  - This feature is known as Headset Memory, and can be enabled/disabled from Home > Settings > Preferences > Headset > Headset Memory.

## Incoming Call Functions

- Answer: Answer the call.
- Reject: Rejects the call and sends it an unavailable destination, depending on the organizations configuring. May be a voicemail, or it may be another extension.
- Ignore: Ignores the call. The caller will continue to ring but the ringer will be silence, you still have the option to answer if the call does not expire per the ring interval.

# On Call Functions (331/350)

## Active Call Functions

- End Call: Terminates active call.
- Trnsfr: Option for transferring to another extension or phone number (explained in depth below).
- More: Accesses additional active call functions.
- Conf: Enter conference mode (explained in depth below).
- SysDial: Allows you to enter a number to quickly dial a contact that has been assigned a short code. For more see Phone SysDial Directory.
- Press More again to return the previous set of functions (Hold, End Call, Transfer).

## Transferring to Another Extension/Phone Number

1. Place active caller on Hold or press the Transfer button.
2. From here you have 3 Options:
    1. Enter the extension/number you wish to transfer to.
    2. Normal transfer: this will keep the caller on your line while you attempt to reach the other party to announce the caller.
    3. Blind transfer: This will send the caller to the extension/number without keeping them on the line or having the ability to announce the caller to the party you are transferring to.
3. If using normal/blind transfer you are able to enter the number/extension to transfer to or you can use the recent callers list as well the directory to find a contact to transfer to.
4. If using option a to transfer, click transfer, other press the Dial button on the phone to finalize the transfer.
5. If using option a or b, remain on the line until the other party picks up. Once they have picked up and you have announced the party, press the transfer button again to finalize the transfer.

## Transferring to an Extension's Voicemail

> Not sure if this is working. Coming soon.

# Conference Call - Method 1

> This method assumes you already have an active caller on the line.

1. Dial the number/extension you wish to start a conference with, alternatively find the contact you wish to connect with from the Callers button or Directroy button (Dir).
2. Once you are connected press Conf.
3. You should now see a message stating Active: Conference, indicating you are now in conference mode.
4. You may press the Split button to separate the conference members from each other, which will place them on hold on Line 1 and Line 2 respectively.
    1. If you need to restart the conference while the members are on hold, press More followed by Join.

# Conference Call - Method 2

> This method assumes you do not have any active callers on the line.

1. Place a call on Line 1, and wait for the party to pick up. Once they pick up, place them on hold.
2. Place a call on Line 2.
3. Once you have both parties connected press More than Join. You should now see that you are connected to two parties in conference mode.