




## Enterprise Centrex – Polycom VVX300 phoneset quick reference

Updated: Jul 2018

Features	Instructions
Dialing out	Lift the handset + (Phone no.) + [ # ] Note: Need to dial [ 9 ] before the phone no.
Intercom dialing	Lift the handset + (Extension no.) + [ # ]
Intercom dialing (using "busy lamp")	[ Busy lamp for that ext. ]
Last number redial	[ Redial ]
Speed dialing	To dial: Lift the handset + [ * ] + [ * ] + ([0][0] – [9][9]) + [ # ] * Customer needs to define speed dial in user portal first
Volume adjustment	Ringtone:  to decrease or increase Voice: Lift the handset +  to decrease or to increase
Holding call	To hold: (Call connected) + [Hold] To retrieve: (Call held) + [Resume]
All call forwarding	To set: [*] [0] [5] + (Phone/Extension no.) + [Dial] To cancel: [#] [0] [5] + [Dial]
Busy call forwarding	To set: [*] [2] [5] + (Phone/Extension no.) + [Dial] To cancel: [#] [2] [5] + [Dial]
No answer call forwarding	To set: [*] [3] [5] + (Phone/Extension no.) + [Dial] To cancel: [#] [3] [5] + [Dial]
Call transfer - Blind transfer	(Call connected) + [Transfer] + (Extension no.) + [Transfer]
Call transfer - Consultation transfer	(Call connected) + [Transfer] + (Extension no.) + [ # ] + Wait for answer + [Transfer] + Hang up
Conferencing call	(Call connected) + [Confrnc] + (Phone no.) + [ # ] + answer + [Confrnc]
Call park and retrieve	<u>Call park:</u> (Call connected ) + [another line key] + [ * ] [ 8 ] [ 4 ] + [ # ] + [ # ] + Hang up <u>Call retrieve:</u> Lift the handset + [ # ] [ 8 ] [ 4 ] + [ # ] + (Self extension no.) + [ # ]
Group pick-up	Lift the handset + [ * ] [ 1 ] [ 1 ] + [ # ]

Call pick-up	By feature access code, applicable to ALL extensions: Lift the handset + [ * ] [ 2 ] [ 1 ] + (Ringing extension no.) + [ # ]  By "busy" lamp field, applicable to preset extensions: Lift the handset + [ Busy lamp for that ext. ]
Paging	Lift the handset + (Group Paging no.) + [ # ] + Announce *IAD user plan or analog phone don't support Paging function
Directory	[Directory]+ Choose [ BroadSoft Directory] + Select + AdvFind + Submit
Call List	[Call List]+ Choose [Type] + Choose [All Calls] / [Missed Calls] / [Received Calls]/ [Placed Calls]
Listen to voicemail	[Voicemail] + (Lift handset) or (Lift handset) + [*] [9] [0]
Listen to voicemail (outside office)	From other phone: (Dial 2562 0111) + (Your phone no.) + [#] + (Your voicemail password) + [#]
IDD & chargeable call password	To lock: [ * ] [ 0 ] [ 4 ] + [ # ] + (System will prompt to enter password) + (Password) + [ # ]  To unlock: [ # ] [ 0 ] [ 4 ] + [ # ] + (System will prompt to enter password) + (Password) + [ # ]
Menu	To view information menu: 

**\*\* Office Executive / Mobile Executive plan phone set model: Polycom VVX300**

Service hotline number: 1833 133

Enterprise Centrex help link: [http://www.pccwone.com/eng/ec\\_help.html](http://www.pccwone.com/eng/ec_help.html)

Voice mail box ad email reminder: customer is recommended to clean up voice mail box and email regularly.