



1



2




www.popp.com

POLY VVX 311/411

CONSULTATIVE TRANSFER

THIS VIDEO FEATURES A VVX 411. BUTTON LOCATIONS MAY VARY SLIGHTLY ON DIFFERENT PHONE MODELS.


3



www.popp.com

VVX 311/411 CONSULTATIVE TRANSFER

- During an active call, press the Transfer button
- The caller is now on hold




4

POPP
www.popp.com

VVX 311/411
CONSULTATIVE TRANSFER

- Enter the 4-digit extension or 10-digit phone number of the person you wish to transfer to




5


POPP
www.popp.com

VVX 311/411
CONSULTATIVE TRANSFER

- Announce the call
- To complete the transfer, hang up or press the Transfer button



6



POPP
www.popp.com

VVX 311/411
CONSULTATIVE TRANSFER

For more training videos, visit
www.popp.com/support

7



POPP
www.popp.com

POLY VVX 311/411

CANCEL WARM TRANSFER

THIS VIDEO FEATURES A VVX 411. BUTTON LOCATIONS MAY VARY SLIGHTLY ON DIFFERENT PHONE MODELS.

8



VVX 311/411
CANCEL WARM TRANSFER

- To cancel a warm transfer, press the Cancel softkey



9



VVX 311/411
CANCEL WARM TRANSFER

- You will be live with the caller again



10

POPP
www.popp.com

VVX 311/411
CANCEL WARM TRANSFER

For more training videos, visit
www.popp.com/support

11

POPP
www.popp.com

POLY VVX 311/411
BLIND TRANSFER


THIS VIDEO FEATURES A VVX 411. BUTTON LOCATIONS MAY VARY SLIGHTLY ON DIFFERENT PHONE MODELS.

12

POPP
www.popp.com

VVX 311/411
BLIND TRANSFER

- During an active call, press the Transfer button




The image shows a Polycom VVX 311/411 phone with a blue screen. The screen displays 'Thu, Mar 10' at the top, followed by a call ID '15481927914311', a name 'POPP Main', and a phone number '7327777900'. Below this, it says 'Extension 4313' and 'POPP Main'. At the bottom of the screen are three buttons: 'End Call', 'Transfer', and 'Lines'. The 'Transfer' button, which has a telephone handset icon with a right-pointing arrow, is highlighted with a blue square.

13

POPP
www.popp.com

VVX 311/411
BLIND TRANSFER

- Press the Blind softkey




The image shows the same Polycom VVX 311/411 phone. The screen now displays 'Transfer to' at the top, followed by three options: '9322707209', '415', and '100'. Below these options are three buttons: 'Lines', 'Cancel', and 'Blind'. The 'Blind' button, which has a telephone handset icon with a right-pointing arrow, is highlighted with a blue square.

14

POPP
www.popp.com

VVX 311/411
BLIND TRANSFER

- Enter the 4-digit extension or 10-digit phone number of the person you wish to transfer to
- Press the Send softkey or wait for the transfer to complete




15

POPP
www.popp.com

VVX 311/411
BLIND TRANSFER

For more training videos, visit
www.popp.com/support



16




www.popp.com

POLY VVX 311/411

TRANSFER CALLER TO ANOTHER USER'S VOICE MAIL BOX

THIS VIDEO FEATURES A VVX 411. BUTTON LOCATIONS MAY VARY SLIGHTLY ON DIFFERENT PHONE MODELS.

17




www.popp.com

VVX 311/411

TRANSFER CALLER TO USER'S VOICE MAIL

- Press the Transfer button




18

POPP
www.popp.com

VVX 311/411
TRANSFER CALLER TO USER'S VOICE MAIL

- Press the Blind softkey




19

POPP
www.popp.com

VVX 311/411
TRANSFER CALLER TO USER'S VOICE MAIL

- Enter *76 + the user's extension
- Press the Send softkey or wait for the transfer to complete




20

POPP
www.popp.com

VVX 311/411
TRANSFER CALLER TO USER'S VOICE MAIL

For more training videos, visit
www.popp.com/support




The image shows a Polycom VVX 311/411 IP phone with a large speaker on the left. The screen displays the date 'Tue, Mar 15' and a list of call transfer options: '6127674311 Park 100', 'Line 2 Park 101', and 'Extension 4313 Park 102'. Below the screen are several function buttons labeled 'DND', 'Paging', 'History', and 'Directory'. The numeric keypad is visible at the bottom, with additional function keys for call transfer, hold, and mute.

21

POPP
www.popp.com

VVX 311/411
TRANSFER USING ENHANCED MONITORED
EXTENSION OR ONE TOUCH TRANSFER KEYS

For more training videos, visit
www.popp.com/support



This image is identical to the one above, showing the same Polycom VVX 311/411 IP phone with the same call transfer options displayed on the screen.

22