



- ✓ Data Cabling
- ✓ CCTV
- ✓ Access Control Systems
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- ✓ Audio/Video System
- ✓ Wireless Access Points

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	Registered line
	Unregistered line
	Placing a call
	Active call using Polycom HD Voice
	Held call
	Incoming call
	Active conference
	Placed call
	Phone warning
	Login credentials invalid
	Shared line
	Shared line with a held call
	Call forwarding is enabled
	You have messages
	Presence status (Available)
	Presence status (Do Not Disturb)

## Quick Tips and Tools

### Hold vs Park

A call placed on Hold is only accessible on that particular phone.

A call placed on Park may be picked up on another phone by simply picking up the receiver and pressing the appropriate Park button.

### Adjusting the Phone Interface

To make adjustments to the backlighting, volume & ring type, select the button, go to Settings then select "Basic"

### Voice Announce

Allows for an announcement to be made to an individual extension: Dial \*8, EXT.

### Conference Call Quick Tip

If your phone has an active call and one held call—on the same or a different line—press More and then Join from either Lines or Calls view to automatically create a conference call. The conference call takes place on the line from which you handled the last active call.

### Do Not Disturb Quick Tip

To set your phone to Do Not Disturb, switch to Home View then navigate to DND and select. Your Lines View will now display the

### Resetting your Phone

Unplug the data cable from the back of phone, wait 30 seconds and plug back in.



## HOSTED PBX

## USER GUIDE

## FOR

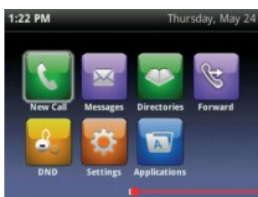
## POLYCOM VVX 400 SERIES PHONES





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.



Phone Line

Favorites

Soft Keys

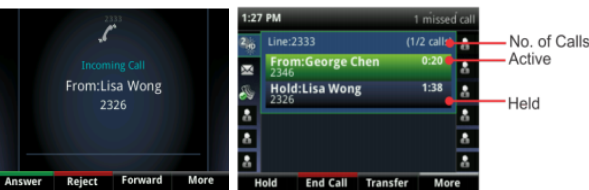
## Calls View

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



### Tip: Referring to Soft Keys

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



**Dark green**—Active call

**Bright blue**—Incoming call

**Dark blue**—Held call

## 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 ringback tone, 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

To enable call forwarding, press **Forward** from Home or Lines view. Select the forwarding type to enable, enter a forwarding number, and press **Enable**.

To disable call forwarding, press **Forward** from Home or Lines view, select the forwarding type to disable, and press **Disable**.

To enable per-call forwarding: As your phone rings, press **Forward**, enter the forwarding number, and press **Forward**.

## Placing Conference Calls

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



### Timesaver: Placing Conference Calls

If you have an active and held call, press **Join** to set up a conference.

## 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.

## Listening to Voicemail

An envelope, , adjacent to a Line key, indicates that you have voicemail. Select **Messages** from Home view or press , and select **Message Center**. Press **Connect** and follow the prompts.

## 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.



### Tip: What Does the Star Mean?

A star, , indicates a Favorite.

## Adjusting Volume

To change call volume, press during a call. To change the ringer volume, press when the phone is idle or ringing.