Thank you for purchasing from BullsEye Telecom. This guide will help you to understand and operate your new IP Phone. Please print this guide and keep it handy!

1) **Handset** – This is the handset.
2) **LCD Display** – Displays information about calls, messages, time, date, and other relevant information.
3) **Voicemail Indicator Light** – Displays flashing red when you have a voicemail.
4) **Line Keys** – Multifunction keys that can be programmed to act as call appearances, busy lamp field, or speed dial.
5) **Home Key** – Displays icons you can select to access phone functions.
6) **Navigation Keys/Select Key** – Use the directional arrows to select from the various menus and features. Press the Select Key in the center to make a selection.
7) **Headset Button** – Press to activate the headset.
8) **Speaker Phone Button** – Press to activate the speaker phone.
9) **Mute Button** – Press to mute the microphone.
10) **Dial Pad** – Same as a traditional telephone.
11) **Volume Control** – Control the volume levels of the speaker phone, handset, or headset.
12) **Transfer Button** – Press to transfer a call to another number.
13) **Hold Button** – Press to place the caller on hold.
14) **Messages Button** – Press to access voicemail messages.

For additional information go to: [http://www.bullseyetelecom.com/learning-center](http://www.bullseyetelecom.com/learning-center)
Step 1: Enabling your Voicemail Box
1. Using your IP-phone, dial *62.
2. Pick up the handset or press the speaker button.
3. When asked for the passcode, enter 19992005 and then press #.
4. Enter a unique passcode then press #.
5. Enter the same unique passcode then press #.
6. At the main menu, press 3 to record your Personalized Name.
7. Press 1 to start recording. At the prompt, say your name and then press #.

Step 2: Recording your Outgoing Messages
1. Using your IP-phone, pick up the handset and dial *62.
2. Enter your passcode and then press #.
3. Press 1 to access your voicemail box.
4. Press 2 to create your Busy Greeting.
5. Press 1 to record. State out loud the message that will be heard when you are on the phone. Press # when done.
6. Press 2 to listen to your recorded message. Press 1 to re-record. When finished, press *.
7. Press 3 to create your No Answer Greeting.
8. Press 1 to record. State out loud the message that will be heard when you are not able to answer the phone. Press # when done.
9. Press 2 to listen to your recorded message. Press 1 to re-record. When finished, press *.

Accessing Your Voice Portal
You can access your personal voice portal using your own phone or another phone.

Using Your Phone
1. Using your IP-phone, pick up the handset and dial *62.
2. Enter your passcode and then press #. You will now be at the Voice Messaging Main Menu.

   NOTE: Depending on the IP phone, hard key and soft key options are also available that allow easy access your voicemail.

From Another Phone
1. Using any phone, pick up the handset and dial the telephone number or ext.
2. Let the phone ring until you engage your voicemail box.
3. When you begin to hear your No Answer greeting, press * to reach the login prompt.
4. Enter your passcode and then press #. You will now be at the Voice Messaging Main Menu.

Leaving Messages for Other Users

During greeting:
# Interrupt the greeting and start recording a voice message.
* Transfer out of greeting to Voice Portal password prompt.
0 Transfer out of greeting to another extension.

While recording message:
* Cancel recording and transfer to Voice Portal password prompt.
0 Cancel recording and transfer to another extension.
# Stop recording and review message.

While reviewing message:
1 Erase message and record again.
2 Listen or view current message.
3 This sends the message (OR you could just hang up).
6 Set or clear the urgent indicator.
7 Set or clear the confidential indicator.
* Cancel recording and transfer to Voice Portal password prompt.
0 Cancel recording and transfer to configured number.
# Repeat menu.

Voice Portal Main Menu Options
1 Access Voice Mailbox
2 Change CommPilot Express profile
3 Record Personalized Name.
4 Change Call Forwarding Options
8 Change Passcode
9 Exit
#

+ Some of these options are provided only if they have been assigned to you.
Polycom VVX 310 IP Phone User Guide

PHONE VIEWS
Your phone has three main Views: Home, Calls, and Lines view (the default).

To Change Views:
- For Home view, press 
- From Home view, press to alternate between Home, Lines and Calls view.

Home View
Home view displays icons you can select to access phone functions.

Lines View
Lines view displays Phone Lines, Favorites, and Soft Keys.

Calls View
Access Calls View if your phone has multiple calls in progress, or you have one held call. Use the up/down Navigation keys to see all your calls/highlight a call. The displayed soft keys apply to the highlighted call.

If your phone has multiple lines, calls display under the associated line. Total number of calls is shown above the calls.

PLACING A CALL
1. Pick up the handset or press or .
2. Enter the phone number and press Dial or Send.

ANSWERING A CALL
- To answer with the handset, pick up the handset.
- To answer with the Speakerphone, Press or press Answer.
- To answer with the headset, press .
- To answer a new call while on an active call, press Answer. The current call will be held.

ENDING A CALL
- To end an active call, replace the handset, press or press End Call.
- To end a held call, navigate to Calls view and highlight the held call. Press Resume and then press End Call.

MICROPHONE MUTE
During a call, press . Mute applies to all modes: handset, headset, and hands-free. You can hear all other parties while Mute is enabled. To turn off Mute, press again.

CALL HOLD AND RESUME
- From Lines, Calls, or Active Call view, press Hold. Or press if you’re in Calls view, remember to highlight the call first.
- To resume a held call, press Resume from either Lines or Calls view.

CALL TRANSFER
- From Lines, Calls, or Active Call view, press Transfer, and call the other party. Or press when you hear the ringback sound, or after you talk with the other party, press Transfer.

PLACING A CONFERENCE CALL
1. Call the first party, and after the call connects, press More, then Confrnc.
2. Dial and connect with the second party and press More, then Confrnc again.

Tip! If you have an active and held call, press More, then Join to set up a conference.

USING YOUR VOICEMAIL BOX
Set up your voicemail:
1. Enter the Activation Code *62, then press Dial.
2. At the prompt enter the default password, 19992005, followed by #.
3. Follow the prompts to change your password and record your greetings.

Check messages for your primary personal extension (if enabled):
1. Dial the Activation Code *62, then press Dial. Or press the and then Connect.
2. At the prompt enter your password, followed by #.

Check messages outside the office:
1. Call your own phone number. When the call goes to voicemail, press # for the menu.
2. Enter your password, followed by #.

DO NOT DISTURB
To enable Do Not Disturb:
1. Enter the Activation Code *78, then press Dial.
To disable Do Not Disturb:
1. Enter the Deactivation Code *79, then press Dial.

REDIAL
Dial the Activation Code *66, then press Dial.

For more information, call us at 1-877-638-2855 or visit http://www.bullseyetelecom.com/learning-center
**Call Forwarding Always**
Automatically redirect all incoming calls to another number. When the service is active, a reminder will be displayed on your phone. You can also set your phone to play a Ring Reminder when a call is forwarded. The default setting for Call Forwarding Always is off.

To activate this feature:
1. Dial the Activation Code *72, then press Dial or ⏯.
2. At the prompt, dial the phone number where you want your calls to be directed and press #.
3. Once the system plays a confirmation message, hang up.

To turn this feature off:
1. Dial the Deactivation Code *73, then press Dial or ⏯.

**Call Forwarding Busy**
Automatically redirect incoming calls to another number when your line is busy. The default setting for Call Forwarding Busy is off.

To activate this feature:
1. Dial the Activation Code *90, then press Dial or ⏯.
2. At the prompt, dial the phone number where you want your calls to be directed and press #.
3. Once the system plays a confirmation message, hang up.

To turn this feature off:
1. Dial the Deactivation Code *91, then press Dial or ⏯.

**Call Forwarding No Answer**
Automatically redirect incoming calls to another number when you do not answer your phone after a certain number of rings. The default setting for Call Forwarding No Answer is off. The default number of rings is 3.

To activate this feature:
1. Dial the Activation Code *92, then press Dial or ⏯.
2. At the prompt, dial the phone number where you want your calls to be directed and press #.
3. Once the system plays a confirmation message, hang up.

To turn this feature off:
1. Dial the Deactivation Code *93, then press Dial or ⏯.

**Call Forward Not Reachable**
Automatically redirect incoming calls to another number if your number is unreachable. The default setting for Call Forwarding Not Reachable is off.

To activate this feature:
1. Dial the Activation Code *94, then press Dial or ⏯.
2. At the prompt, dial the phone number where you want your calls to be directed and press #.
3. Once the system plays a confirmation message, hang up.

To turn this feature off:
1. Dial the Deactivation Code *95, then press Dial or ⏯.

**Call Pickup**
Pick up (answer) any ringing line within your Call Pickup group. If more than one line in the Call Pickup group is ringing, the call that has been ringing the longest is picked up.

To pickup a call:
1. Dial the Activation Code *98, which will connect you to the ringing party.

**Call Return**
Call the last party that called you. Both answered and unanswered calls can be returned.

To return a call:
1. Without picking up the handset, dial the Activation Code *69, then press Dial or ⏯. The last calling party will be called as if you dialed the number directly.

**Direct Voice Mail Transfer**
Transfer a caller on hold to your voice mail or someone else’s voicemail.

To activate this feature:
1. While on a call, press the Transfer soft key, then dial the Activation Code *55. An announcement will play explaining how to transfer the held caller to your voice mailbox (or anyone else’s voice mailbox).
2. To transfer to your own VM, press #.
3. To transfer to another user’s VM, dial the user’s extension and hit #. The call is released from initiator’s handset and the person transferred to will get VM.
Call Park / Directed Call Park
Place a call on hold with the intent of retrieving it from another extension. The call can be parked on your own extension or another within your group (groups are determined by your administrator). While parked, the parked party hears audio on hold (if it is configured). You can only park one call at a time against any single user extension.

When you park a call, a recall timer is started (45 seconds by default). If the timer expires before the parked call is retrieved and your phone is idle, the call will appear as a held call and your phone will ring. If the timer expires before the parked call is retrieved and your phone is not idle, the timer is restarted for 10 seconds and the call remains parked. This process will repeat until the parked call is retrieved or the parked call hangs up.

**Note:** You can only have one other active call when you try to park a call.

**To park a call:**
1. While on a call, press the Transfer key (or flash hook) and then dial the Call Park Activation Code *68.
2. After the prompt, enter # to transfer the call to your own VM.

   -or-

   Enter the number you would like to park the call against. The call will be parked.

If no number is entered and you hang up immediately after dialing the Activation Code, the call is parked against your line.

3. Once the call is parked against an available user, the service updates your display with the extension where the call is parked.

Call Park Retrieve
Retrieve a call that has been parked.

**To retrieve a parked call:**
1. Dial Activation Code *88, then press Dial or .
2. After the prompt, enter the number where the call to be retrieved is currently parked.
3. You will be reconnected to the parked party.

**Note:** If no numbers are dialed after the Activation Code, you will be reconnected with the party parked against your line.

Speed Dial 100
Assign a two-digit code to a frequently dialed phone number. Quickly and easily place a call by dialing the code, instead of the entire number. Two-digit codes that are Feature Access Codes cannot be used.

**Note:** You can associate to 2 to 30 numeric digits, including x11 emergency and rep call numbers. You can also associate to Feature Access Codes or even multiple chained Feature Access Codes.

**To assign a two-digit code:**
1. Without picking up the handset, dial the Activation Code *75, then press Dial or . You will hear the recall dial tone (three quick beeps and then a dial tone).
2. Dial the two-digit code to be created or modified, followed by the digits to be associated with the code. End the programming by pressing #.
3. A confirmation message will play, and the speed dial number is programmed.

**To use a two-digit speed dial:**
1. Dial # followed by the two-digit code.

Group Paging/Push to Talk
This service allows you to call another user or group and have the call answered automatically, either as a one-way call, or a two-way call. Also allows you to page a group.

**To use a group paging/Push to Talk:**
1. Pick up the handset and dial Activation Code *50. You will hear the recall dial tone (three quick beeps and then a dial tone).
2. Dial the extension you wish to page and press #.
3. Speak into the handset. When done paging, hang up.

Voice Mail Waiting Indicator
Clears the audible (and visible for some devices) message waiting indicator on your phone.

**To clear the Waiting Indicator:**
1. Without picking up the handset, dial the Activation Code *99, then press Dial or .