



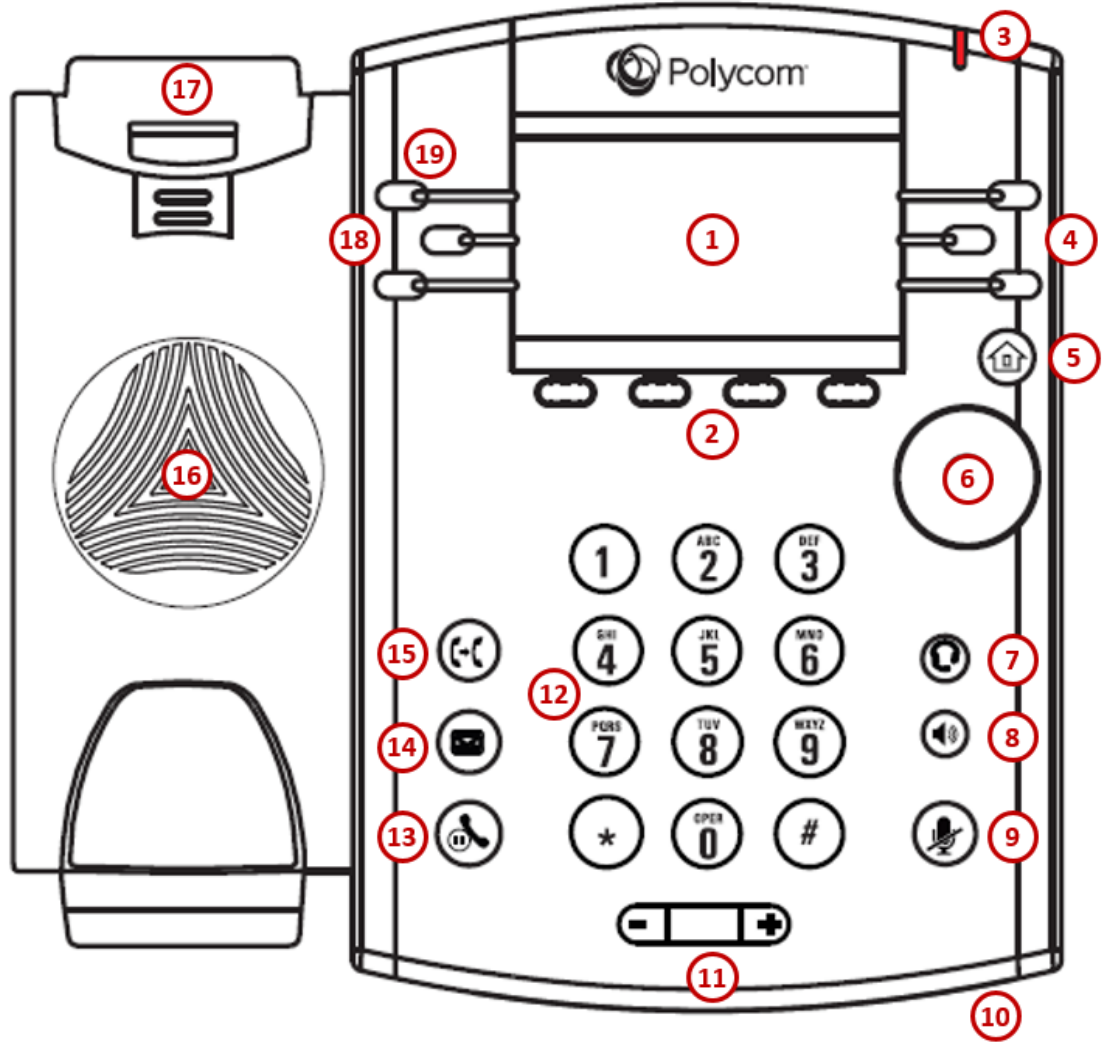
# CALNET 3: AT&T Voice DNA®: Quick reference guide

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## Polycom® VVX® 311

Version 1.0







## AT&T Voice DNA®: Quick reference guide

### What is the Polycom® VVX® 311?

The Polycom VVX 311 phone is a full-featured IP phone with a hands-free speakerphone and handset designed for hi-fidelity wideband audio utilizing the Polycom® HD Voice™ technology for lifelike voice quality, a built-in headset connection and an integrated Ethernet switch. The phone can have up to six unique phone numbers, has additional buttons (such as Messages, Hold, and Transfer), and four soft keys, located below the display window, that provide additional functions based upon the status of the phone. The Polycom VVX 311 is equipped with a black and white LCD display.

### Polycom VVX 311 at a glance

1. **Graphic Display:** Provides information about calls, messages, soft keys, time, date, etc.
2. **Soft keys:** Performs various functions visible in the graphic display depending on the state of the phone. Select the MORE key to view additional options.
3. **LED indicator:** Flashes when there is a new voicemail.
4. **Feature buttons / Line keys:** Activates selected line, speed dials or assigned features.
5. **Home button:** Accesses phone settings and features.
6. **Display Control button:** Navigates through the displayed information in the graphic display window. The center button selects the displayed data.
7. **Headset button:** Allows for hands-free communication through a headset.
8. **Speakerphone button:** Enables hands-free communication.
9. **Mute button:** Temporarily cancels outbound audio transmission.
10. **Microphone:** Allows for hands-free audio transmission.
11. **Volume keys:** Controls the incoming audio for handset, headset, speaker and ringer.
12. **Dial pad:** Enters digits to be dialed and entries in the Contact Directory.
13. **Hold button:** Places an active call on hold and resumes a held call.
14. **Messages button:** Accesses voicemail messages.
15. **Transfer button:** Initiates either a blind or consultative transfer of an active call.
16. **Speaker:** Provides audio output for the ringer and hands-free communication.
17. **Hook switch:** Toggles the state of the phone from active to idle state.
18. **Line keys:** Activates selected line.
19. **Line indicators:** Displays the state of an active call or line status.



## Placing a call

- Dial the number first using:
  - Dial pad.
  - Directory soft key to access the Recent Calls, Favorites, or Contact Directory.
  - Home button to access Directories.
- Then choose your calling method (handset, headset, or speakerphone).

### Notes:

- You do NOT need to dial 9 for an outside line or 1 for long distance.
- Internal calls can be completed by dialing the extension.
- Call duration is monitored through a call timer on the graphic display.

## Answering a call

You can answer a call using:

- Handset
- Headset
- Speakerphone
- Soft keys
  - Answer: answers the call, defaults to speakerphone.
  - Reject: sends call directly to voicemail.
  - Ignore: silences the ringer volume.

## Call Waiting

Each line appearance can handle one call at a time. To answer an additional call, select the associated line key.

### Move between calls on different line appearances:

- While on a call, press the line key associated with another line. The call on the first line is automatically put on hold.
- To return to the first caller, press the line key associated with the first call. The second call is automatically put on hold.

Note: Additional calls accessing a line appearance will be forwarded to voicemail.

## Placing a call on hold

### During an active call:

- Press the Hold button or Hold soft key.

### To remove from hold:

- Press the Hold button again or Resume soft key.

### Notes:

- Music on hold will play if a conference call is put on hold.
- If multiple calls are held, use the up/down arrows to switch between calls and press the Hold button or Resume soft key to select the desired call.

## Line appearances and line keys

A phone number assigned to a line key on an IP phone is called a line appearance. Your direct line usually appears twice, then you will see additional lines or shared extensions that you may answer. Any blank or unassigned line keys will become speed dial buttons.

When a call comes in, all phones with that number as a line appearance will ring at the same time.

### Shared call presence:

- When a call is answered and put on hold, any other phone with that line appearance can take the call off hold.

### Not shared call presence:

- When a call is answered, it becomes exclusive to the phone that answered it.

## Line indicators

The line indicators will change color depending on the event:

- Fast flashing green: Incoming (ringing) call
- Solid green: Active call is in progress
- Flashing red: Call is on hold
- Solid red: Shared line busy (if applicable)



## Line icons

The following list describes the icons visible on the graphic display:

- Registered line: black telephone handset with small white checkmark.
- Registered shared line: black telephone handset with shadow and a large white checkmark.
- Ringing/incoming call: caller ID displayed on screen.
- Call on hold: white telephone handset with a hold symbol displayed. Held call highlighted with grey background.
- Outgoing call: white telephone handset with arrow.
- Active call: active call highlighted in grey.
- Voice mail messages: envelope beside applicable line key.
- Do Not Disturb: black telephone handset with white line inside a black circle.

## Conference calling

You can conference up to 12 participants on one call.

### To add another person to an existing call:

- Select the More soft key.
- Press the Conference (Confrnc) soft key.
- Enter the number of the second person.
- Select the Send soft key.
- Press the Conference (Confrnc) soft key to complete.

### To merge an active call with one on hold:

- Use the down arrow to switch to the held call and press the Join soft key.

## Transferring a call

Transferring a call releases the call from your phone.

### Call transfer consultative:

Allows you to speak privately to the receiving party before completing the transfer.

- During an active call, press the Transfer button.
- Enter the phone number of the receiving party.
- Select the Send soft key.
- Wait for the receiving party to answer and discuss the issue.
- Press the Transfer button to complete the transfer.

### Call transfer blind:

Also known as cold transfer, transfers a call without announcing the call to the receiving party.

- During an active call, press the Transfer button.
- Select the Blind soft key.
- Enter the phone number of the receiving party.
- Select the Send soft key.

Note: If the recipient does not answer, the call will transfer to their voicemail, if voicemail has been setup.

### Cancel call transfer:

- Press the Cancel soft key before the transfer completes.

Note: You do not need to place the call on hold before transferring. During the transferring process, the caller will automatically be put on hold and hear music.

## Transferring a call directly to voicemail

- During an active call, press the Transfer button.
- Select the Blind soft key.
- Enter \*90 and the extension number.
- Press the Send soft key.



## Call forwarding

### Enable call forwarding

- When your phone is idle, enter:
  - \*72 Call Forwarding Always
  - \*92 Call Forwarding No Answer
- Enter the forward-to number.
- Press the Dial soft key.
- Listen for the voice prompt that confirms Call Forwarding is turned on.

Note: The forward-to number can be an extension or any 10-digit phone number.

### Disable call forwarding

- When your phone is idle, enter:
  - \*73 Call Forwarding Always
  - \*93 Call Forwarding No Answer
- Press the Dial soft key.
- Listen for the voice prompt that confirms Call Forwarding is turned off.

## Do not disturb

The do not disturb option prevents incoming calls from ringing. The line indicator will not flash. Calls will go directly to voicemail, if no other forwarding has been configured. A received call while do not disturb is active will display as a missed call.

When activated, a black circle with a white line is visible next to each line key and in the upper right corner of the graphic display.

### Enable / Disable:

- Select the Do Not Disturb (DND) soft key.

### Enable / Disable with shared lines individually:

- Select the Do Not Disturb (DND) soft key.
- Select the desired line.
- Select Enable / Disable soft key.

### Enable / Disable with shared lines whole phone:

- Select the Do Not Disturb (DND) soft key.
- Select the Set All / Clear All soft key.

Note: You can still make outgoing calls as normal. On a shared line, your phone will not ring, but the line will blink, and you can still answer the call.

## Recent Calls list

By default, when selecting the Recent Calls, the phone displays the entire call history but can be filtered by call type. Each call type will maintain up to 100 instances of each of the following call types:

- Missed calls
- Received calls
- Placed calls

### Retrieve call list:

- Select the Directory soft key.
- Select Recent Calls.
- Select the Type soft key.
- Select the desired call list.
- Highlight the specific call and select the Dial soft key to place the call.

### Delete an individual log entry:

- Select the Directory soft key.
- Select Recent Calls.
- Select the Type soft key.
- Select the desired call list.
- Select the individual call to be deleted.
- Select the Info soft key.
- Select the Delete soft key.

### Delete entire call list:

- Select the Directory soft key.
- Select Recent Calls.
- Select the More soft key.
- Select the Clear soft key.
- Select the call list to be deleted.
- Select the Yes soft key.

### Save an individual call log entry:

- Select the Directory soft key.
- Select Recent Calls.
- Select the desired call list.
- Select the individual call to be saved.
- Select the Info soft key.
- Select the Save soft key.
- Make any needed updates.
- Select the Save soft key.



## Contact Directory

The phone maintains up to 100 contacts, entered by the user.

### Add new contact manually:

- Select the Directory soft key.
- Select Contact Directory.
- Select Add soft key.
- Enter information using the dial pad.
- Select the Save soft key.

### Modify current contact:

- Select the contact you wish to change.
- Select the Info soft key.
- Select appropriate soft key (Edit or Delete).
- Select the Save soft key when complete.

## Parking a call

Parking a call allows you to pick-up a call from a different extension.

### Park an active call:

- Press Park soft key.
- Enter your extension.
- Select the Enter soft key.

### Retrieve a parked call:

- Press Retrieve (Retrve) soft key.
- Enter your extension.
- Select the Enter soft key.
- Pick up the handset.

## Selecting a ringtone

The phone can support 24 selectable ringtones, but only 19 are available at this time.

### Change the ringtone:

- Select the Home button.
- Select Settings.
- Select Basic.
- Select Ring Type.
- Select the Play soft key to hear the ringtone.
- Choose the Select soft key to set the ringtone.

## Intercom

You can initiate an intercom call to other AT&T Voice DNA users in your organization.

### To make an intercom call:

- Enter \*96.
- Enter an extension number.
- Press the Dial soft key.
- Wait to hear a beep, and then speak.

Note: The phone of the person you are calling automatically answers in speakerphone mode. They can choose to pick up the handset or switch to headset mode, once the intercom call is connected.

## Feature (star) codes

These are some of the commonly used feature (star) codes:

- \*00 Last number redial
- \*60 Turn off music on hold
- \*67 Caller ID Selective Blocking
- \*69 Call return
- \*70 Call waiting off
- \*72 Forward all calls on
- \*73 Forward all calls off
- \*82 Caller ID Selective Unblocking
- \*90 Transfer caller directly to voicemail
- \*96 Intercom
- \*98 Call park
- \*99 Call park retrieve

## E911 process and procedures

If you call 911 from your office / cubicle, the address displayed for emergency responders is the building address.

- Please notify the guard and or have someone wait at the entrance to direct emergency services.

### If a network outage or loss of power occurs:

- Use your cell phone to call emergency services.



## Block and unblock Caller ID

Your administrator controls the Caller ID settings for your organization. When Caller ID is turned on, your number appears on the phone you call. If permitted by your organization, you can block your line's Caller ID on a per call basis.

### Temporarily block Caller ID:

- Enter \*67 and the number you want to call.
- Press the Dial soft key.

Your administrator can also block your line's Caller ID for all calls. You can unblock your line's Caller ID on a per call basis.

### Temporarily unblock Caller ID:

- Enter \*82 and the number you want to call.
- Press the Dial soft key.

## Register or reboot your phone

There will be times when you must reset your phone so that it can retrieve crucial software updates and configurations from the AT&T Voice DNA service.

- Select the Home button.
- Select Settings.
- Select Basic.
- Select Restart Phone.

Note: The Polycom logo will appear in the display window for a short time. Once the logo disappears, the phone is operational.

## AT&T Voice DNA Voicemail

You can listen to your AT&T Voice DNA Voicemail messages using any touchtone phone (IP, wireline or wireless).

### New voicemail message

- Flashing red indicator light
- Envelope in graphic display

### To retrieve messages:

- Press the Messages button.
- Select the Connect soft key to dial voicemail.
- Enter your voicemail PIN to access messages.