

Transferring Calls

Consultative: While on an active call, press **Ⓢ**, dial the party to whom you are transferring the call, and press **Send**. After the party to whom you are transferring the call answers, press **Ⓢ** again.

Notes:

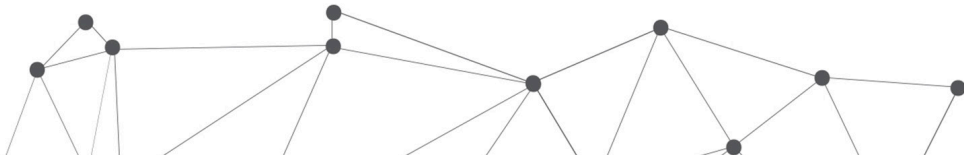
- The original caller will be automatically placed on hold when you press **Ⓢ**.
- You must wait for the person to whom you are transferring the call to answer to complete the transfer.
- If the party to whom you are transferring does not want to accept the transfer, press **Cancel** to reconnect with the original caller.

Blind: If you would like to transfer the call directly to the recipient without announcing the caller, do one of the following:

- Press **Blindxfer**, if available. Dial the other party, and press **Enter**.
- Press **Ⓢ**, press **Blind**, dial the other party, and press **Send**.

Directly to Voicemail: Do one of the following:

- Press **VMxfer**, if available. Dial the other party, and press **Enter**.
- If **VMxfer** is not available and you have a *4 digit extension*, press **Ⓢ**, then **Blind**, then *90 followed by the extension, and press **Send**.
- If **VMxfer** is not available and you have a *5 or 6 digit extension*, press **Ⓢ**, then **Blind**, then the star key (*) followed by the extension, and press **Send**.



SUPPORT

Visit the ENA Help Center at help.ena.com for help documentation, including manuals and tutorials for ENA's solution products and support tools.



Education Networks of America

ABOUT ENA

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ENA SmartVoiceSM

Quick Reference Guide

Polycom VVX 300 and 400 Series



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Soft Keys and Buttons

In this guide, the word “button” refers to physical buttons on your phone which always perform the function for which they are labeled. The following buttons are referred to in this guide:



TRANSFER



MESSAGES



HOLD



HOME




SPEAKER

“Soft keys” are functions you see on your LCD screen. These are context sensitive, changing according to where you are in a call sequence. You select a soft key by pressing the physical button below it.

In this guide, soft keys are referred to by their name only in bold. For example, “to end an active call, press **End Call**.”

Making a Call

Option 1: With the handset still on the hook/in the cradle, dial the number and then pick up the handset or press .

Option 2: Pick up the handset, or press . Enter the phone number, and wait or press **Dial**.

Notes:


- If you pick up the handset before dialing, as described in Option 2, the system will attempt to complete the call after a slight pause. Leaving the handset in the cradle until you are finished dialing, as described in Option 1, will provide you all the time you need to enter the number in full.
- You do not need to dial 9 for an outside line, and you do not need to dial 1 for long distance.
- If you make a mistake while entering the digits, press << to erase.

From Recent Calls Lists: Use the arrow keys on the Navigation Disk to access your call lists.

- ◀ = Received calls
- ▼ = Missed calls
- ▶ = Placed calls

Once a list is accessed, use the arrow keys to highlight a number, and press **Dial**.

Answering a Call

Pick up the handset, press **Answer**, or press the line key on which the call is ringing. You may also press .

To answer an incoming call while on an active call, press **Answer**. The current call will be placed on hold.

Making a 3-Way Conference Call

While on an active call, press **More** and then press **Confrnc**. Dial the third party, and press **Send**. When the third party answers, press **More** and then press **Confrnc** again.

Placing a Call on Hold

Press  or **Hold**. The party placed on hold will hear music.



To resume a held call, press **Resume**.

Note:


If you have more than one call, use the up and down arrow keys on the Navigation Disk to highlight the call you would like to manage and then press **Hold** or **Resume**.

Checking Voicemail

Do one of the following:

- Press  and follow the prompts.
- Press , use the Navigation Disk to highlight and select **Messages**, press **Select** to open the Message Center, and then follow prompts.

Notes:

- If you see the Messages screen after pressing , press **Select** to open the Message Center, highlight the line for which you would like to access voicemail, and press **Select**.
- The system will walk you through your voicemail setup the first time you access the Message Center.

Adjusting the Ringer and Listening Volume

To change call volume, press the Volume button (+ or –) during a call. To change the ringer volume, press the Volume button (+ or –) when the phone is idle or ringing.