

# 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 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 , enter the phone number, and press **Send**.
  - Enter the phone number, press **Dial**, and pick up the handset, or press or .
  - 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 .

## 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 .
- 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 after speaking with your contact.

## Call Forward

### To enable call forward:

- **Update Call-Forward- Dial \*56**
- **Enable Call-Forward- Dial \*72**
- **Disable Call-Forward- Dial \*73**
- **Toggle Call-Forward- Dial \***

## 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 set up voice messages:

1. Press  or the Connect soft key.
2. Enter mailbox number (your extension) and press #
3. Welcome greeting
4. Enter password (4 to 6 Digits) and press #
5. Re-enter password and press #
6. Record your greeting when done press #
  - Press 1 to save
  - Press 2 to replay
  - Press 3 to re-cord

### Checking your voice mail:

1. Press  or the Connect soft key.
2. Enter mailbox # which is your extension
  - Press 1 to save message
  - Press 2 to replay message
  - Press 3 to forward message
  - Press 7 to delete message

## 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.



### **About First Communications**

First Communications is a leading technology solutions provider offering data networking, voice, and managed services throughout the Midwest. Founded in 1998, First Communications network has grown to include more than 600 on-net wire centers and supports over 35,000 customers. Headquartered in Akron, Ohio and a 24x7x365 Network Management Center in Chicago, First Communications is dedicated to pairing effective customer communications with next generation technology.

### **Technical Support**

Please open a ticket through your CMP Account: <https://my.firstcomm.com/Account/Login.aspx>

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