

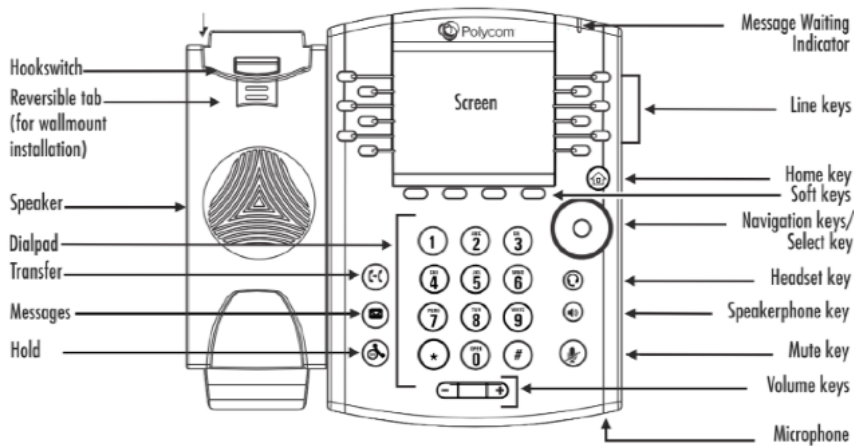


Polycom VVX 400 Phone

Quick Reference Guide 4.1.1 firmware or higher



Available features may vary. Particular feature set is based on the original order and the system administrator's requests for each deployment. Please contact your system administrator or Telesystem directly to discuss any additions to the system.



Phone Views

Your phone has three main views: Home, Calls, and Lines view (the default). You can access Home and Lines view at any time. If your phone has one or more calls, you can also access Calls view.

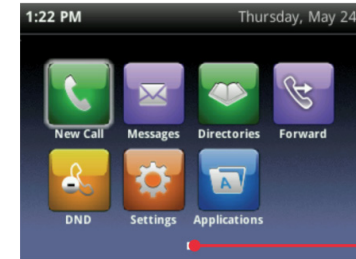
For Home view from any menu, press

Press to alternate between Home and Lines view.

Home View

Home view displays icons you can select to access phone functions.

You can use the right, left, up and down arrow keys to display more icons.



Page Indicator

Lines View

Lines view displays phone lines, Favorites, and soft keys.

If your phone is idle, you can press the Line key to access the dialer.



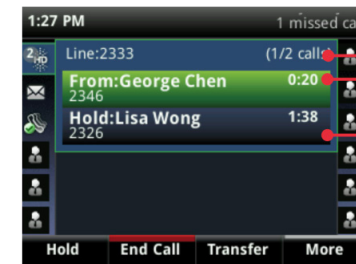
Phone Line

Favorites

Soft Keys

Calls View

If your phone has one or more calls, you can access Calls view.



No. of Calls

Active

Hold

Call color indicates status:

- Dark Green - active call
- Bright Blue - Incoming call
- Dark Blue - held call

Use the up and down arrow keys to select a call (highlight it). The soft keys control the highlighted call.



Entering Data



Use the dialpad keys to enter information. To backspace, press Backspace


To type with the dialpad keys, press a key repeatedly to view the character options and stop to select.

To type other characters, press Encoding or Mode. When using the dialpad keys, use the 1, *, 0 and # keys.

About Calls

Only one call can be active at one time.

You can use the handset, speakerphone, or headset for calls. During a call, you can change modes by picking up the handset, or by pressing  or .

If you navigate away from your call(s), press  to see Active Call or Calls view again.

When in Calls view, switch to Lines view by pressing More > Lines.

Switch back to Calls view by pressing More > Calls.

Placing Calls



Pick up the handset, or press  or . Enter the phone number, and press Send.

Or enter the phone number first, then press Dial, pick up the handset, or press  or .

From Lines view: Press the phone Line key, enter the phone number, and press Send.



From Home view: Select New Call using the left and right arrow keys. Enter the phone number, and press Send.

Answering Calls

To answer with the speakerphone, press  or tap Answer. To answer with the handset, pick up the handset. To answer with a headset, press .

To answer a new call while on an active call, press Answer. The current call will be held.

Ending Calls

To end an active call, replace the handset, press , or press . Or, press End Call.



To end a held call, navigate to Calls view and highlight the held call. Press Resume, and press End Call.

Holding Calls

From Calls view, press Hold or . Remember to highlight the call first.

To resume a held call, press Resume or  again.

Transferring Calls

From Calls view, press Transfer or , and call the other party. When you hear the ringtone, or after you talk with the other party, press Transfer or  again. Press Blind to complete a transfer without waiting for the ringback tone.

Forwarding Calls

Call forwarding of your personal line/extension may be done from the phone.

To Turn forwarding On:

- Dial *72 followed by the extension or phone number to forward calls to. Pick up the phone to send the command.

To Turn forwarding off:

- Dial *73 then pick up the phone to send the command.

Placing Conference Calls


Call the first party, and after the call connects, press More, and select Confnc. Then, dial and connect with the second party and press Confnc again.

From Lines or Calls view, you can:

- Press Hold to hold all participants.
- Press End Call to remove yourself from the call, but keep the other participants connected.
- Press Manage (if available) to manage each participant.
- Press Split to end the conference and hold all participants.

Favorites

Favorites are contacts you call most often. Your Favorites list displays all your Favorites. A smaller number of Favorites displays in Lines view.


To view your Favorites list—From Home view, press  and select Directories> Favorites.

To make a contact a Favorite—Navigate to your Contact Directory and select the contact. Press Info, press More, and select Add to Favorites. Press Yes to confirm.

To dial a Favorite—Press the Favorite from Home or Lines view, or from your Favorites list.

Viewing Recent Calls

From Lines view, do one of the following:

- Press , select Directories, and select Recent Calls to view your Recent Calls list.
- Press the right arrow key to view the recent Placed Calls.
- Press the left arrow key to view the recent Received Calls.
- Press the down arrow key to view the recent Missed Calls.
- Press the up arrow key to view Favorites.

From the Recent Calls list, press Sort to sort and order calls, press Type to display only certain calls, or select a call record to call the person.

Contact Directory

To select a contact from the Contact Directory, press .

- To view your Directory—Select Directories from Home view. Press Contact Directory on the Directory screen.
- To add a contact—Navigate to your Contact Directory and press Add. Enter the contact's information, and press Save. To make a contact a Favorite, enter a Favorite Index number.
- To update contact information—Navigate to your Contact Directory and select the contact. Press Info, press Edit, update the contact's information, and press Save.
- To delete a contact—Navigate to your Contact Directory and select the contact. Press Info, press Delete, and press Yes to confirm.
- To search for a contact—Navigate to your Contact Directory and press Search. Enter search criteria and press Search.
- To dial a contact from your Directory—Navigate to your Contact Directory and select the contact. From the contact's information screen, select the contact's phone number.