

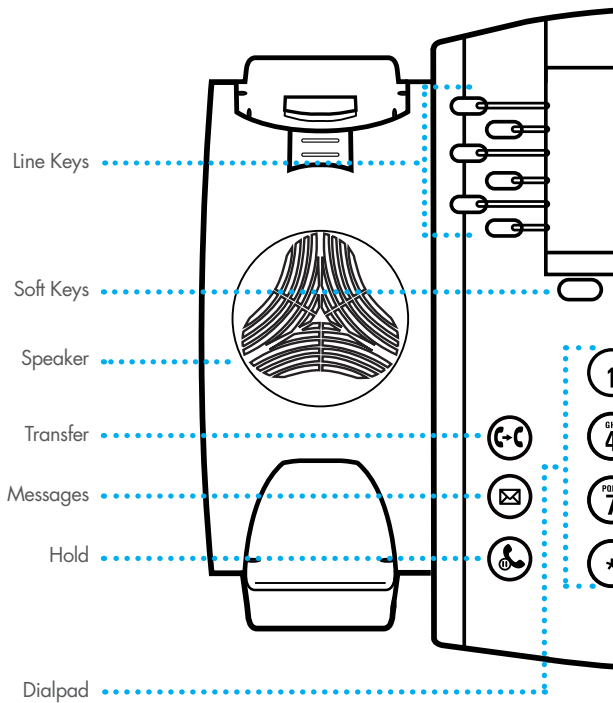
QUICKSTART GUIDE

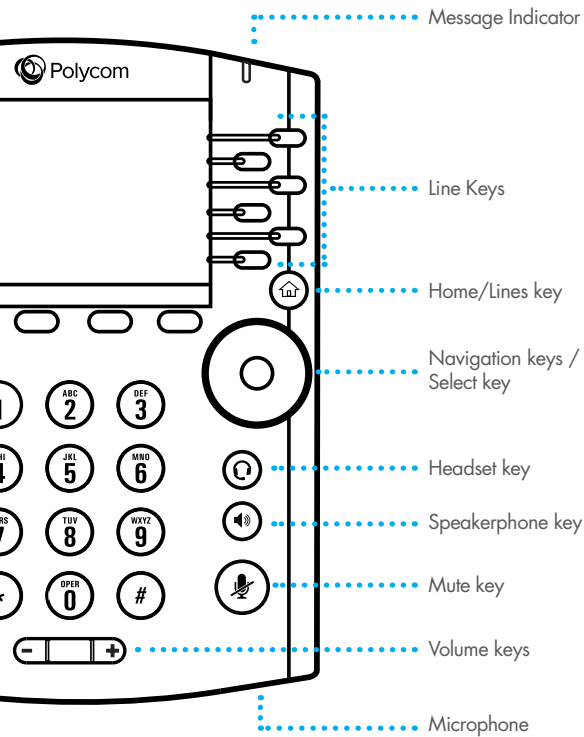
POLYCOM

VVX 400/410



























VVX 400/410 | FEATURES





UNDERSTANDING THE ICONS

| | | | |
|---|------------------------------------|---|-------------------------------------|
|  | Registered line |  | Phone warning |
|  | Unregistered line |  | Login credentials invalid |
|  | Placing a call |  | Shared line |
|  | Active call using Polycom HD Voice |  | Shared line with a held call |
|  | Held call |  | Call forwarding is enabled |
|  | Incoming call |  | You have messages |
|  | Active conference |  | Presence status (Available) |
|  | Placed call |  | Presence status (Busy or In a Call) |
|  | Received call |  | Presence status (Away) |
|  | Missed call |  | Presence status (Do Not Disturb) |
|  | Favourite |  | Presence status (Offline) |
|  | Do Not Disturb enabled |  | Presence status (No Information) |

BASIC PHONE FEATURES

| | |
|--------------------------------------|--|
| New Call | Select New Call to display the Dialer so you can place a call. |
| Messages | Select Messages to access your voicemail. |
| Directories | Select Directories to access your Contact Directory, Favourites, and Recent Calls list. You may also be able to access a Corporate Directory and Buddy Status List if they're set up on your phone. |
| Forward | Select Forward to set up forwarding options for incoming calls. |
| DND | Select DND to toggle DND (Do Not Disturb) on or off. When DND is enabled, your phone won't ring and incoming calls will go to voicemail. |
| Settings | Select Settings to access phone features and settings to customise your phone. |
| Additional icons may include: | |
| Applications | Select Applications to access a menu of custom applications. See your administrator for information about any specific applications listed in this menu. |

BASIC PHONE FEATURES

PHONE VIEWS

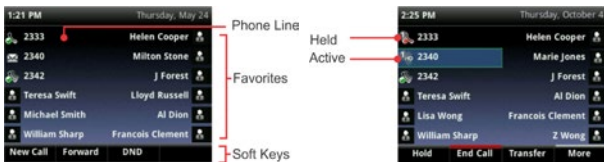
Your phone has three main views: **Home**, **Calls**, and **Lines** view (the default view).

To change views:

- For **Home** view, press 
- From **Home** view, press  to display either **Lines** or **Call** view.


Lines View

- **Lines view** is your phones default display. Lines view displays your phone lines, your favourites, and soft keys on the soft key area.



- If your phone is idle, you can press a line key to access the Dialer.

Home View

You can display Home view by pressing . Home view displays your phone line, and messages, settings, and information.

- To change the highlighted icon, press the up, down, right, or left arrow key. Press **Select** to access the desired menu.



Calls View

- Shows once on an active call. Use the up and down arrow keys to manage your calls.

PLACING AND RECEIVING CALLS

PLACE A CALL

Use any of the following approaches to place a call:

- Press the **New Call** soft key. Select one of the previously-called entries shown in the display or start entering a number. As you enter numbers the Dialer displays a list of similar numbers. Use the up and down arrow keys to select a match and automatically enter it.
- Dial the number then press the **Speaker** button 
- Dial the number then press the **Headset**  button, if you are using a headset.

To call from your Directory:



- From Home view, select **Directories**, and select **Contact Directory**.
- From your Directory, use the up and down arrow key to select the contact you want to call.
- Place the call by doing one of the following:
 - From the contact's information screen—press **Info**, and press **Dial**.
 - Use the up and down arrow key to select the contact, and press **Dial**.

ANSWERING CALLS

All incoming calls display in an Incoming Call window.



To answer the call, do one of the following:

- To use the handset, pick up the handset.
- To use the speakerphone, press  or press Answer.
- To use your headset, press .

RESPONDING TO INCOMING CALLS

While your phone rings, you can do the following:

- Temporarily ignore the call before answering it.
- Reject the call so it goes directly to voicemail (If enabled).
- Forward the call to another person.

Ignoring Incoming Calls

Ignore or silence a call to stop your phone from ringing. Even though the call is ignored, your phone will still display the incoming call notification so you can still answer the call.

To ignore or silence a call:

- From the Incoming Call window, press **Ignore** (for private lines) or **Silence** (for shared lines).
- The Incoming Call window disappears, your phone stops ringing, and either Home or Calls view displays.

Rejecting Incoming Calls

Reject a call to stop your phone from ringing and send the call directly to voice mail. Calls you reject display in your Recent Calls list. Rejecting calls is not available for shared lines.

To reject an incoming call:

- From the Incoming Call window, press **Reject**. You can also reject an incoming call from Lines and Calls view.
- The call goes directly to voice mail.

Forwarding Incoming Calls to Another Person

While your phone rings, you can forward the call to another person.

To forward an incoming call to another person:

- While your phone rings, press **Forward**.
- From the Call Forwarding screen, enter the forwarding number, and press **Forward**.

During Calls

When you're in a call, you can do the following:

- Hold the call.
- Transfer the call to another person.
- Set up a conference call with the person you're talking with and another person.

Answering Calls

Call colour indicates status:

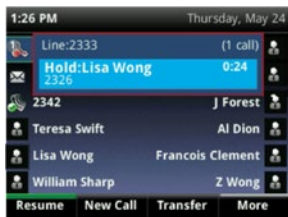
- Dark green—Active call
- Bright blue—Incoming call
- Dark blue—Held call

Use the up and down arrow keys to highlight a call. The soft keys apply to the highlighted call.



Holding Calls

You can place any active call on hold. A held call displays in Calls and Lines view as follows:



To hold a call:

- From Lines or Calls view, press **Hold**. If you're in Calls view, be sure to highlight the call first.


To resume a held call:

- Do one of the following:
 - From Lines view, press **Resume**. If there's more than one held call on the line, the last call that you held will be resumed. If you have multiple lines and you press **Resume**, the last call that you held—on either line—will be resumed.

or

- From Calls view, use the up and down arrow keys to highlight the call, and press **Resume**.

Call Waiting

- If you're on a call and a new incoming call arrives, a call waiting tone beeps, and the Incoming Call window displays.
- To answer the call, press **Answer**. This will place your active call on Hold.
- To send the incoming call to Voicemail/Reception (depending on your setup), press **Reject**.
- If you don't answer the call within 10 seconds, the Incoming Call window disappears. Press  to see active call/s again.

TRANSFERRING CALLS

When you transfer a call to another person, you have the option to talk to the person before the transfer completes.

If your phone supports a blind transfer, you can automatically transfer a call without talking to the other person. The call is automatically transferred after you dial the number you're transferring the call to.

To transfer a call:

- From Lines or Calls view, press **Transfer**. The active call is held.
- From the Dialer, place a call to the person you want to transfer the call to.
- When you hear the ring-back sound, press Transfer to complete the transfer. Or, if you want to talk with the person before the transfer completes, connect and talk with the person, and then press Transfer. To cancel the transfer before the call connects, tap Cancel.

To perform a blind transfer:

- From Lines or Calls view, press **Transfer**. The active call is held.
- From the Dialer, press **Blind**, and place a call to the person you want to transfer the call to. If you don't see Blind, press **More**, and then **Blind**.
- The call automatically transfers to the person you specified.

CONFERENCE CALLS

SETTING UP CONFERENCE CALLS

There are two ways to set up a conference: the conventional way—by calling two people and using the **Confrc** soft key—or joining two existing calls using the **Join** soft key.

To set up a conference call:

- Call the first person.
- From Lines or Calls view, press **More** and then **Confrc**. The active call is held.
- Using the Dialer, call the second person.
- When the second person answers, press **More** and then **Confrc** to join everyone in a conference. The Active: Conference screen displays.


VOICEMAIL

LISTENING TO VOICEMAIL


Your phone may indicate new voicemail messages by the following:

- A message in the status bar, as shown next. The message indicates the number of new messages you have. The count is a total of all messages on all lines on the phone.
- A flashing Message Waiting Indicator, located at the top-right of your phone.
- An audible alert (if your phone is on-hook).

To listen to voicemail messages:

- Press , and select **Message Center**. Or, from Home view, select **Messages**, and select **Message Center**.
- If multiple lines are configured on your phone, the Line Select screen displays. Use the up and down arrow keys to select the line that has the message.
- From the Messages screen, press **Connect** and follow the prompts.

CUSTOMISE GREETINGS

- Access the voice portal by pressing .
- Enter your four digit password.
- Access your mailbox by pressing 1.
- Then press 2 to change your Busy greeting.
- Or press 3 to change your No Answer greeting.

REMOTE ACCESS TO YOUR VOICEMAIL

- Dial your direct number (pre-fix plus extension number).
- When you hear your mailbox greeting being played press *.
- Enter your four digit password.
- Press 1 to access your Voicemail Box.
- Then press 1 to listen to your messages.
- Press # to save the message, 7 to delete or 2 to repeat.

RECENT CALLS




VIEWING RECENT CALLS

Your phone maintains a Recent Calls list—a list of missed, received, and placed. Each list can hold up to 100 entries.

From the Recent Calls list (shown next), you can:

- Sort, order, and filter calls (press Type). By default, the list displays all call types (missed, placed, and received), with the most recent call displaying first, as shown next.
- Remove certain calls from the list.
- Select a call record to view call details and manage the call.
- Use the up and down arrow keys to highlight an entry and press Dial to automatically call the person.

Icons display next to a call to indicate the call type:

- Placed calls display 
- Received calls display 
- Missed calls display 



To view your Recent Calls list:

From Home view:

- Select **Directories** from Home view,
- Select **Recent Calls**.

To manage a call record:

- From your **Recent Calls** list, use the up and down arrow keys to highlight an entry, and press the right arrow key.
- From the call details screen, shown next, you can:
 - Press **Dial** or the right arrow key to call the person.
 - Press **Save** to add the person to your Contact Directory. If the person

is already in your Contact Directory, but isn't a Favourite, Add to Favourites displays instead. Press **Add to Favourites** to automatically make the person a Favourite.

- Press **Delete** to delete the call from the list.
- Press **Edit** to edit the phone number before you dial the person.

CUSTOMISING RECENT CALLS LIST

- From Home view, select **Directories** from Home view, and select **Recent Calls**.
- Press **Type** to filter calls for specific lines or types of calls.

When you filter calls, you can choose to display only missed, received, or placed calls. Or, you can choose to display all call types (the default). You can choose to display only calls from a certain line.

- Press **Sort** to sort the calls.

When you sort calls by the time of the call, you can to order calls in ascending (oldest call first) or descending (most recent call first) order.

When you sort calls by call name, you can order calls in ascending (alphabetical) or descending (reverse-alphabetical) order.

CALL FORWARD OPTIONS

Forward all calls to another number:

- Press the Forward soft key on the bottom of your Home screen.
- Press 1 (Always).
- Enter the number you wish to forward all calls to.
- Press the Enable soft key.

Note: To disable press the **Forward** soft key again and disable the Always option.

- You can also use feature codes by dialling *72 to enable this function and *73 to disable.

Forward unanswered calls to another number:

- Press the Forward soft key on the bottom of your Home screen.
- Press 2 (No Answer).
- Enter the number you wish to forward unanswered calls to.
- Press the Enable soft key.

Note: To disable press the Forward soft key again and disable the No Answer option.

- You can also use feature codes by dialling *92 to enable this function and *93 to disable.

Forward calls, when busy, to another number:

- Press the Forward soft key on the bottom of your Home screen.
- Press 3 (Busy).
- Enter the number you wish to forward all calls to.
- Press the Enable soft key.

Note: To disable press the Forward soft key again and disable the Busy option. You can also use feature codes by dialling *90 to enable and *91 to disable.

Note: If you have previously entered a destination phone number for that call forward type, you do not need to re-enter it each time the call forward option is enabled.

RINGER VOLUME

ADJUST THE RINGER VOLUME:

- Press the + or – Volume buttons  while the handset is in its cradle.

Adjust the Handset, Speaker or Headset Volume:

- During the call press the + or – Volume buttons.

