











Your phone has the following function keys:

	Place an active call on hold or resume a call that has been placed on hold.
	Make and receive calls using a headset.
	Make and receive calls using the built-in speaker.
	Adjust the volume of the handset, headset, speaker and ringer.
	Mute all local audio during calls.
	Display last dialled numbers.
	Display the phone's features and settings.
	Scroll through the display menu information.
	Transfer your current call to an extension of your choice.
	Display your message center.

Signing in on the Polycom VVX310

There are three steps to sign in using the Polycom VVX310. These are:

1. Connect the phone to the PC or Laptop.
2. Install the software.
3. Sign in to MS Lync on your PC or Laptop.

Ensure the phone is connected to the PC or laptop.

1. Download and install Microsoft Lync (described on the following page).
 - An application called *Polycom BToE Connector* will be installed at the same time.
2. Open MS Lync on your PC or Laptop
 - The *Lync-Desk Phone Connection* dialog box opens
3. Enter your login details as follows:
 - Account: staffnumber@ipt.uct.ac.za
 - User Name: staffnumber@wf.uct.ac.za
 - Password: your network password
4. Click *OK* to finish.

Your phone is now ready to use.

Using the Keypad

Use the keypad to dial numbers and enter names and passwords. In order to do this, when prompted to enter a name or URL, keep pressing the appropriate button until you have the character you want:

- Special characters can be entered using

* (* \ @ : " - ? %)

1 (1 ! | ' ^)

0 (0 ; & = \$ _ +)






(/ # [])

- For example, in order to type 4Ppl3:
 1. Press 4.
 2. Press 7 six times to get to the uppercase P.
 3. Press 7 two times to get to the lowercase p.
 4. Press 5 four times to get the lowercase l.
 5. Press 3.
- You can also enter special characters using the soft key* labelled *encoding*. This will be offered as an option when you are presented with text fields to complete.

*The soft keys are located below the screen and are used for making selections.

Responding to visual prompts

Missed calls

1. If you have missed a call, a message appears on your phone.
2. Press  to see *Received calls*.
3. Press  to see *Missed calls*.
4. Scroll through the calls using  and press  to view the details of the call.
5. Press  again or lift the handset to call the number.

Voicemail

1. A flashing red light at the top of your phone will indicate that you have a voicemail message.
2. You will receive an email notification that you have a voicemail message. This email will contain an audio file, which can be listened to on your PC.

Once this email has been read the voicemail will also be marked as read.

Changing your voicemail PIN

1. Dial 4999 and enter your PIN (you will have received this in an email when your phone was set up).
2. When prompted, say "*Personal Options*".
3. Press 3 on the keypad.
4. Enter a new PIN and press #.
5. Confirm the new PIN and press #.
6. Your PIN will be changed.



You can also change your PIN through the email web interface.

Should you enter your PIN incorrectly five times, a new PIN will be emailed to your mailbox. You should change this as soon as possible thereafter.

Please note that your new PIN cannot be the same as any of your last five PINs. It cannot be the same as your extension and it cannot use four of the same digits consecutively.

Restarting your phone

In some cases you may be required to restart your phone.


1. Press .
2. Press .
3. Select *Settings | Basic | 9. Restart Phone*.
4. *Are you sure?* appears on the display screen.
5. Press the *Yes* soft key to restart the phone.

The message "*Time/date out of sync*" on the upper left of the screen is part of the restart process and is normal. The display should return to normal after a few seconds.






You can also restart your phone by unplugging and reinserting the power cable at the back or by switching off the power at the power outlet and switching it back on.

Transferring a call

If you wish to transfer an incoming call:


1. During a call, press . The active call is placed on hold and you will hear a dial tone.
2. Dial the extension number of the party to whom you wish to transfer the call.
3. To announce the call, hold until the second party answers, then replace the handset.
4. To transfer without announcing the caller, simply replace the handset after step 2.

Adding contacts

1. Press .
2. Press  twice and select *Directories*.
3. Select *Contact directory*.
 - Press the *Add* soft key.
 - Enter in the contact details, using  to move to the next field.
 - Press the *Save* soft key to save the contact.
 - To dial a contact press the *Dial* soft key.
4. Press  twice to return to the home screen.
5. Pressing  gives you the options to *Dial* the contact, *Edit* or *Delete* the contact, *Add to Favorites* or go *Back* to the contacts list.

Installing Lync

Microsoft Lync is a communications client that allows you to keep in touch with colleagues and contacts using multiple communication methods from a single interface. Lync gives you the choice to chat to contacts either via instant messaging or by phone using a headset plugged into your computer. You can install Lync and log on from any of your devices, including tablets and cellphones. It will make available all your Outlook contacts no matter where you are.

Installing Microsoft Lync on your desktop:	Installing Microsoft Lync on your smartphone:
<ol style="list-style-type: none"> Go to the ICTS website Downloads section at http://www.icts.uct.ac.za Desktop Support Downloads Sign in with your UCT credentials and download <i>Microsoft Lync 2010</i>. Once the application has downloaded, double-click <i>Lync@UCT.exe</i>. The <i>Open File - Security Warning</i> dialog box appears. <ul style="list-style-type: none"> Click <i>Run</i>. The <i>Lync@UCT</i> dialog box appears. <ul style="list-style-type: none"> Click <i>Accept</i>. Once the installation is complete, the Microsoft Lync 2010 screen appears. <ul style="list-style-type: none"> Sign in with the following details: <p>Sign-in address: username@ipt.uct.ac.za Username: username@wf.uct.ac.za Password: UCT password</p> Click <i>Sign In</i>. You can now start using your Microsoft Lync account. 	<ol style="list-style-type: none"> Install the Microsoft Lync 2010 client from the appropriate app store (Play Store for Android, App Store for iOS). Sign in to the Microsoft Lync 2010 client with the following details: <p>Sign-in address: username@ipt.uct.ac.za Username: username@wf.uct.ac.za Password: UCT password</p> You can now start using your Microsoft Lync account. 

Troubleshooting

Problem	Try the following:	If the problem persists:
The Polycom phone has no power.	<ul style="list-style-type: none"> Verify that no lights appear on the phone when it is powered up. Check that the phone is properly plugged into a functional electrical outlet. Try the phone in another room where the electricity is known to be working to check that the issue is not with your power outlet. 	Log a call with the IT Helpdesk via the ICTS website or by emailing icts-helpdesk@uct.ac.za
The dial pad on phone does not respond.	<ul style="list-style-type: none"> Check for a response from other feature keys or from the dial pad. Place a call to the phone from a telephone known to be working. Check for display updates. Try restarting the phone by following the <i>Restarting your phone</i> instructions on the previous page. 	
There is no dial tone.	<ul style="list-style-type: none"> Check that the screen is illuminated. Make sure that the network cable is inserted firmly at the back of the phone (try unplugging and re-inserting the cable). Try restarting the phone by following the <i>Restarting your phone</i> instructions on the previous page. 	
Dial tone is not present on one of the audio modes (headset, handset or speakerphone).	<ul style="list-style-type: none"> Switch between handset, headset (if present) or hands-free speakerphone to see if the dial tone is present for any one of the audio modes. If the dial tone exists on another audio mode, connect a different handset or headset to isolate the problem. 	
The phone does not ring.	<ul style="list-style-type: none"> The ring setting or volume could be low. Adjust the ringing level from the front panel using the volume up/down keys. Check the status of the handset, headset (if connected) and hands-free speakerphone. 	
Service Unavailable appears on the screen.	<ul style="list-style-type: none"> Try restarting the phone by following the <i>Restarting your phone</i> instructions on the previous page. Check with ICTS that your phone has been registered on the network. 	
There is no display or the display is incorrect.	<ul style="list-style-type: none"> It is possible that power is not being correctly applied to the phone. Check that the phone is properly plugged into a functional electrical outlet. Check that the screen is illuminated. Make sure that the network cable is inserted firmly at the back of the phone (try unplugging and re-inserting the cable). 	
The phone reboots or disconnects when the computer is switched off.	<ul style="list-style-type: none"> The two network cables are incorrectly connected at the back of the phone and need to be swapped around. Follow the cable from the wall and ensure that the phone is connected first and that the computer is connected second. If they are the other way round, swap the cables so that the phone is first and the computer is second. 	
The display flickers.	<ul style="list-style-type: none"> A certain type of older fluorescent office lighting causes the display to appear to flicker. Move the phone away from the lights or replace the lights. 	
No access to the network. The <i>Lync sign in failed</i> message appears.	<ul style="list-style-type: none"> If you have changed your password in the last 48 hours, this message will display. Follow the <i>Changing your password</i> instructions on the previous page. If this is not the case, try logging on to your Lync account again, using your network username and password. Try restarting the phone by following the <i>Restarting your phone</i> instructions on the previous page. 	