Quick Tips for Polycom® VVX® 400 Series Business Media Phones

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.

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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, select **Forward**.

2 Enter your contact's number and select **Forward**.

To forward all incoming calls:

1 On the Home Screen, select **Forward**.

2 If you have more than one line, select a line. **3** Choose either **Always**, **No Answer**, or **Busy**. **4** Enter a contact's number, and select **Enable**.

> If you chose **No Answer**, you can enter the number of rings before the call is forwarded.

To disable call forwarding:

1 On the Home Screen, select **Forward**.

2 If you have more than one line, select a line.

3 Choose your forwarding type and select **Disable**.

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 listen to voicemail:

1 On the Home screen, select **Messages** or press ✉ .

2 Select **Message Center > Connect**.

3 Follow the prompts.

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.

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