



# QUICK USER GUIDE

## POLYCOM VVX 400 Series



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### Using the Key Pad



### Display Screen Views

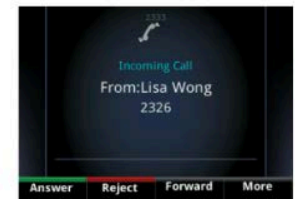
Below are some of the common views you'll use on your display screen.



**LINES VIEW:** Default Display showing your lines and favorites.



**HOME VIEW:** Access call history, directories, features and settings.



**INCOMING CALL VIEW:** Accept, reject, or forward a call.

## Placing Calls

1. To place a call, dial the number, then pick up the handset or press the **Speaker** or **Headset** key.

## Receiving Calls

1. To answer an incoming call, pick up the handset, press the **Speaker** or **Headset** key, or press the **Answer** soft key.
2. To answer an incoming call when you're already on an active call, press the **Answer** soft key on the screen.
  - Your first call will automatically be placed on hold.
  - To retrieve your first call: use the navigation arrows to scroll to the call, and then press the **Resume** soft key.

## Placing Calls on Hold and Resuming Calls from Hold

1. To put an active call on hold, press the **Hold** button or the soft key.
2. To resume the call, press the **Resume** soft key.
3. If you have more than one call on hold, using the navigation arrows, select the call you wish to reconnect with and press the **Resume** soft key.

## Enabling and Disabling "Do Not Disturb" (Send All Calls to Voicemail)

1. To enable "Do Not Disturb", press the **Home** button.
2. Using the navigation keys, scroll over and select **Do Not Disturb**. You will see the "Do Not Disturb" icon by your extension line appearance, indicating that the feature has been enabled. *\*\*Please note: once "Do Not Disturb" is enabled, calls cannot be received until you disable the feature.*
3. To disable "Do Not Disturb", repeat the previous steps.

## Initiating 3-Way Conference Calls

1. To initiate a three-way conference call, while on an active call, press the **More** soft key. Then press the **Conference** soft key; the first call will be placed on hold.
2. Dial the second number. When the second party answers, press the **More** soft key, then press the **Conference** soft key again to join the calls.

## Accessing Call History

1. From the **Home** view, use the navigation arrows to select the **Directories** icon. Then select **Recent Calls**. Your call history will be displayed.
2. To dial a number from your history, find to the desired number and then press the **Dial** soft key. *\*\*Note: you can also quickly access placed, missed and received calls by [/////] left, right and down on the navigation keys.*

## Performing a Consulted (Announced) Transfer

A "consulted" transfer is performed when you announce the call to the recipient prior to transferring the call.

1. To conduct a consulted transfer, while on an active call, press the **Transfer** button or soft key and enter the destination (extension) you wish to transfer the call to.
2. Then press the **Dial** soft key.
3. The caller is automatically placed on hold. Once the receiving party answers, announce the call.
4. To complete the transfer, press the **Transfer** button or soft key again. *\*\*Note: You can perform a blind transfer by holding down the Transfer soft key or button, then a popup menu will appear, select **Blind**, then enter the extension to transfer the call.*

## Performing a Transfer Directly to Voicemail

A direct transfer to voicemail is performed when you wish to transfer a call directly to another user's voicemail.

1. To conduct a direct transfer to voicemail, while on an active call, press the **Transfer** button or soft key.
2. Next, enter **\*55**, and follow the voice prompts; enter the user's extension followed by the **pound #** key. You will hear a confirmation message. This completes the transfer to voicemail.

## Adding Contacts to Directory from the Call History List

1. To create a new contact from a call history item, from the **Home** view use the navigation arrows to select **Directories**, then select **Recent Calls**.
2. Select the caller you wish to add, and then press the **Info** soft key. Press **Save** to add it to your directory.
3. To edit the contact's information, use the navigation arrows to scroll to the field you wish to edit. Enter the information and press **Save** to save the contact.

## Accessing Directories and Adding New Contacts

1. From the **Home** view, use the navigation arrows to select the **Directories**. Then select **Contact Directory**.
2. Press the **Add** soft key to add a new contact. Using the navigation arrows, select the fields you wish to edit. When finished, press **Save** to save the contact. *\*\*Note: the Contact field is required and must contain the telephone number of the contact.*

## Accessing Voicemail

A blinking red "voicemail message waiting" indicator light notifies you when you have a new voicemail message on your phone.

1. To check your voicemail messages, pick up the handset then press the **Messages** (envelope) button.
2. Enter your voicemail passcode followed by the **# pound** key. Follow the audio prompts to retrieve your voicemail messages. *\*\*Note: If you forget your voicemail passcode, please contact your system administrator to have it reset.*