

POLYCOM VVX 400 USER GUIDE

Place an Outbound Call

- **Option 1:** Remove the handset or press the speakerphone button. Enter a number and press the **Dial** soft key
- **Option 2:** Press a corresponding line key on the Home view.
- **Option 3:** Use the Directional Pad to access your Favorites list, Recent Calls list, or Contact Directory, and select a contact.

Answer an Incoming Call

- **Option 1:** Pick up the handset to automatically answer
- **Option 2:** Press the speakerphone button to answer using the speakerphone.
- **Option 3:** Press the headset button to use your headset.

End an Active Call

Return the handset to the cradle or push the **End** call.

Transfer a Call

1. From Lines or Calls view, press the transfer button.
2. Enter the number you would like to transfer to or select one from the list. Push **Send** to dial.
3. When you hear the ring-back sound, press the transfer button to send the call. To announce the caller, relay the information to the person on the dialed line and press the transfer button.

Forward a Call

- When an call appears on the screen, press **Forward**, then enter the recipient number and press **Send**.

Place a Call on Hold

1. When an incoming call appears, press the hold button.
2. Press **Resume** to continue.

Start a Conference Call

1. Call the first person you would like in your conference.
2. From the Lines or Calls view, press **More**, then **Confnc**. The active call will be held.
3. Dial the second party you would like in your conference.
4. When this caller answers, press **More** and then **Confnc** to join all parties in the conference.

Park or Retrieve a Call

- If Call Park is configured on your phone, press the **Park** key.
- To retrieve a parked call, pres the **Retrieve** soft key, park key, or busy park zone button.



FEATURE BUTTONS

1. Soft Keys

Launch labeled action.

6. Headset

Answer on your headset.

2. Home

View the actions screen.

7. Speakerphone

Start a hands-free call.

3. Transfer

Send the a call to a new contact.

8. Mute

Prevent sound from your phone.

4. Voicemail

Access messages.

5. Line Key

Dial a contact listed onscreen.

5. Hold

Pause a call.

Set your Availability Status

Push the **DND** soft key, then **More**, then **My Status**, and choose from:

- **Online** • **Busy** • **Be right back** • **Away** • **On the phone** • **Out to lunch** • **Do not disturb**

Directional Pad

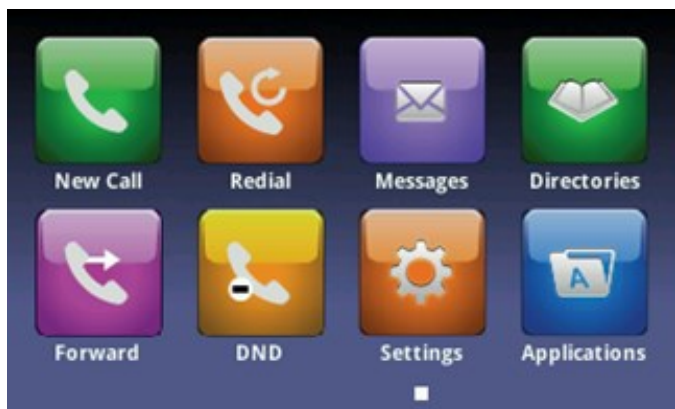
- Push the up arrow to see **Favorite** Contacts
- Push the left arrow to see **Received** Calls
- Push the down arrow to see **Missed** Calls
- Push the right arrow to see **Placed** Calls

Access Your Voicemail

- Push the mail button and select the mail category you would like to hear.
- Follow the prompts.

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Home Screen Buttons



Press the home screen button to access:

- New Call
- Redial
- Messages
- Directories
- Forward
- Do Not Dial
- Settings
- Applications

Managing Your Directory

To access the directories and add a contact:

1. Press the home button and use the directional arrows to navigate to the **Directories** page.
2. Press **Select** when Contact Directory is highlighted.
3. To enter a new contact, select **Add Contact** and enter the information on the next screen.

To edit or remove a contact:

1. On the **Contact Directory page**, select a contact and press **Info**.
2. Enter **Contact information**.
3. Press **Edit**, then **Save** when you have made the appropriate changes.

To set up your Favorite contact list:

1. Navigate to the **Contact Directory**.
2. Select the contact you would like to list as a favorite. Select **Info**, followed by **Edit**.
3. Scroll down to **Favorite Index**.
4. Enter the preferred order number in your **Favorites**, and click **Save**. The contact will now be accessible from the righthand line keys.
5. To remove a contact from the **Favorites** list, navigate to **Edit** and delete the number.



Additional Conference Features

Press the **Split** soft key to divide an active conference into individual calls. Press **Resume** to continue the conference, or press **Manage** to select an individual caller for the following actions:

- Press **Far Mute** to mute the caller but let them hear the conference.
- Press **Remove** to remove a selected caller.
- Press **Hold** to place a selected participant on hold.
- Press **Info** to view a popup with information and call status for a selected participant. Use the arrows to navigate through the popup.