



Horizon Polycom VVX 411 Quick Reference Guide




Making a Call – Choose One:

- Dial number and
 - Lift hand piece
 - Press 
 - Press 

Three-Party Calling

- Press **More** soft key
- Press **Confnc** soft key
- Dial third party
- Press **More** soft key
- Press **Confnc** soft key to add third party to conference
- Press **End Call** soft key to end the conference OR hang up



Checking Voicemail

- Press 
- Enter password then press #
- Press 1 to access mailbox
- Press 1 to listen to messages
- Press # to save
- Press 3 to delete

Phone Icons


Icon	Description	Icon	Description
	Registered line		Phone warning
	Unregistered line		Login credentials invalid
	Placing a call		Shared line
	Active call using Polycom HD Voice		Shared line with a held call
	Held call		Call forwarding is enabled
	Incoming call		You have messages
	Active conference		Presence status (Available)
	Placed call		Presence status (Busy or in a Call)
	Received call		Presence status (Away)
	Missed call		Presence status (Do Not Disturb)
	Favorite		Presence status (Offline)
	Do Not Disturb enabled		Presence status (No information)
			Presence status (No information)

Receiving a Call – Choose One:

- Lift hand piece
- Press 
- Press 
- Press **Reject** soft key to ignore call
- Press **Silence** soft key ignore call

Transferring a Call


Blind / Cold Transfer

- Press 
- Press **Blind** soft key
- Dial recipient or press **Directory** soft key to search
- Press **Send** soft key
- Hang up

Using Do Not Disturb (DND)



- Press **DND** soft key to activate
- Line keys show do not enter sign to indicate DND is active
- Calls will forward to voicemail if configured or busy tone if not
- Press **DND** soft key to deactivate

Using the Directory

- Press 
- Choose **Directories**
- Choose **Corporate Directory**
- Use dial pad to enter first three letters of surname and press **Submit** soft key
- Choose contact
- Lift hand piece to dial

Transferring a Call

Warm /Consultative Transfer

- Press 
- Dial recipient or press **Directory** soft key to search
- Press  to complete transfer
- OR press **Cancel** soft key to return to caller if no answer or transfer rejected

Forwarding Calls

- Press **Forward** soft key
- Choose forward type
- Use dial pad to enter destination number
- Press **Enable** soft key
- To deactivate, follow steps 1 and 2 above, then press **Disable** soft key

Need anything else? Blackstar Training Services 0333 123 2 124 or emily@blackstarsolutions.co.uk