

# Quick Tips for Polycom® VVX® 400 Series Business Media Phones

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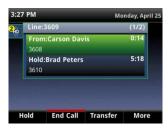
These Quick Tips apply to VVX 400, 401, 410, and 411 business media phones.



### **Home Screen**

Displays messages, settings, and information.

Available any time.



### **Calls Screen**

Displays all active and held calls.

Available when you have an active or held calls in progress.



# **Lines Screen**

Displays phone lines, favorites, and conditional soft keys.

Available any time.

# **Switch among Phone Screens**

You can view any screen on your phone from other screens.

# To switch among screens:

» Press (a) to view the Home, Lines, or Calls screens.

### **Place Calls**

You can only have one active call in progress on your phone.

### To place a call:

- » Do one of the following:
  - Pick up the handset, press or or o, enter the phone number, and press Send.
  - ➤ Enter the phone number, press **Dial**, and pick up the handset, or press **①** or **②**.
  - Press the Line key, enter the phone number, and select **Send**.
  - > Select **New Call**, enter the phone number, and press **Send**.

# **Answer Calls**

You can answer calls using the handset, speakerphone, or a headset.

#### To answer a call:

- » Do one of the following:
  - To answer with the speakerphone, press or press **Answer** soft key.
- To answer with the handset, pick up the handset.
- To answer with a headset, press 
  <a>O</a>.

# End Calls

You can only end active calls. To end a held call, you must resume the call first.

#### To end an active call:

» Replace the handset in the cradle, press or , or press the End Call soft key.

#### To end a held call:

- 1 Highlight the held call and press Resume.
- 2 Press End Call.

#### **Hold and Resume Calls**

You can have multiple calls on hold and resume a call at any time.

#### To hold a call:

» Highlight the call and press the **Hold** soft key or press .

#### To resume a call:

» Highlight the call and press the **Resume** soft key or press .

## **Transfer Calls**

You can transfer calls to any contact.

#### To transfer a call:

- 1 Press and hold the **Transfer** soft key or press (fc).
- 2 Choose Blind or Consultative.
- 3 Dial a number or choose a contact.
  If you chose Blind, the call is transferred immediately.
- 4 If you chose **Consultative**, press the **Transfer** soft key or press (f) after speaking with your contact.

### **Forward Calls**

You can forward an incoming call to a contact or forward all incoming calls to a contact.

### To forward an incoming call:

- 1 On the **Incoming Call** screen, select **Forward**.
- 2 Enter your contact's number and select Forward.

# To forward all incoming calls:

- 1 On the Home Screen, select Forward.
- **2** If you have more than one line, select a line.
- 3 Choose either Always, No Answer, or Busy.
- 4 Enter a contact's number, and select Enable. If you chose No Answer, you can enter the number of rings before the call is forwarded.

### To disable call forwarding:

- 1 On the Home Screen, select Forward.
- 2 If you have more than one line, select a line.
- **3** Choose your forwarding type and select **Disable**.

## **Initiate a Conference Call**

You can initiate a conference call with up to 24 contacts.

#### To initiate a conference call:

- 1 Call a contact.
- 2 Select Conference and call your next contact.
- 3 When your contact answers, select **Conference**.

You can also join an active and held call into a conference call.

# To join two calls into a conference call:

» On the Calls screen, select Join.

# Manage Conference Calls

When you initiate a conference call, you can manage all or individual conference participants:

### To manage all conference participants:

- » Do one of the following:
  - > Select **Hold** to hold all participants.
  - Select Mute to mute all participants.

### To manage individual participants:

- 1 Highlight a participant and Select **Manage**.
- **2** Do one of the following:
  - > Select **Far Mute** to mute the participant.
  - Select Hold to place the participant on hold.
  - > Select **Remove** to create a separate call with the participant.
  - Select Information to view information for the participant.

#### **View Recent Calls**

You can view placed, received, and missed calls.

#### To view recent calls:

» Select Directories > Recent Calls.

# **View the Contact Directory**

You can view and add contacts to the Contact Directory.

## To view the Contact Directory:

» Select Directories > Contact Directory.

# To add a contact to the Contact Directory:

- 1 In the Contact Directory, select Add.
- 2 Enter the contact's information and select **Save**.

You can enter a number between 1 and 99 in the **Favorite Index** field to make a contact a favorite.

#### Listen to Voicemail

When you have new voicemail messages, the messages icon displays on your line.

#### To listen to voicemail:

- 1 On the Home screen, select **Messages** or press .
- 2 Select Message Center > Connect.
- 3 Follow the prompts.

#### **Enable Do Not Disturb**

You can enable Do Not Disturb when you do not want to receive calls.

#### To enable or disable Do Not Disturb:

» On the Home Screen, select **DND**.

# **Set Ringtones**

You can set ringtones for incoming calls from all contacts and from individual contacts.

### To set a ringtone for incoming calls:

» Select Settings > Basic > Ring Type and select a ringtone.

