

polycom vvx 400

QUICK START



HOME SCREEN

Displays messages, settings & information.

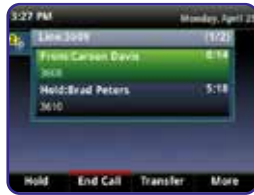
[Available any time]



CALLS SCREEN

Displays all active & held calls.

[Available when you have an active or held calls in progress]



LINES SCREEN

Displays phone lines, favorites & 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  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 press **SEND**
- Tap **NEW CALL**, enter the phone number and press **SEND**

ANSWER CALLS

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



To answer a call, do one of the following:

- Pick up the handset
- For speakerphone, press  or tap **ANSWER**
- Press  to answer with a headset

END CALLS

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

To end an active call

Place the handset in the cradle, press  or  or tap **END CALL**

To end a held call

Tap **RESUME**, then tap **END CALL**

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 TYPES** and select a ringtone


HOLD & RESUME CALLS

You can have multiple calls on hold at one time.

To hold a call

Highlight the call & press the  or tap **HOLD**



To resume a call

Highlight the call & press the  or tap **RESUME**

TRANSFER CALLS

You can transfer calls to any contact.

To transfer a call

1. Press & hold **TRANSFER** or press 
2. Choose **BLIND** or **CONSULTATIVE**
{ If you chose Blind, the call is transferred immediately. }
3. If you selected **CONSULTATIVE**, press **TRANSFER** or press  after speaking with your contact.

VIEW RECENT CALLS

You can view placed, received & missed calls.

Select **DIRECTORIES > RECENT CALLS**



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, tap **FORWARD**
2. Enter the phone number & tap **FORWARD**

To forward all incoming calls

1. From the home screen, tap **FORWARD** and select a line, if you have more than one line
2. Choose either
 - **ALWAYS**
 - **NO ANSWER**
 - **BUSY**{ If you chose No Answer, enter the number of rings before the call is forwarded }

3. Enter the phone number to forward the calls to & tap **ENABLE**

To disable call forwarding

1. Tap **FORWARD** or press the **FWD** soft key & select a line, if you have more than one line
2. Choose the forwarding type & tap **DISABLE**

INITIATE A CONFERENCE CALL

You can initiate a conference call with a total of 3 people including yourself.

To initiate a conference call

1. Call a contact
2. Tap **CONFERENCE** & call your next contact
3. When the contact answers, tap **CONFERENCE**

To join two calls into a conference call

On the Calls screen, tap **JOIN**

VIEW THE CONTACT DIRECTORY

You can view contacts in the Directory.

To view the Contact Directory


Tap **DIRECTORIES > CONTACT DIRECTORY**


To add a contact the Contact Directory

1. In the Contact Directory, select **ADD**
2. Enter the contact's information & select **SAVE**

{ In the Favorite Index field, you can enter any number between 1 & 99 to make the contact a favorite. }

LISTEN TO VOICEMAIL

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

1. On the Home screen, tap  or press **MESSAGES**
2. Select **MESSAGE CENTER**, then **CONNECT** & follow the prompts

ENABLE DO NOT DISTURB

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

On the Home screen, select **DND**