



Polycom® VVX® 300 and VVX® 310 Business Media Phones Quick User Guide

For phones running Polycom® UC Software 4.1.4 or later

Basic Phone Features
Customizing Your Phone

Applies to phones running SIP 3.0.2 or later.

For detailed information please consult the Star2Star Phone and Features Guide, available for view/download via the Star2Star Knowledge Base at:

<https://support.star2star.com/>

Phone Views

Your phone has four main Views: Home, Calls, Active Call, and Lines View (the default).

Change Views:
For Home View, press

From Home View, press to display either Lines, Calls or Active Call View.

Home View

Home View displays icons you can select to access phone functions.



Use the right, left, up and down arrow keys to display more icons.

Lines View

Lines View displays phone Lines, Favorites and soft keys.



If your phone is idle, you can press the Line key to access the Dialer.

Calls View

Calls View displays a list of all your calls.



Call color indicates call status:

Medium gray: Active call.

Dark gray: Incoming call.

White: Held call.

Use the up and down arrow keys to select a call (highlight it). The soft keys control the highlighted call.

Entering Data

Use the dialpad keys to enter information. To backspace, press

To type with the dialpad keys, press a key repeatedly to view the character options and stop to select.

To type other characters, press **Encoding** or **Mode**. When using the dialpad keys, use the 1, *, 0 and # keys.

Calls

Only one call can be active at one time.

You may use the handset, speakerphone or headset for calls. During a call, you can change modes by picking up the handset or by

pressing or .

If you navigate away from your calls), press to see Active Call or Calls view again.

When in Calls view, switch to Lines view by pressing **More > Lines**. Switch back to Calls view by pressing **More > Calls**.

Placing Calls:

Pick up the handset, or press or . Enter the phone number and press **Send**.

Or, enter the phone number first, then press **Dial**, pick up the handset or press or .

From **Lines View**: Press the phone Line key, enter the phone number and press **Send**.

From **Home View**: Select **New Call** using the left and right arrow keys. Enter the phone number and press **Send**.

Note: You may place calls quickly by selecting a recent call or Favorites, or tap a contact's phone number in the Contact Directory.

Answering calls:

Press or tap **Answer**, pick up the handset or press .

To answer a new call while on an active call, tap **Answer**. The current call will be held.

Ending calls:

To end an active call, replace the handset, press or . Or, press **End Call**.

To end a held call, navigate to Calls View and highlight the held call. Press **Resume** and press **End Call**.

Holding calls:

From Calls view, press **Hold** or . Remember to highlight the call first.

To resume a held call, press **Resume** or again.

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DJ Losen



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