AT&T Collaborate quick reference

Polycom VVX 300 series phones

Polycom VVX 300-series

This guide contains the key information you need to get started using your Polycom® VVX® 300-series (300, 301, 310, 311) phone with the AT&T Collaborate^{SM} service. The phones look the same, but the VVX 300 and 301 have 10/100 Ethernet ports and the VVX 310 and 311 have Gigabit Ethernet (GbE) ports.

Collaborate is a Voice over IP (VoIP) system that transports calls over the AT&T IP network rather than over the traditional public switched telephone network. You can use Collaborate exactly as you use a traditional phone system.

For more detailed information about using your phone, see the *Polycom VVX Business Media Phones User Guide,* available from Polycom. Note that not all Polycom features are available with Collaborate.

For reference, print this page and fill in the important information your administrator provides.

Description	Detail
Your phone number (for external calls)	
Your extension (for internal calls)	
Your voicemail access number	
Your administrator	**Name:** **Phone number:** **Email:**

The phones
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The phones

The VVX 300, 301, 310, and 311 have 3 screens (**Home**, **Calls**, and **Lines**) that appear in the phone's display window. These screens display information about your phone lines and calls, and show the features and settings you can access.

- **Home screen**—Shows icons you can select to access messages, settings, and information.
- **Calls screen**—Shows all active and on-hold calls for your line. This screen appears automatically when you have an active call and 1 or more calls on hold.
- **Lines screen**—Shows your phone lines, favorites, and soft keys (keys that change function based on the current activity). This is the screen that appears when your phone is idle.

To display these screens during a call, press the **Home** button.

Use these buttons and keys with Collaborate.
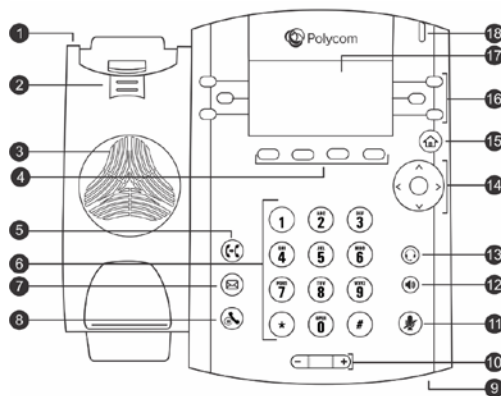
Button/Key	Function
1	Security slot
2	Reversible tab
3	Speaker
4	Soft keys
5	Transfer
6	Keypad
7	Messages
8	Hold
9	Microphone

Button/Key	Function
10	Volume control
11	Mute
12	Speakerphone
13	Headset
14	Navigation/Select key
15	Home
16	Line keys
17	Display window
18	Message light

Dialing basics

With Collaborate, you don't need to use an out of network prefix (such as **9**) when making calls. The VVX 300-series phones can manage a maximum of 24 calls (active, incoming, and held) at a time. You can have 1 active call in progress, with numerous other incoming calls or calls on hold on all lines.

How to make calls

Collaborate simplifies making calls.

Action	Steps

Make a call	• Enter a phone number, and then do 1 of these things:
	   − Press a line key.
	   − Pick up the handset.
	   − Press **Speakerphone** or **Headset**.
	   − Press the **Dial** soft key.

Make a call from the Recent Calls list	1. From the **Home** screen, select **Directories**, and then locate **Recent Calls**. 2. From the **Calls** screen, select a contact.

Make a call from your Favorites list	1. Do 1 of these things:
	   − From the **Lines** screen, press the **New Call** soft key.
	   − From the **Home** screen, press the **New Call** soft key.
	2. Select **Directory**.
	3. Select **Favorites**.
	4. Select a favorite from the list.

Make a call to a favorite contact from the Lines screen	• If you've set up a speed dial key for this contact, press the line key associated with the favorite contact you want to call. The call is automatically placed.

Make a call from a directory	1. Do 1 of these things:
	   − From the **Home** screen, select **Directories**.
	   − From the **Line** screen, press the **Directory** soft key.
	2. Choose a directory.

Action	Steps
	3. Select a contact. Your contact's information appears. 4. Press the **Dial** soft key.
Return an earlier incoming call	1. From the Home screen, select **Directories**. 2. Select **Recent Calls**, and then select **Type Received Calls**. 3. Select a caller. 4. Press the **Dial** soft key.
Redial a number	• On the **Home** screen, select **Redial**.
Put a call on hold or resume a call	1. During an active call, press the **Hold** button or **Hold** soft key. 2. To resume the call, press the **Hold** button again or press the **Resume** soft key. If more than 1 call is on hold, on the **Calls** screen, select the call you want, and then press the **Resume** soft key.

End a call	• Do 1 of these things:
	  – Hang up.
	  – Press the **End Call** soft key.

Special features

The special features of Collaborate described below can save you time. With some features, you press buttons or soft keys. With others, you enter special feature codes (for example, ***67**) from the phone's keypad. (For more information, see Feature access codes.) In some cases, you can access features in multiple ways.

Manage calls with these special calling features from Collaborate.

Description	How to use the feature
Call Waiting If you see a new caller's ID in your phone's display window while you're on a call, Call Waiting is turned on and you have an incoming call.	**Turn Call Waiting off for the current call** • Enter ***70** and the number you want to call.

Description	How to use the feature
If you don't answer the new call, it will be routed to your voicemail (if available) or to your chosen "when I don't answer" call treatment. If you don't want to be notified when callers are waiting, turn Call Waiting off for the current call.	
Account codes Account codes enable Collaborate to track outbound call data by account or category. You may be assigned 1 of these types of account codes: • **Mandatory**—For all calls except 911, you're always prompted and must enter an account code when calling outside your company. • **Optional**—You can enter an account code when calling outside your company (optional). Before you enter an account code, enter a feature access code. For more information, see Feature access codes.	**Call using a mandatory account code** 1. Enter the phone number you want to call. 2. When prompted, enter the account code. **Use an optional account code on a call** 1. Enter ***50**. 2. When prompted, enter the account code. 3. Enter the phone number you want to call.
Block and unblock Caller ID When Caller ID is turned on, your number and name appear on the phones you call. If permitted by your company, you can block your caller ID: • For a single call outside your company • For all phone calls Your administrator can block your line's caller ID for all calls.	**Block your caller ID for a single call** • Enter ***67** and the number you want to call. • Pick up the handset, press **Speakerphone**, or press the **Dial** soft key. **Unblock your caller ID for a single call** • Enter ***65** and the number you want to call. • Pick up the handset. **Block your caller ID for all calls** • Enter ***31**, and then pick up the handset. **Unblock your caller ID for all calls** • Enter **#31**, and then pick up the handset.
Call Transfer You can transfer a call to any extension within your company or to any 10-digit	1. During a call, do 1 of these things: – To use the default transfer type, press **Transfer**.

Description	How to use the feature

phone number. Call Transfer has 2 forms:
• **Unattended Transfer**—Transfers your call to the new caller directly and drops you from the call.
• **Attended Transfer**—Enables you to speak with the person you're transferring the call to before you transfer the call. If there's no answer or the person doesn't want to take the call, you can cancel the transfer and talk with the caller.
	– Press and hold **Transfer**, and then select a transfer type.
	2. Enter a phone number or choose a contact from the call list or directory where the call will be transferred.
	  – If you chose **Unattended Transfer**, the call is transferred immediately.
	  – If you chose **Attended Transfer**, speak with your contact and then press **Transfer**.

Conference calls You can conduct a conference call with 3 participants from your phone.	1. Call the first person. 2. After the first person answers, press the **Conference** soft key. The call is put on hold. 3. Call the second person or select a contact from the directory or call lists. 4. When the second person answers, press the **Conference** soft key to establish the conference. To join (merge) 2 calls into a conference call, repeat steps 1-4, and then press the **Join** soft key.
Reject a call If you don't want to answer a call while it's ringing, you can reject the call. If you have voicemail, the call is then routed to your voicemail. If you don't have voicemail, the call is routed to your chosen "when I don't answer" call treatment. **Note:** If the ringing line is a shared line, your phone stops ringing, but the shared line continues to ring on other phones.	**Reject a call on a shared line** • While your phone is ringing, press the **Silence** soft key. **Reject a call on a line that isn't shared** • While your phone is ringing, press the **Reject** soft key.
Multiple line appearances and line keys A phone number assigned to a line key on an IP phone is called a *line appearance*. The line keys on your	**Move between calls on different line appearances** 1. While on a call, press the line key associated with another line. The call on the first line is put on hold.

Description	How to use the feature
phone can have repeated numbers, different numbers that belong to you, or numbers that belong to others. When a call comes in to a number, all phones with that number as a line appearance ring at the same time. When the call is answered, how it's handled depends on the line's *call presence*. Collaborate offers 2 call presence choices: • **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 and no longer appears on the other phones.	2. Talk with the second caller. 3. To return to the first caller, press the line key associated with the first call. The second call is automatically put on hold.

Call forwarding
You can forward calls to an extension or any 10-digit phone number.
 	
Collaborate provides these types of call forwarding:
 	
• **Call Forwarding - Always**—All calls to your phone are forwarded.
• **Call Forwarding - No Answer**—If you don't answer, the call is forwarded.
• **Call Forwarding - Busy**—Calls that come in while your phone is busy are forwarded.
• **Call Forwarding - Not Reachable**—Applies when your phone can't be reached by Collaborate, such as during a power or network outage.
 	
Note: Your administrator establishes your access to call forwarding features. For help, check with your administrator.
	Turn on call forwarding
	1. When your phone is idle, enter:
	  – ***72** for Call Forwarding - Always
	  – ***92** for Call Forwarding - No Answer
	  – ***62** for Call Forwarding - Busy
	  – ***94** for Call Forwarding - Not Reachable
	2. Enter the phone number to which calls will be forwarded.
	3. Press a line key. A voice prompt confirms that call forwarding is turned on.
	
	Turn off call forwarding
	1. When your phone is idle, enter:
	  – ***73** for Call Forwarding - Always
	  – *93 for Call Forwarding - No Answer
	  – ***63** for Call Forwarding - Busy
	  – ***95** for Call Forwarding - Not Reachable
	2. Press a line key. A voice prompt confirms that call forwarding is turned off.

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