

# Polycom VVX 311



1	Favorite keys
2	Action keys
3	Menu
4	Navigation wheel
5	Transfer
6	Voicemail
7	Hold
8	Sound: Headset, Speaker, Mute
9	Volume

Quick Reference Card for Polycom VVX 311  
in combination with Skype for Business



Versie 1.0 okt-19

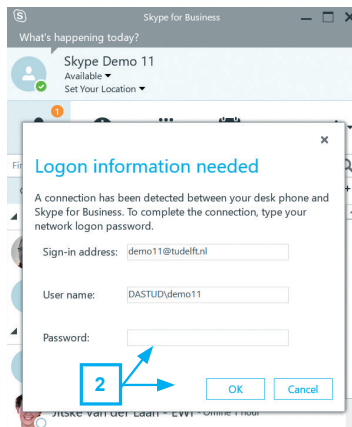
## Sign in

There are two options to sign in on your device

### Computer with Windows

When your device is connected to a laptop, you can sign in via the computer.

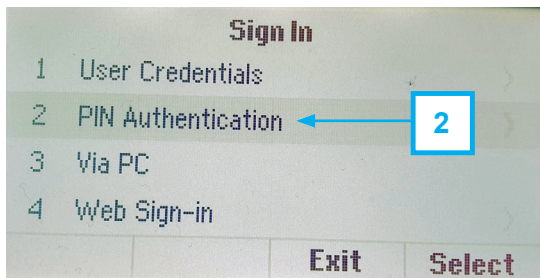
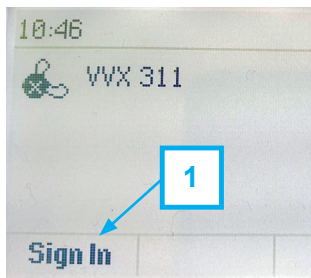
1. Make sure Skype for Business launches.
2. Enter your password in the window and click **OK**.
3. You're now signed in.



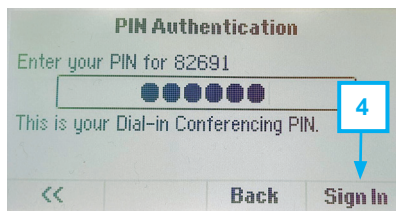
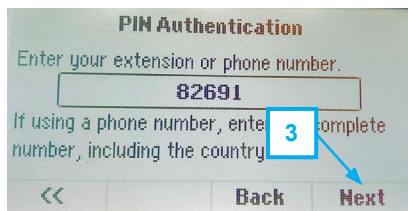
### PIN code

*Don't know your PIN code? Then proceed reading at 'Change your PIN code'*

1. Press **Sign In**
2. Press number key 2 for **PIN Authentication** or use the *navigation wheel* to select and confirm your option.



3. Use the number keys to enter your (abbreviated) phone number and press **Next**
4. Use the number keys to enter your PIN code and press **Sign In**



## Sign out

Leaving your device unattended for a long time? Don't forget to sign out.

1. Go to the Home screen and press **More**
2. Press **More** again
3. Press **Sign Out**
4. Press **Yes**. You are now signed out on this device.

*When signing out/shutting down the laptop, the phone remains signed in.  
The phone needs to be signed out separately!*

## Change your PIN code

You can change the PIN code of your device on a computer.

1. Open the browser and go to <https://dialin.tudelft.nl>
2. Under *Personal Identification Number (PIN)*, click on **Aanmelden**.
3. Enter your username as follows: DASTUD\username. Enter your password and click on the **Aanmelden** button.
4. Click on **stel uw pincode opnieuw in**
5. Enter a new PIN code, confirm it and click **OK**

**Persoonlijk identificatienummer (pincode)**  
U moet u eerst aanmelden om uw pincode en vergadering

[Aanmelden](#) 2

**Aanmelden**  
Typ de aanmeldingsreferenties voor uw netwerk.

Taal:  3

Gebruikersnaam:

Wachtwoord:

**Persoonlijk identificatienummer (pincode)**  
Gebruik uw pincode bij het inbellen in vergaderingen op uw bedrijfsnetwerk.

Pincode verloopt op: **Nooit**

Telefoonnummer: 31152782691

Doorkiesnummer: 82691

Bent u uw pincode vergeten of moet u uw pincode wijzigen?  
[Stel uw pincode opnieuw in](#) 4

## Start a call

There are several ways to start a call.

1. Phone number keys
2. Searching for contacts
3. Use of favorite contacts
4. Through Skype for business on computer.

Call the contact or number and lift the handset.

Use the navigation wheel to check your call history:

- ↓ Missed calls
- ← Received calls
- Outgoing calls



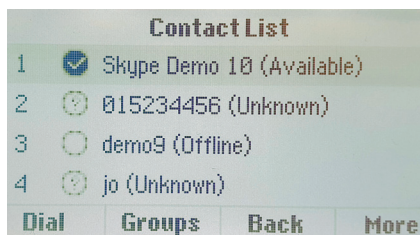
## End a call

Hang up the handset, press **End call** or use Skype for Business on your computer.

## Search and add contacts

The easiest way to find and add contacts is via Skype for Business on the computer. All TU employees are easy to find here and it's the easy way to get them on your phone's home screen. Consult the Skype for Business Quick Reference Card to learn how. Still want to use the device? Here are the basics:

1. Press **More**, then press **Contacts**
2. Use the *Navigation wheel* to select a saved contact and press **Dial**.
3. Your contact not in the list? Find it by pressing **More** and then **Search**.
4. Find the contact with the number keys



You can search Joris Klein by using this number combination:

56747\*55346

## Setting your presence

Your presence says something about your availability for communication. This status is based on 3 sources:

1. Your Outlook calendar (for example: you are busy when you have an appointment in your calendar)
2. Computer/phone (if the computer is locked, your presence is away)
3. What you set manually

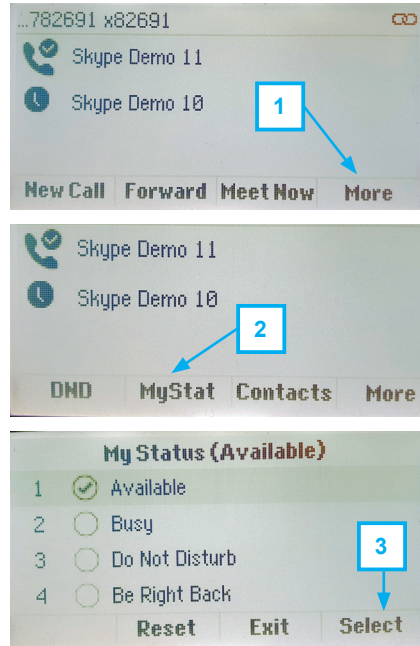
Only with the status Do Not Disturb (DND) you are not reachable and callers will receive voicemail. Only calls from delegates will get through DND!

On the phone you can change your presence yourself.

1. On the home screen, press **More**
2. Press **MyStat**
3. Use the *Navigation Wheel* to select a status and confirm

- ☒ Available
- ☐ Busy
- ☐ Away
- ☐ Do not disturb
- ☐ Unknown

Use **Reset** to activate the status from your Outlook calendar



## Transfer a call

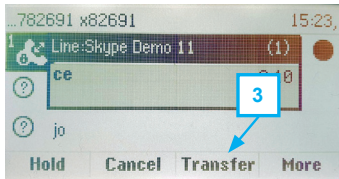
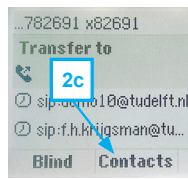
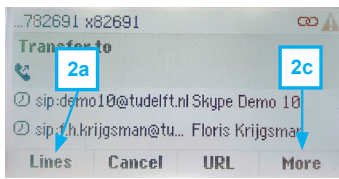
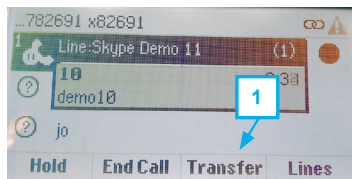
It's always better to consult a colleague about the call you want to transfer to him/her. This is called "Transfer with consult". This is how it works:

1. Press **Transfer**
2. Choose from one of the following options:

- a. **Favorites:** Press **Lines** to select a favorite contact. Use the *Favorite keys* to call the favorite.
- b. **Typing:** Just enter a phone number.
- c. **Contacts:** Press **More >> Contacts**. Select from your list and press **Dial**. You can search for a contact with **More >> Contacts >> More >> Search**.

3. Inform your colleague and press **Transfer**.

When your colleague doesn't answer, you can try another contact or resume the call.



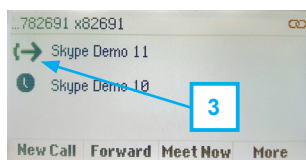
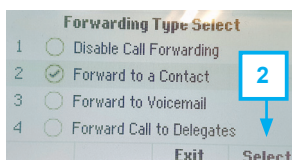
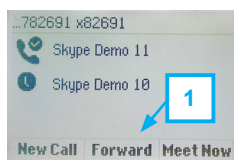
## Use simultaneously ring or forward your calls

*Call forwarding options are easier set in Skype for Business on the computer. Use the link at the end of this page to get more information and instructions.*

If you want to set up a call forward or a simultaneously ring, follow these steps:

1. Press **Forward**
2. Use the *Navigation wheel* to select your choice (simultaneously ring can be found at options 5 and 6) and confirm with **Select**. Choose a contact or number to forward to.
3. In the Home screen you will see that call forwarding is on.

*You can search for contacts with **More**. When using simultaneously ring you can only enter a number or a delegate. Delegates can be set with Skype for Business on the computer.*



**MORE INFORMATION AND INSTRUCTIONS ARE AVAILABLE ON:**  
[www.tudelft.nl/ict-handleidingen/skype-for-business](http://www.tudelft.nl/ict-handleidingen/skype-for-business)