

Want to learn more?

Visit www.bc.edu/phones to learn more about your new phone's features, including access to a detailed User Guide.

You can also contact the BC Help Center with any questions you may have.

 **Email:** help.center@bc.edu

 **Phone:** 2-HELP (4357)

 **Online:** www.bc.edu/gethelp

Getting Started with Your New BC SIP Phone

Polycom VVX 310



This pamphlet includes information to help you start using your new Polycom Session Initiation Protocol (SIP) telephone.

Using Your Phone

Here are instructions for your Polycom VVX 310 phone on using the most common phone functions; you'll find many of them are similar to your old phone.

Accessing Voice Mail: The red light in the upper right corner of your phone will blink on if you have a new message. Press the **Messages** button, then the **Select** soft key, then the **Connect** soft key. You can also dial 2-4006.

To End a Call: Hang up the handset, or press the **Speakerphone** key.

Call Hold: While on an active call, press the **Hold** key located in the lower left corner of the phone (the light next to that line will flash, indicating that the line is on hold). To return to the call, lift the handset or press the line key next to the flashing light.

Using the Navigation Key: Press the **Navigation Key** to display and select items from a menu or list on the display screen. For example:

- Press the right arrow to display a list of recently placed calls.
- Press the down arrow to display a list of recently missed calls.
- Press the left arrow to display a list of recently received calls.

Be secure! If you made or received a call that you want to keep confidential, clear this information from your phone. Use the **Navigation Key** to select the number you want to remove. Then press the **Select** button. Finally, press the **Delete** soft key to remove the call from your list.

Call Forward: To forward your phone:

1. Press the soft key under **Forward**.
2. Or, from Home view, arrow right on the **Navigation Key**, then select **Forward**.
3. If your phone is set up with multiple lines, select the line to apply forwarding to.
4. 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.
5. Enter the forwarding number, and select **Enable**. For more advanced forwarding settings, please see the detailed User's Guide available at www.bc.edu/phones.

Using Your Phone

Conference Calls

Call the first party, and after the call connects, press **More**, and select **Confrc**. Then, dial and connect with the second party and press **Confrc** again.

From Lines or Calls view, you can:

- Press **Hold** to hold all participants.
- Press **End Call** to remove yourself from the call, but keep the other participants connected.
- Press **Split** to end the conference and hold all participants.

Transfer: Press the **Transfer** key, dial the number you are transferring to, then press **Transfer** again. Hang up the receiver to complete the transfer.

Use the Speakerphone: Press the **Speakerphone** key to activate the phone, then dial. Press it again to end the call.

Last Number Re-Dial: Press the right arrow of the **Navigation Key** to display your recently made calls. Press the **Select** button once to choose the number, then press it again to dial the number. Lift the handset, or use the speakerphone.

Use the Home Key to access additional features, including:

Contact Directory: Use your Contact Directory to store phone numbers in your phone. To access, press the **Home Key**, then the right arrow on the **Navigation Key** until **Directories** displays. Press the **Select** Key to access.

From your local Contact Directory, you can:

- View contact information.
- Add contacts.
- Search for and dial contacts.

Be secure! Sensitive data, such as Long Distance Access Codes (LDACs), credit card numbers, and confidential phone numbers, should not be stored in the Contact Directory, which could be easily viewed by anyone with access to your phone.

For additional information on **Home** view features, please see the detailed User Guide available at www.bc.edu/phones.