Polycom VVX311

Welcome to your new phone!

Sound quality:
This phone has High Definition (HD) sound. You’ll notice a much more crisp and sharp sound.

Quiet!
When nobody is talking, you’ll notice that there is no sound! It’s very quiet with no background noise.

Buttons & shortcuts:
Yes! Different buttons and shortcuts; this welcome sheet will help with the transition.

Personalize your phone by logging into https://myphone.colostate.edu

Support:
Phone: 1-7276
Email: help@colostate.edu

Thank you from your Telecommunications Department here at Colorado State University.

Navigation Shortcuts:

UP: Favorites
DOWN: Missed Calls
RIGHT: Placed Calls
LEFT: Received Calls
CENTER: Select

Some things you’ll notice that might be a little different at first:

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Basic Features

Place a call:
- Manually, from the Dialer
- Automatically, by tapping a favorite in Home or Lines view
- Automatically, from your Favorites list, Recent Calls list, or Contact Directory

Receive a call:
- To use the handset, pick up the handset or press Answer
- To use the speaker phone, press Answer
- To use your headset, press

Muting the Microphone
- During a call, press

Setting Up Conference Calls
- Call the first person. From Lines or Calls view, press More and then Confrnc. The active call is held.
- Using the Dialer, call the second person. When the second person answers, press More and Confrnc to join everyone. The Active:Conference screen will display

Transfer – Consultative (with Announcing)
- From Lines or Calls view, press Transfer. The active call is held.
- From the Dialer, place a call to the person you want to transfer the call to, press Transfer again when you hear the ringback sound or connect and talk with the person and then press Transfer

Transfer-Blind
- From Lines or Calls view, press and hold Transfer for 2 seconds. The active call is held.
- Select Blind from the menu (using the arrow buttons and center select button) and place a call to the person you want to transfer the call to.

Advanced Features

Do Not Disturb
- From Home view or if phone is idle, select DND
- The Do Not Disturb icon displays in the status bar as shown:
  
  ![](image)

- The DND icon in Home view, changes to

Selecting a Ring Tone
- From the Contact Directory, use the up and down arrow keys to select the contact you want to update, press Info
- From the contact’s information screen, press Edit
- From the Edit Contact screen, use the up and down arrow keys to select Ring Type
- Select the ringtone you want, and press Save

SimRing:
- To order SimRing service contact Telecommunications.
- To access SimRing service from your CSU phone number: dial #96 and follow the spoken instructions.
- To access SimRing from any other phone dial 970-491-2900. Then, when voice prompted, dial your 10-digit CSU phone number + #, then your SimRing PIN + #, and follow the spoken instructions:
  - Dial 3 to toggle SimRing service from on or off, or off to on.
  - Dial # + phone number + # to add a number. (Remember to dial 8 for off campus numbers: # + 8-234-5678 + #)
  - Dial * + phone number + * to delete a number.
  - Dial 1 to hear the numbers on your list.

Basic Dialing

Emergency
- Dial 911

Voicemail
- On Campus: 1-5500
- Off Campus: 491-5500

Campus Numbers
- Dial 5 digit extension
- E.g. 1-1111

Off Campus
- Dial 8+ 7 digits
- E.g. 8491-1111

Long Distance
- Dial 8+1+area code+ the 7 digit telephone number (8+1+xxx-xxx-xxxx)
- Enter the long distance authorization code following the three short beeps

International
- Dial 8+011+country code+ city code+ telephone number.
- Enter the long distance authorization code following the two short beeps

Telephone Moves & Repairs
Before moving a phone to a different location/office, please contact the Office of Telecommunications for configuration.
If you experience telephone trouble in the future, please report the problem to Telecommunications at 970-491-5881.
Our operators will create a Trouble Ticket and issue it to a technician for resolution.

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Colorado State University