

QUICK REFERENCE
GUIDE

Cloud
Communications



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Performance Beyond Expectations

Quick Guide for
Polycom VVX 400
Business Media Phone

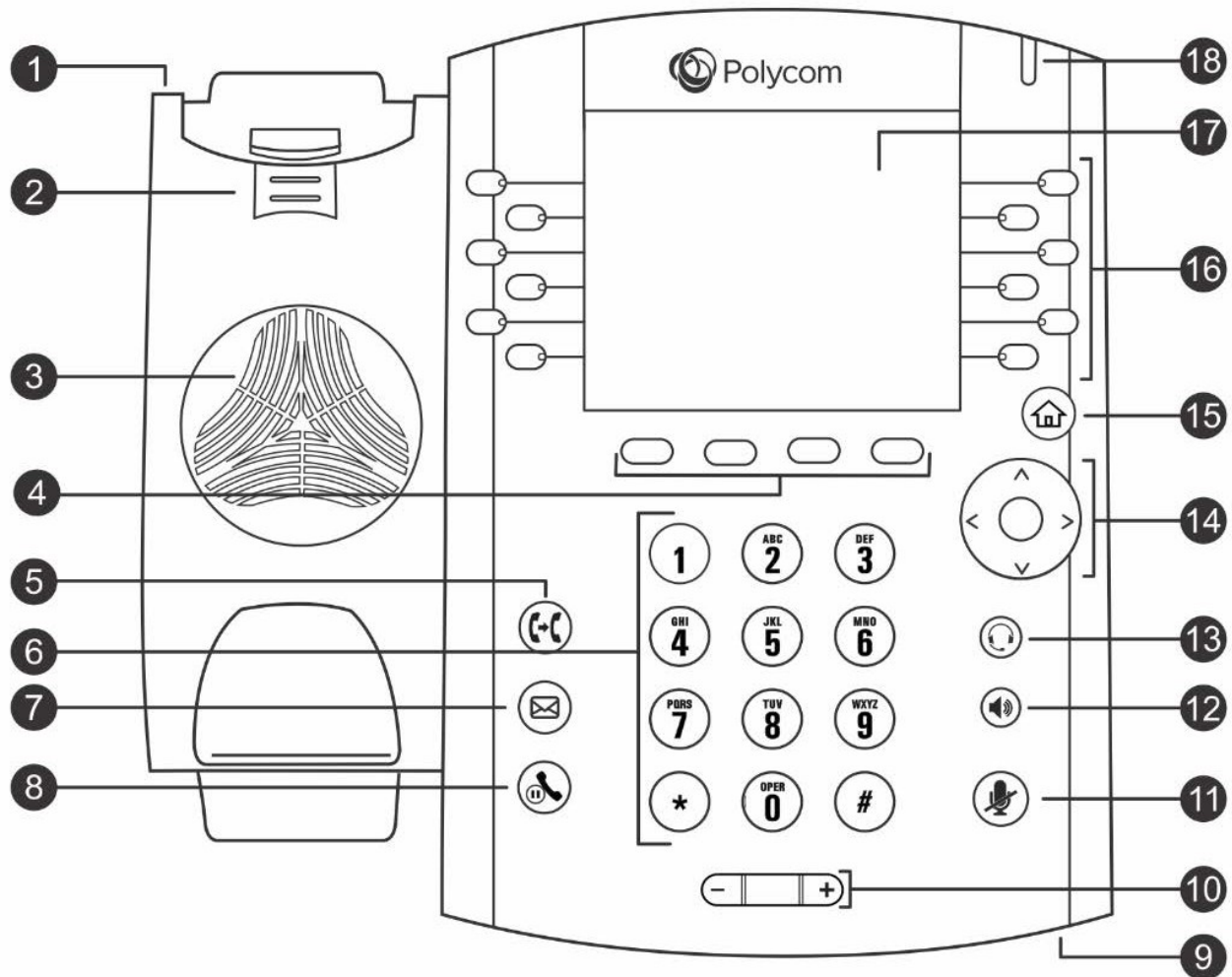
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Polycom VVX 400 Button Diagram

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| <ol style="list-style-type: none"> 1. Security slot (on back) 2. Reversible tab (for wallmount installation) 3. Speaker 4. Soft keys 5. Transfer 6. Dialpad 7. Messages 8. Hold 9. Microphone | <ol style="list-style-type: none"> 10. Volume keys 11. Mute key 12. Speakerphone key 13. Headset key 14. Navigation keys/Select key 15. Home key 16. Line keys 17. Screen 18. Message waiting indicator |
|--|--|



Polycom VVX 400/410 Telephone Feature Overview

Polycom® VVX® 400 Series Business Phone

The Polycom VVX 400/410 telephones brings high-quality, cost effective solution to front line staff handling moderate volume of calls through advanced UC telephony features. Building on its intuitive color user interface of the VVX 400/410 makes navigation easy and requires minimal training.

Key Benefits

- Improve productivity for office staff and cubicle worker's via an intuitive larger, color display and easy to use line appearances
- Make more efficient and productive calls with the unparalleled voice clarity of Polycom® HD Voice™
- Leverage previous IT infrastructure investments—deploy VVX 400 business media phones on your existing network without needing to upgrade your call control platform
- Easily integrate with third- party UC and productivity applications for broad, standards-based, open APIs


The Polycom® VVX® 400 Series color mid-range business media phone for today's office workers and attendant consoles delivering crystal clear communications.

Small Office Home Office (SOHO), call center, cubicle, office desk

- 12 lines or speed dials
- 3.5" color TFT with 320 x 240 pixel resolution
- Polycom HD Voice up to 7 KHz on all audio paths (speaker, handset, headset)
- Model 400 2 x Ethernet 10/100 or Model 410 2 x Ethernet 10/100/1000
- Asian character support
- Hard Keys: 12-key dial-pad, home, speaker, mute, headset, volume, messages, hold, transfer
- 4-way navigation cluster with center "select" key
- Supports Polycom VVX Expansion Module and Polycom VVX Color Expansion Module (Expandability up to 3 modules)
- Does not support VVX Camera or Bluetooth Headset



Home View

You can display Home view by pressing . Home view displays your phone line, messages, settings, and information. Home view displays your phone line, messages, settings, and information. At the bottom of Home view is a Page Indicator that shows how many pages of icons Home view displays.

To change the highlighted icon, use the navigation key and the select key. Press Select to access the desired menu.









Also on the display is an icon of a phone with a checkmark.

This phone icon will change depending on the status of the phone, forwarding, DND, etc.

Note: An announced transfer is recommended to some cell phone providers. A blind transfer can sometimes go directly to voice mail.

Lines view is your phone's default display. Lines view displays your phone line(s), your favorites, and soft keys in the soft key area.



Icon	Description
	Registered line
	Unregistered line
	Placing a call
	Phone warning
	Login credentials invalid
	Shared line

If your phone is idle, you can press a line key to access the telephone.



Calls View

You can access Calls view (shown next) if your phone has multiple calls in progress, or you have one held call. Use the up and down arrow keys to see all your calls. If your phone has multiple lines, calls display under the associated line.

Call color indicates status:

- Dark green—Active call
- Bright blue—Incoming call
- Dark blue—Held call



Use the Navigation Key to move between calls and the Select Key to highlight a call. The soft keys apply to the highlighted call.

How to Use your Polycom® VVX® 400 Business Media Phone

General Help

This is not a touch screen telephone and requires the use of the Navigation Wheel (Key) and Select Key to navigate through the items displayed on the display screen or using the buttons around the display window. The content choices will change in the Soft Key area by the activity state of the phone.

Answering the Phone

To Answer a call:

- Pick up the handset
- If you have a headset, press the headset button.
- If you prefer speakerphone, press the speakerphone button
- to answer the call or the Answer soft key.

To Answer a second call:

- While on a call, a second call is seen on the screen and you will hear a brief ring sound.
- Press the Answer soft key at bottom of Soft Key display window
- First call will be placed on hold automatically
- Use the Navigation Key to move between calls and the Select Key or Soft Key to select active call.



To go back to the first call:

- Use the Navigation Key to highlight the first call,
- Then press the softkey labeled RESUME or the Select key

To put a call on Speaker Phone:

- Press SP Phone (right side of dial pad)
- The button will turn green when active.

To mute a call, press the mute button.

- The display will show a microphone with an X slash through it and the indicator light will turn red.

To put a Call on Hold

- Press the soft key that is labeled HOLD or the HOLD button (right side of key pad).

To Pick up from Hold, do not pick up the handset

- Press RESUME
- Press Hold button
- Use Speakerphone or pick up the handset

Voicemail

- Ask your system administrator to be sure voicemail is enabled, to get the voice portal # and default password.
- For more information, please review the Voice Portal User Guide ([add hyperlink to user guide here](#)) for more information.
- The first time you call your Voicemail, you will need to set up a new passcode and record your spoken name. Simply follow the voice prompts.

From your Masergy phone

- Press the envelope (left side of dial pad)
- Tap Message Center
- Enter your passcode and press #.

From any phone

- Dial your extension or DID# and wait for the voice mail to pick up.
- Press *.
- Enter your passcode and press #.



or

- Dial the voice portal telephone number.
- Enter your extension.
- Enter your passcode plus #.

From someone else's Masergy phone

- Dial the voice portal telephone number, press *.
- Dial your extension, then your passcode and #.
- Note: To clear the message waiting indicator,
- Press *99.

Transfer a Call

With the new Polycom firmware 5.5 for the VVX Series telephones, call transferring can now be set up with either Blind or Consultative transfer capabilities. The default setting is a Consultative transfer type.

Each user can change their default Transfer setting:

1. From Home screen select Settings
2. Select 1 Basic
3. Select 1 Preferences
4. Scroll down to Default Transfer Type and select it. (varies on each VVX Series set)
5. You will see two choices
 - a. 1 Consultative (Initially set as default)
 - b. 2 Blind

Note: Please choose what you would like your default setting to be.

When you need to transfer a call, if you hold the soft key labeled Transfer down for a few seconds, a window will be displayed, allowing you to choose between Consultative and Blind for each call. If you simply touch Transfer soft key then your default setting would be automatically used.

Blind versus Consultative Transfer

Blind transfer – will simply forward the Calling ID of the transferred party to the extension entered.

Consultative transfer – or warm transfer allows the transferred call to be introduced to the extension and the person doing the transfer Caller ID is displayed. If the call goes to voice mail, then you have the option to cancel the transfer by hitting the soft key labeled transfer. Or hitting Transfer soft key again will transfer the call to the desired extension.



Conference Call (Three-Way Calling)

To Make a 3-Way Call:

- Dial the first number or receive first call
- Press the softkey labeled More
- Press the soft key labeled Conference.
- The 1st call is automatically put on hold. You get a dial tone.
- Dial the second number,
- Press the soft key labeled SEND
- Once the second caller has answered, Press the soft key labeled More then the softkey labeled Conference.

Everyone is together on a Three Way audio Call. Your display will show Active: Conference

To separate a 3-Way Call:

- Press the softkey labeled Split.
- Both calls go on hold. They cannot talk to each other.
- Use the Navigation Key to select one call and press Resume to talk.
- To End Call use soft key to Hang up.

Call Park

Call Park is a “non-exclusive Hold. It puts a call on hold that can be picked up any telephone within the company. A call can be parked by anyone at any extension and then the call can be picked up from any extension. Once a call has been parked, your phone is free for other calls.

You should have IM or paging to utilize Call Park most efficiently.

Only one call can be parked at an extension. If the parked call has not been picked up after 45 seconds, the call will ring back to the phone where the call was answered and parked from. This 45 second timer can be extended by the administrator.

Call Park

- While on the call you want to park press the soft key labeled More.
- Press the soft key labeled Park.
- Then dial the extension.
- Press the soft key labeled Enter.
- Page the person to let them know there is a call parked at their extension.



Park Pickup

- Press the soft key labeled ParkPck.
- Enter your extension (where the call was parked to).
- Press the soft key labeled Enter.

Phone Top Features

Adjusting the Volume on the phone

Note: These buttons are located at the bottom of the phone (below keypad)

- While the phone is idle the volume keys adjust the ringer.
- While on the handset, headset or speakerphone the volume keys adjust the volume.

Changing the Ring Type

- Press the Home hard key, shaped like a house
- Use the Navigation Key and the Select Key to choose Settings
- Press 1 for Basic
- Press 4 for Ring Type
- Use the Navigation Key to scroll to each Ring Type
- Press the soft key Play to review the Ring sound.
- Press the soft key Select for desired ring.

Dialpad

When you start dialing a phone number, a list of recent calls will appear on the display. Use the Navigation Key to scroll through this list and use the soft key Dial to make your phone call.

Directory (from the Home key)

This is a view of the numbers saved into the phone using the Polycom phone services with your personal phone list, group custom directory, and/or group common phone list. You can easily arrive here by tapping Home, and then selecting the Directories with the Navigation Wheel and the Select Key.

You will see 3 choices (Use the Navigation Wheel and the Select Key or pressing item number.)

1. Contact Directory
2. Recent calls (all calls received, missed and dialed lists)
3. Favorites

When in the Recent calls, use the Navigation Key and the soft key Dial to make your desired phone call. Soft key choices are: Dial, Info, Type, More, Clear or Sort.



Phone Reboot

Periodically, the phone may require a user reboot. Reasons for this include accepting a new configuration or new software upgrade.

There are two ways to reboot the phone:

- Unplug the power supply or Ethernet LAN cable, wait two seconds and then plug it back in.

or

- Press the Home hard key, shaped like a house
- Use the Navigation Key and the Select Key for Settings
- Press 1 for Basic
- Press 7 for Restart Phone
- Press soft key for Yes

Note: The reboot process is complete when the telephone display is back to idle.