

Getting to Know Your Polycom® VoIP Phone Polycom® VVX® 400/410

Getting to know your new phone is easy. This guide will help you get started.

You'll learn how to:

- Use the feature buttons
- Navigate your phone
- Use and adjust the handset, speakerphone, and headset
- Place calls and other basic phone tasks
- And much more!

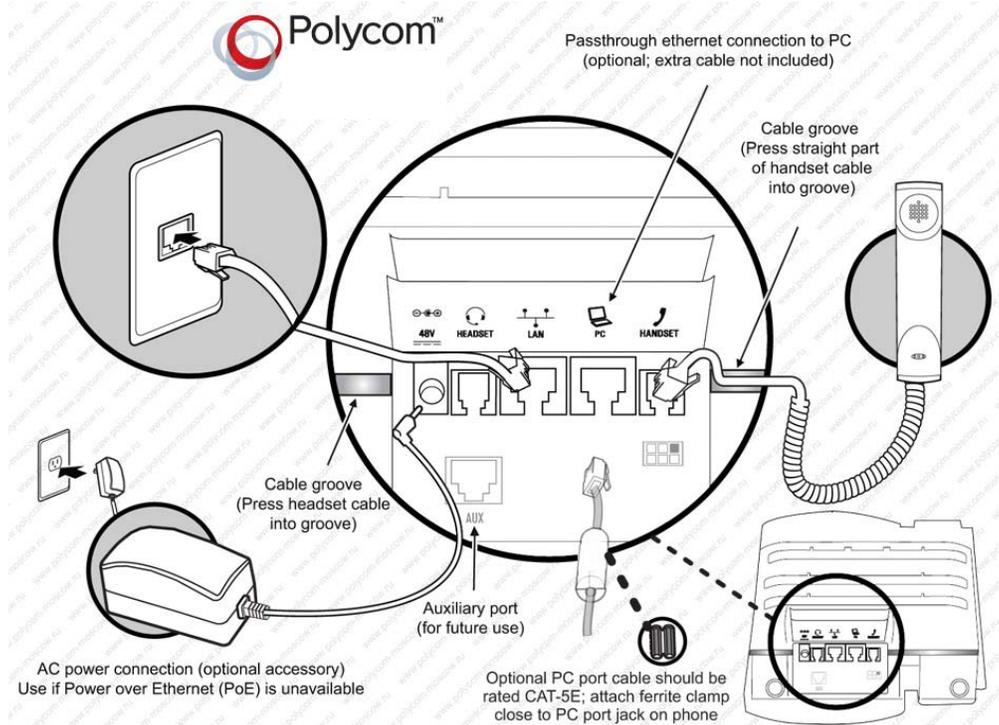
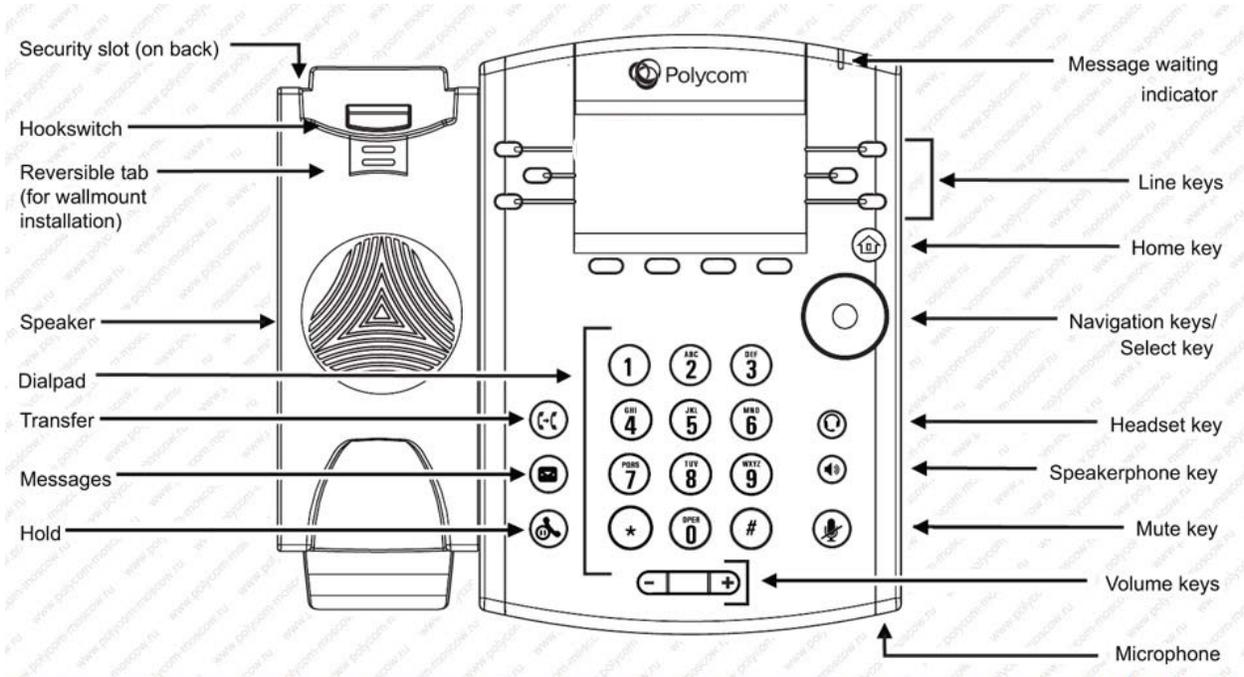


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Initial Setup for Polycom VVX 400/410



Installing Your Phone:

1. Turn the phone body over to expose the ports on the back of the unit.

CAUTION: Do not insert the telephone line cord into the auxiliary port.

2. Insert the long end of the phone cord into the handset port on the phone body that is marked with a phone symbol.
3. (Optional) Route the handset phone cord through the cable slot.
4. Insert the other end of the handset phone cord into the port at the bottom of the handset (not shown).
5. (Optional) Connect the phone stand by fully inserting the stand into one of the slots on the back of the phone. The slot you choose determines the angle of the phone. To make the phone have a more vertical stance, insert the stand into the lowest slot on the back of the phone. To make the phone have a more horizontal stance, insert the stand into the highest slot on the back of the phone. Do not force.
6. If you are using an external power source, insert one end of the power cord into an outlet and the other end into the back of the phone.
7. Connect your phone to the network: Using an Ethernet Connection, insert one end of the included Ethernet cable into the network port on the phone body marked with a network symbol. Insert the other end of the Ethernet cable into the appropriate device, such as a network switch, on your network.

Note: Make sure that the Ethernet cable used to connect the phone to the network switch is the included Ethernet cable.

8. (Optional) To provide network access to a PC, connect one end of an additional Ethernet cable (not provided) to the PC port on the back of the phone body. Connect the other end of the Ethernet cable to the network port on your PC.
9. (Optional) To install the phone on a vertical surface, use the Polycom Wall Mount bracket. See the Polycom User Guide or the Polycom VVX phone documents on www.Polycom.com for more information.

Phone Setup

How to Adjust the Ringer Volume

1. Press and release the Volume (plus or minus) keys while the phone is on the hoOK to adjust the ringer volume as desired. A horizontal scale displays on the phone to indicate the volume level.

How to Adjust the Handset, Speakerphone, or Headset Volume

1. Activate the desired choice by picking up the handset, or pressing the Headset or Speaker button on the bottom right of pad.
2. Press and release the Volume (plus or minus) keys to adjust the volume as desired. A horizontal scale displays on the phone to indicate the volume level.

Call Management

How to Make a Call

Using the Handset

1. Lift the handset.
2. Dial the number, including "1" and the area code or simply press the desired digits for an internal call.

Using the Speakerphone

1. Press the SPEAKER button.
2. Dial the number, including "1" and the area code, or simply press the desired digits for an internal call.

Hold

1. During a conversation, press the hold key. The hold key is the button with a pause and handset symbol. The associated line key blinks.
2. To resume the conversation, press the blinking line key and begin speaking.

How to Answer the Phone

You can answer your phone in any of the following ways:

1. Lift the handset.
2. Press Speaker to use the speakerphone, or press the associated blinking line key.
3. Press Headset to use the headset (optional).

How to Answer a Second Call

The easiest way to answer a call when you are already on the phone is to use the ANSWER softkey. Alternatively, you can press the associated blinking line key. The first call is automatically placed on hold and you are connected to the second call.

To reconnect with the first call simply press the blinking line key of the original call.

How to Make a Second Call

1. During a conversation, press the hold key.
2. Press any available green line key.
3. Dial the number for your second call.

Phone Features

Transferring Calls

Attended Transfer

1. During a conversation, press the TRANSFER key. The call is placed on hold and you hear a dial tone.
2. Dial the number to which you want to transfer the call. You now wait for the extension to answer so you can announce the transfer.
3. If the called party is available, press the TRANSFER key again to complete the transfer.
4. If the called party is unavailable, you can hang up and press the blinking line key of the original call to cancel the transfer and return to the holding party.

Blind Transfer

1. During a conversation, press the TRANSFER key. The call is placed on hold and you hear a dial tone.
2. Press the BLIND key
3. Dial the number to which you want to transfer the call.

Transferring a Call Directly to Voicemail

1. During a conversation, press the MORE softkey and then the XFER2VM softkey and then enter the extension of the Voicemail you would like to transfer to and then press the ENTER softkey.

Conference Calling

1. Establish a conversation.
2. Press the MORE softkey, followed by the CONFRNC softkey. The call is placed on hold and you hear dial tone.
3. Dial the number of the person that you want to include in the conference.
4. When the person answers, inform the party about the conference and then press the MORE softkey, followed by the CONFRNC softkey again to add that party in the conference call.
5. If the called party is unavailable, you can hang up and press the blinking line key of the original call to cancel the conference and return to the holding party.

Conferencing a Call on Hold with an Active Call

If you have a call on hold and an active call, you can create a conference call between the active call, the call on hold, and you.

1. With an active call and one or more calls on hold, press the JOIN softkey.
2. If you have only one call on hold, the conference call is created between the three of you.
3. If you have more than one call on hold, choose the held call you want to conference in by pressing the line button of the call on hold.

How to Park a Call

1. Establish a conversation.
2. Press the PARK softkey.
3. Dial the extension you want to park the call on and press Enter.

How to Retrieve a Parked Call

1. Press the UNPARK softkey.
2. Dial the extension where the call is parked and then press Enter.

How to Intercom

1. Press the INTERCOM softkey.
2. Once you hear the dial tone, dial the extension you wish to intercom and press Enter.

Do Not Disturb

Do Not Disturb instantly routes all your incoming calls to your voice mailbox, but still lets you make calls and use other telephone features.

1. While the phone is in an idle state, press the HOME button on the right side of the phone and then select the DND yellow box using the black directional pad. The LCD displays all of the lines with a red symbol. To cancel the feature, press the home button and then select the DND yellow box using the black directional pad. You can also press the MORE softkey and press the DND softkey to enable and disable this feature.

Directed Call Pickup

Directed Call Pickup allows you to pick up the phone of anyone in your group.

1. While another member of your group's phone is ringing press the MORE softkey, followed by PICKUP softkey and then enter the ringing extension you would like to pick up.

How to View Missed, Received and Placed Calls

1. Press the DIR softkey.
2. Use the black directional pad to scroll down and select RECENT CALLS, then press the SELECT softkey.
3. Press the softkey labeled TYPE and then select the desired call history option: All Calls Missed Calls, Received Calls, Placed Calls.
4. Press the Left arrow on the Directional pad to scroll back through the menus and exit, or simply press the Home button.

Voicemail Features

Accessing Voicemail

To Access Your Voicemail from Your Phone

1. Press the Messages (envelope) button on the phone
2. Press the CONNECT softkey.
3. Enter your VM password then press #.

Logging into Your Voicemail Box for the First Time

1. Enter your Voicemail PIN and then press the # key.
2. Enter a new Voicemail PIN at the prompt.
3. Re-enter your Voicemail PIN at the prompt.
4. Record your name at the prompt.
5. Press #.
6. Please Note: It is not necessary to record a customized busy or no answer greeting, if you wish to do so follow the prompts below. If not, your initial login process is complete and you may hang up at this time.

Record No Answer Greeting

1. Access your voicemail (see Accessing Voicemail).
2. Press 1 for mailbox options.
3. Press 3 to record your No Answer Greeting.
4. Follow the prompts for recording, reviewing and accepting the recording.

To Access Your Voicemail from Any Phone Outside Your Office

1. Dial your phone number.
2. Press * when you hear your message.
3. Enter your voicemail password then press #.

Voice Portal Menu

Voicemail Controls

Press the following keys to access voicemail controls.

1 Access Voicemail Box

- 1 Plays Messages (see Play Messages Options)
- 2 Record Busy Greeting
- 3 Record No Answer Greeting
- 5 Compose Message (see Compose Message Options)
- 7 Delete All Messages
- * Go to Comm Pilot Voice portal
- # Repeat Menu

3 Record Your Name

8 Change Voicemail Passcode

9 Exits

Repeat Menu

Play Messages Options

- 2 Play or repeat message; skip envelope
- 4 Play previous message
- 5 Play message envelope
- 6 Play next message
- 7 Delete message
- 9 Hear additional options (see Additional Options)
- * Return to previous menu
- # Save message

Additional Options

- 1 Reply to message (see Reply to Message)
- 2 Forward message (see Forward Message)

* Return to previous menu

Repeat menu

Reply to Message

1 Change current reply

2 Listen to current reply

3 Send reply

6 Set or clear urgent indicator

7 Set or clear confidential indicator

* Return to previous menu

Repeat menu

Forward Message

1 Change current introduction

2 Listen to current introduction

3 Send message to specific group members

4 Send message to entire group

5 Send message to distribution list (See Select Distribution List)

6 Set or clear urgent indicator

* Return to previous menu

Repeat menu

Portal Features

Voicemail to Email

To send a copy of your voicemails to an email address:

1. Login into <http://businessvoip.touchtone.net/>.
2. Select "Messaging" from the options, then select "Voice Management".
3. Towards the bottom of the page, in the "Additionally....:" section, click on the check box that says "E-mail a carbon copy of the message to _____" and enter your email address in the box.
4. Click on "Apply" or "OK button.

To send your voicemail to an email address without storing a copy on your IP Phone:

1. Login into <http://businessvoip.touchtone.net/>.
2. Select "Messaging" from the Options, then select "Voice Management".
3. Towards the middle of the page, in the "When a message arrives...:" section, click on the radio button that says "Forward it to this e-mail address:" and enter your email address in the box.
4. Click on "Apply" or OK button.

Forwarding

Use this feature to forward all incoming calls on an extension to another extension or external number. When someone dials your extension, the forwarded extension or number receives the call. You can forward calls to an IP or non- IP phone. Forwarding is controlled via a web portal, allowing you to forward from any web browser while away from your desk.

To Forward a Line

1. Login into <http://businessvoip.touchtone.net/>.
2. Click the Incoming Calls link on the left hand side.
3. Select the type of call forwarding you want to enable.
 - A. Call Forwarding Always: Automatically forward all your incoming calls to a different phone number.
 - B. Call Forwarding No Answer: Automatically forward your calls to a different phone number when you do not answer your phone after a certain number of rings.
 - C. Call Forwarding Not Reachable: Automatically forward your calls to a different phone number when your phone is unreachable (offline).
4. Click the ON radio button.
5. In the empty space enter the phone number to which you want to forward your calls.
6. Click Apply and then OK.

To Disable Forwarding

1. Login into <http://businessvoip.touchtone.net/>.
2. Click the Incoming Calls link on the left hand side.
3. Select the type of call forwarding you want to disable.
4. Click the OFF radio button.
5. Click Apply and then OK.

NOTE: If voicemail is enabled on your IP phone, unanswered forwarded calls will be sent to your voice mail box after the no-answer duration is met.

Sequential Ring

Ring multiple phones sequentially when calls are received.

To Enable Sequential Ring

1. Login into <http://businessvoip.touchtone.net/>.
2. Click the Incoming Calls link on the left hand side.
3. Click the Sequential Ring link.
4. Click on the Add Button.
5. Enter a Description and click the OK button.
6. Click the Use sequential ring radio button.
7. Select a Schedule if needed (default is "Every Day All Day").
8. Click OK.
9. Enter the phone numbers that you want to ring.
10. Leave the rest of the options as defaults.
11. Click Apply and then OK.

To Disable Sequential Ring

1. Login into <http://businessvoip.touchtone.net/>.
2. Click the Incoming Calls link on the left hand side.
3. Click the Sequential Ring link.
4. Uncheck the check box for Active.
5. Click Apply and then OK.

Simultaneous Ring Personal

Ring multiple phones simultaneously when calls are received.

To Enable Simultaneous Ring Personal

1. Login into <http://businessvoip.touchtone.net/>.
2. Click the Incoming Calls link on the left hand side.
3. Click the Simultaneous Ring Personal link.
4. Click on the Add Button.
5. Enter a Description and click on the OK button.
6. Click the ON radio button.
7. Enter the Phone numbers that you want to ring simultaneously with your IP phone.
8. Leave the rest of the options as defaults.
9. Click Apply and then OK.

To Disable Simultaneous Ring Personal

1. Login into <http://businessvoip.touchtone.net/>.
2. Click the Incoming Calls link on the left hand side.
3. Click the Simultaneous Ring Personal link.
4. Click OFF radio button.
5. Click Apply and then OK.