



VVX 400

## Polycom® VVX® 400 and Polycom® VVX® 410 Business Media Phones

### Quick Reference Guide

For use with Polycom® UC Software 4.1.4 or later

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### 1) Corporate Directory

- Press the "**Corp Directory**" soft key.
- Enter 1 or more letters to search by last name. Press the Right Navigation Arrow to highlight the first name search option.
- Enter 1 or more letters to search by first name. Press the Right Navigation Arrow to highlight the Search Directory option. Press the center button on the Navigation Arrows.
- When your search results appear, use the Right/Left Navigation Arrows to highlight either the Dial or Details option, then select one by using the center button on the Navigation Arrows.
- Use the soft keys to confirm your dial.

### 2) Call Log

- Press the "**Call Log**" soft key to view all your Missed, Placed, and Received calls.
- When you press Call Log it will automatically populate all your Placed Calls. To view your Missed or Received Calls press the Type soft key on your screen, select the type of call you wish to view, followed by the "**Back**" soft key. From this screen, select:
  - Dial to directly dial out to the highlighted party.
  - Info to Edit, Save, or Delete the contact.
  - If you save a number you will find it in your Directories under Contact Directory.

**Note:** Favorites will show up on your main screen underneath your extension. To delete them you must go back into the Directories, select Favorites, scroll down to the number you wish to delete and select the Info soft key, followed by the "**Delete**" soft key.

### 3) Mute

- Press the "**Mute**" to mute your phone (the button will remain red while on mute).
- Press the button again to take your phone off mute.

### 4) Transferring

**a. Consulted Transfer:** Allows users to consult with the third party before completing the transfer. To perform a consulted transfer:

- Press the **(+)** button on your phone.
- Dial the extension or 10 digit number of the party to whom you want to transfer the call and hit the send soft key.
- Once the caller is announced hit the **(+)** button again and the transfer is completed.
- Or to pull the call back, hit the "**Cancel**" soft key and you will immediately be connected to the original caller.

**b. Blind Transfer:** Transfers a call without consultation:

- Press and hold the **(+)** key on your phone.
- A Transfer Type page will open. Use your down arrow key to highlight "**Blind**" and hit select.
- The Transfer page will now say "**Blind Transfer**"
- Dial the extension or 10 digit number to whom you want to transfer the call to and then hit the "**Send**" soft key.
- The caller has now been transferred to the 3rd party.

**c. Voicemail Transfer:** Transfers a call straight into voicemail:

- Press the **(+)** key on your phone.
- Dial **\*55** and the extension of the party's voicemail the caller would like to go to followed by "#."
- The call has now been transferred into the party's voicemail.

**Note:** To change the transfer settings to default to Blind transfer instead of Consulted, select Settings > Basic > Preferences > Default Transfer Type > Select Blind Transfer.

### 5) Voicemail

- Press the Envelope button on the left hand side of the phone to setup and retrieve voicemail.
- First enter the 6 digit default passcode provided by your group/IT administrator, followed by #.
- Once the default passcode is entered, enter a new 6 digit pass code (it cannot be six of the same digit or ascending/descending order), followed by #. If accepted, repeat. This will be the permanent pass code when checking voicemail.
- Follow the prompt to set up greetings.

### 6) Forward

To enable call forwarding:

- Press the "**Forward**" soft key on your phone.
- Select a Forwarding Type: Forward, No Answer, or Busy.
- For all types, enter a number to forward all future calls to. For No Answer, enter the number of rings before forwarding.
- Press the Enable key to confirm Call Forwarding.
- To disable call forwarding: Perform steps A and B, but select Disable.



### 7) Conferencing (3 Way Call)

Users have the ability to conference up to 2 other callers. To create up to a 3-way conference call:



- Connect to the first party.
- Press the "**Conference**" soft key (putting the first caller on hold) to create a new call.
- Place a call to the second party.
- When the second party answers, press the "**Conference**" soft key again to join all parties in the conference.
- Your caller ID will now say "From: Conf:Conf" to indicate you are on a conference call.

## 8) Headset Settings

For Frequent or full-time headset users, there is an option to default all calls to headset. To enable Headset Memory Mode:

- a. Press the  button and then select Settings, followed by Basic, Preferences, Headset, and Headset Memory.
- b. Select **"Enable"** and then back out and press  button to get out of the screen.

To enable Audible Ringer to the Headset:

- a. Press the  button and then select Settings, followed by Basic, Preferences, Audible Ringer.
- b. Select headset and then backout and press the  button to get out of the screen.

## 9) Volume


- a. Press the left volume button on the phone to decrease the volume; press the right volume button to increase the volume.
- b. This will adjust your ringer, handset, or speaker volume depending on which state you are in.

## 10) Setting up Speed Dials

Using Star Codes for single digit speed dialing (8 or less speed dials):

- a. Press \*74
- b. Select a number between 2 and 9 to configure as a speed dial key.
- c. Enter the extension or 10-digits you want as the speed dial and then press the pound key "#."
- d. To dial, press the configured speed dial digit and then press the green phone button to dial out.
- e. Press \*75
- f. Select a number between 00 and 99 to configure as a speed dial key.
- g. Enter the extension or 10-digits you want as the speed dial and then press the pound key "#."
- h. To dial, press # and then the configured two digit speed dial digits and then the green phone button to dial out.

## 11) Hold

- a. To place a call on hold, press the  button on the bottom left hand side of the phone.
- b. By selecting the **"Hold"** option, you will be putting the caller on hold and by default music will be played for the caller on hold.
- c. To take the caller off of hold, press the **"Resume"** button.

## 12) Park/Retrieve

### Parking a call:


- a. When on a call, press the **"Park"** soft key.
- b. You will see a display that will ask you what extension you would like to park the call on.
- c. Enter either your extension or the co-workers extension the call is for and press the **"Enter"** soft key.
- d. You will hear a recording that says your call has been parked.

\*After 60 seconds if the call is not retrieved, the call will ring the original phone and open up a line to answer.

### Retrieving a call:

- a. To retrieve a call, press the **"Park/Retrieve"** soft key.
- b. You will see a display that will ask you what extension the call was parked on.
- c. Enter the extension the call was parked on and press the **"Enter"** soft key.
- d. You will immediately be connected with the call that was parked.

## 13) Home

The  button allows you to select several options. Some of the options include but are not limited to:

- a. New Call:** shows you your recent calls and allows you to place calls.
- b. Messages:** will bring you to the Message Center, which brings you to your Voicemail.
- c. Directories:** Shows you all your saved numbers.
- d. Settings:** different options like:
  - Basic: Ring Type, Preferences, Login Credentials, etc.

- Advanced: Password needed to set up (Change User Password and Reboot Phone).
- Features: Do Not Disturb, Last Call Return, Forwarding Options, etc.
- e. Applications:** Brings you to your Corporate Directory Search Page.

## About Evolve IP

Evolve IP is The Cloud Services Company™. Designed from the beginning to provide organizations with the ability to deploy both cloud computing and cloud communications onto a single platform, today, nearly 200,000 users rely on Evolve IP for services like disaster recovery, contact centers, unified communications, virtual desktop services, IaaS and more. With deployments across the globe, Evolve IP provides cloud services in virtually every industry with specializations in the healthcare, finance, veterinary, retail, legal, and insurance verticals.

