

POLYCOM® VVX® 400, 401 & 411


QUICK USER GUIDE





GET TO KNOW YOUR PHONE

- + **Soft Keys:** These appear as they are needed. For example, if you are in a conference call, the soft keys display functions related to the conference function.
- + **Line Keys:** Located to the left and right of the phone screen, the line keys indicate the status of your lines and associated activity.



HOME VIEW

- + Home View displays icons that can select to access phone functions.
- + From Home View, press  to display either Lines, Calls or Active Call View.



PLACING CALLS

- + Enter the phone number FIRST, then press **Dial**, pick up the handset, or press  or .

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 automatically be placed on hold.

VOICEMAIL

- + An envelope, , adjacent to a Line key, indicates that you have voicemail. You will also see the voicemail indicator light blinking in the upper right hand corner.
- + Tap the designated VM button  and follow the prompts.

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CALL HOLD AND RESUME

- + During a call, tap the **Hold** soft key. Press the **Resume** soft key to resume the call.



CALL TRANSFER

- + During a call, tap the **Transfer** soft key to place the active call on hold.
- + **To transfer a call unannounced:**
 - Tap **Blind** soft key, dial the number and tap send.
- + **To announce the transfer:**
 - Place a call to the party to which you want to transfer the call. After speaking with the second party, tap **Transfer** again to complete the transfer.



PLACING CONFERENCE CALLS

- + Call the first party, and after the call connects, select **Confrnc**. You will now have an active three-way conference call.
- + Then dial and connect with the second party and press **Confrnc** again.
 - + Press **Hold** to hold all participants.
 - + Press **End Call** to remove yourself from the call but keep the other participants connected.
 - + Press **Split** to end the conference and hold all participants.

MUTING THE MICROPHONE

- + During a call, press  so other parties can't hear you.
- + To disable Mute, press  again.
- + This applies to calls using the handset, headset and speakerphone.

ADJUSTING VOLUME

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

You can also view short how-to videos about all of these topics at arvig.net/hostedpbx