

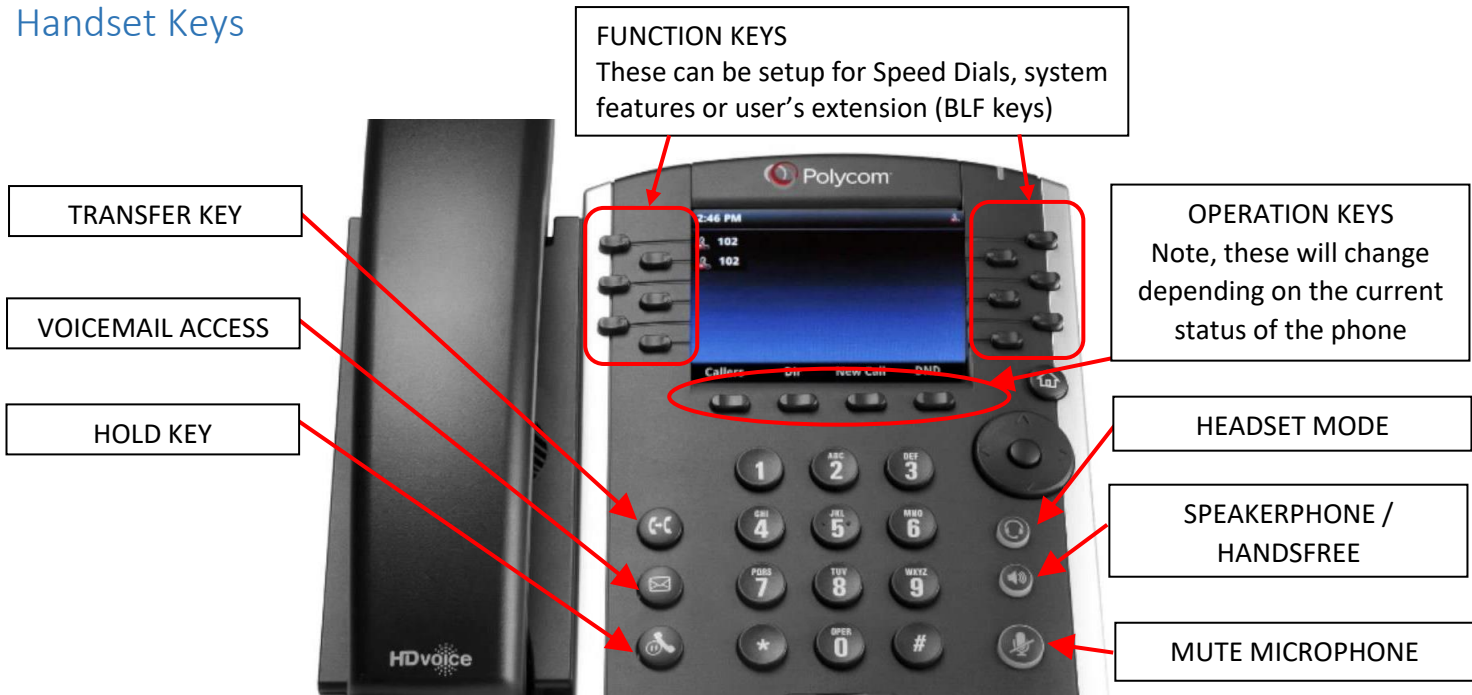


# Polycom VVX 400 Quick Guide

## Biggest Differences From a Traditional Phone System

1. You **DO NOT** need to dial a 9 for outside calls (Calls will not go through if you do dial 9 first)
2. All external calls, even local ones must be dialled with the area code (like using a mobile phone)
3. All Extensions are now 4 digits and start 04 (i.e. 0410, 0420 etc.)

## Handset Keys



## Placing a call

We advise all numbers are dialled **BEFORE** lifting the handset. If you try and dial with the handset off hook, the phone will only give you a very small amount of time to complete before trying to dial, usually resulting in a miss-dial. If you dial with the handset down, there is no time limit

1. Internal Calls
  - a. Dial your co-workers extension number (4 digit) i.e. 0400
    - i. To speak via the handset, lift the handset and the call will connect
    - ii. To speak hands-free, press the "Dial" Operation Key
    - iii. To speak via a headset, press the HEADSET key
2. External Calls
  - a. Dial the Number in full, including the area code (EVEN FOR LOCAL CALLS), Note you **DO NOT** need to dial a 9 first
    - i. To speak via handset, lift the handset and the call will connect
    - ii. To speak hands-free, press the "Dial" Operation Key
    - iii. To speak via a headset, press the HEADSET key



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## Answering Calls

1. If you want to accept the call
  - a. To answer hands-free, press the “answer” operation key when you phone rings
  - b. To answer via the handset, lift the handset when your phone is ringing
  - c. To answer via a headset, press the HEADSET key
2. If you do not want to take the call
  - a. Press the “Reject” operation key
    - i. If this is an internal, DDI, or transferred call, it will be sent to your voicemail
    - ii. If this is a group call, your phone will stop ringing but others in the group will continue to ring

## Holding Calls

1. During a call, press the HOLD key
  - a. To return to the call, press the HOLD key again

## Transferring Calls

1. Announced Transfer
  - a. During a call, press the TRANSFER key. This will put the current call on hold
  - b. Dial your co-workers extension, or an external number
  - c. Announce the call
    - i. If they are happy to accept the call, hang-up. This will transfer the call straight through
    - ii. If they DO NOT want to take the call
      1. They must hang up
      2. This will put the call back on hold on your phone
      3. Press the “Resume” operation key to return to the call
2. Un-attended transfer (Blind transfer)

**NOTE: We advise you to use the Announced transfer method if you cannot see the person you are transferring to because when using a blind transfer, the person receiving the call will only see on their screen that the call is transferred from you, it will not tell them it's an external call and as a result may be greeted inappropriately when the recipient assumes it's an internal call. You should only really use this if you know the recipient is not at their desk and thus get it to go to their voicemail.**

  - a. During a call, press the TRANSFER key. This will put the current call on hold
  - b. Dial your co-workers extension, or an external number
  - c. Hang up immediately
3. Cancelling a transfer
  - a. At any point during the process, if you press the “Cancel” operation key the call will be returned to you

### IMPORTANT NOTE!

You cannot TRANSFER a HELD call. If you put a call on HOLD, you will need to retrieve the HELD call first and then follow the instructions as above to TRANSFER the call



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## Setting Do Not Disturb (DND) Mode

1. Press the “DND” operation key when not in a call
  - a. You should notice the first two soft keys on your phone screen now have a small no entry sign on them
  - b. Any internal calls to your phone will go straight to Voicemail
  - c. Any external calls into a group of which you are a member will no longer ring
2. To cancel the DND, just press the DND operation key again
  - a. You should now see green ticks on the first two soft keys on your phone screen
  - b. You are now ready to receive calls again

**NOTE: You are still able to place calls when in DND mode**

## Voicemails

If you receive a voicemail, the red LED on the top right of the handset will start to flash and you also see the first two soft keys on your phones display change to show an envelope icon

**NOTE: The first time you access your mailbox, your password will be 545556. You will be asked to create a new code (It must be 6 digits) and record your name. You only need to record your name, not a full greeting.**

1. To access your Voicemail, press the VOICEMAIL key (looks like an envelope)
2. Follow the instructions to recover your message

## Using the Directory

1. Press the DIR feature key
2. Choose option 2 – Corporate directory (The other two options are not used)
3. Using the keypad, enter the name/company you are searching for. It does not have to be the full name, it can part of a name
4. Press the SUBMIT feature key
5. Any matches will be displayed on the touchscreen
6. To dial the contact, select the contact and use the DIAL feature key

NOTE:

- By Default, searches are made on the Last name of the person. In the case of a company, the company name will be stored as the last name on the address book
- You can also search by First name by pressing the ADVFIND feature key

## Additional Information

Additional information about using the more advanced features can be found in the full user guide. Please contact your system administrator for details on how to access this.