

Polycom VVX 301 & 401 Quick Reference Guide

Answering an Incoming Call

Lift the handset to answer the incoming call. You don't need to press any buttons. The display on the phone states the line you are on in order entry, and the caller ID.

After answering a call you can:

- Park the call (Park soft key)
- Put the call on local hold (Hold icon)
- Transfer the call (Transfer soft key)
- Put the call on or off speakerphone (Speakerphone icon)

To quickly answer the next incoming call

- Press and release the receiver (hook flash) button on the handset cradle, as if you were putting the handset down and picking it up again.

Placing an Outbound Call

- 1 Dial the phone number.
- 2 Press Dial and pick up the handset, or press (Speakerphone icon) or (Hold icon) button.

By following this procedure, you can place an outbound call even when the phone is ringing.

For store-to-store dialing

- Dial the 4-digit store number.

If you don't know the 4-digit store number, refer to the section below on *Using the Corporate Directory*.

Using the Corporate Directory

You can look up another store's extension in the corporate directory.

- 1 Press the CorpDir soft key.
- 2 Use the arrow keys to scroll through the directory.
- 3 Highlight the store to call.
- 4 Press the checkmark (Checkmark icon) button.



LiveCoach with Another CSR

Press the Coach soft key to listen to an active ongoing call and coach the CSR. This is helpful when training new CSRs on how to take customer calls or improve their customer service skills.

NOTE: While you are coaching the CSR, the customer cannot hear you.

Transferring Calls to Another Store

- 1 Press the **Transfer** soft key or press (Transfer icon)
- 2 Choose **Blind** or **Consultative**.
3. Dial the 4-digit store number.
*If you chose **Blind**, the call is transferred immediately.*
4. If you chose **Consultative** press the **Transfer** soft key or press (Transfer icon) after speaking with your contact.

Placing a Call on Park or Hold

Call Park lets you retrieve the call from any phone in the store. Press the Park soft key. The system will automatically park the call on that line. Press the Unpark soft key on another phone to retrieve the parked call.

Local Hold keeps the call on that phone only. If you know you want to retrieve the call from the same phone, press the Hold (Hold icon) button to put the call on hold, and press the Hold (Hold icon) button again to retrieve it. Note that if you use hold instead of park, you won't be able to retrieve the call from any other phone in the store.

Adjusting Handset and Ringer Volume

To adjust the handset volume

- Press the + or - Volume (Volume icon) button at the bottom of the phone while the handset is off-hook (lifted).

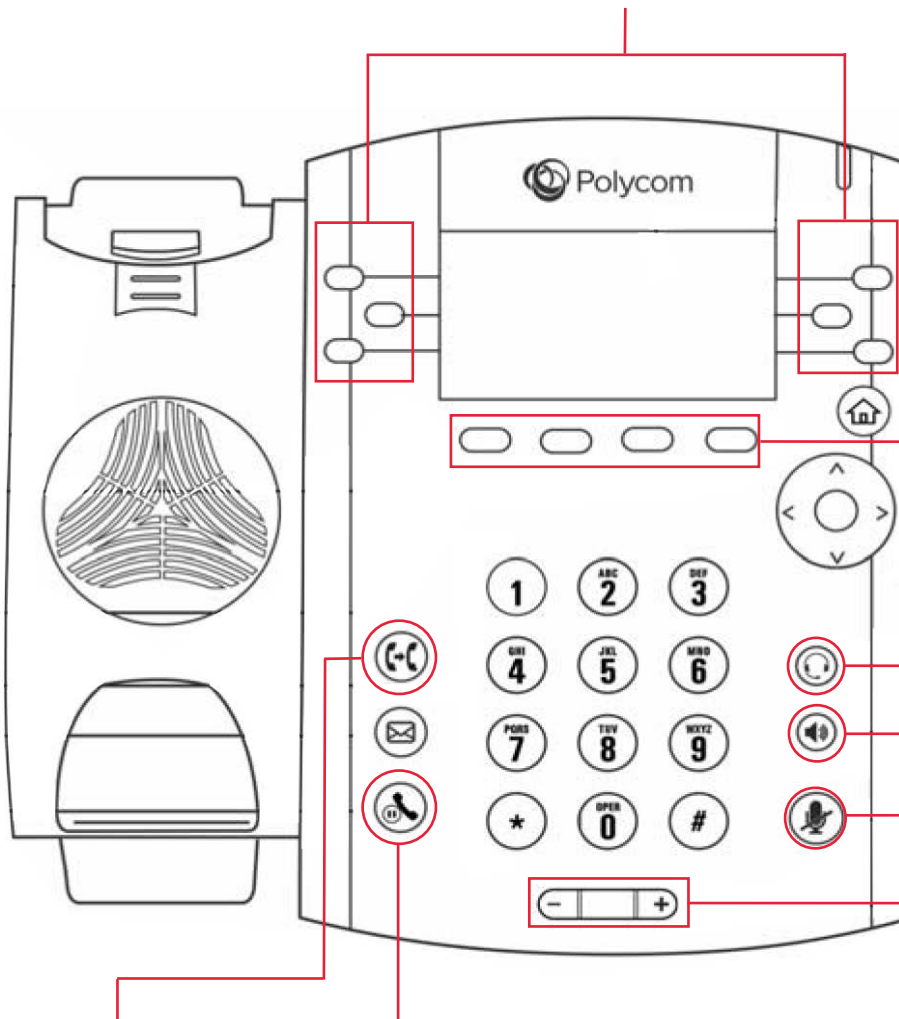
To adjust the ringer volume

- Press the + or - Volume (Volume icon) button while the handset is on-hook (in the cradle).

NOTE: If the phones or the system have been reset, the volume settings will also be reset and you will need to adjust them again.

Call Appearances: Shows you how many calls are active on this phone (one button = one active call).

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Soft Keys: When the phone is off-hook or in an active call, the function of these buttons changes to provide additional functionality relevant to the phone's current state. The action associated with each button is displayed above the button, on the screen.

Headset: Switches the call from the handset to your headset.

Speakerphone: Switches the call between the handset and the phone's loudspeaker.

Mute: Mutes the phone so you can hear your caller but the caller can't hear you.

Handset and Ringer Volume: Adjusts ringer volume when the handset is on-hook and handset volume when the handset is off-hook.

Transfer Button: In addition to the transfer soft key, this button may also be pressed to transfer a call.

Local Hold: Puts the call on local hold. The call can be picked up from this phone only.

Extension	Location	Phone Number

Need assistance?

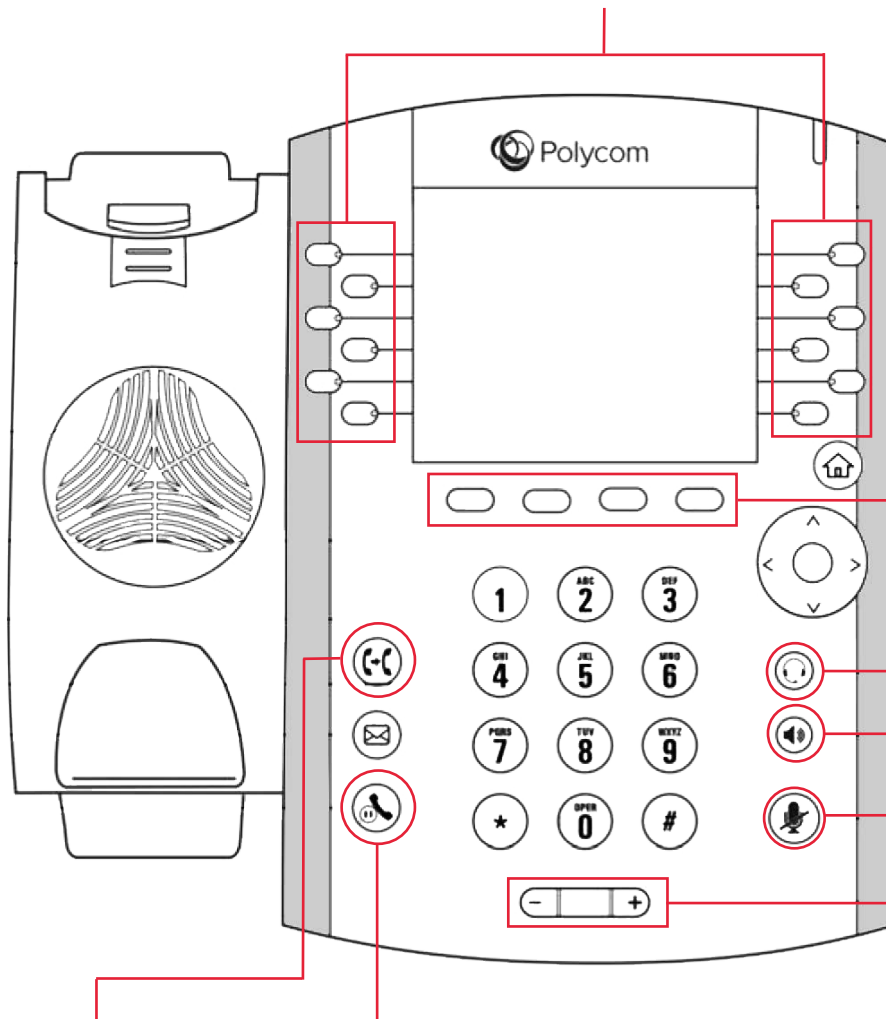
Go to <http://support.nusutus.com> for more guides and how-to tutorials

Or contact NuSutus Support

- Email: support@nusutus.com
- Phone: 1-855-211-1301

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