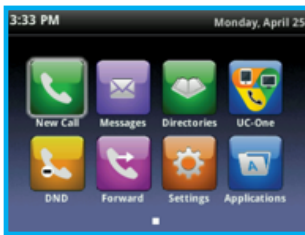# Polycom® VVX® 400 Series Business Media Phones
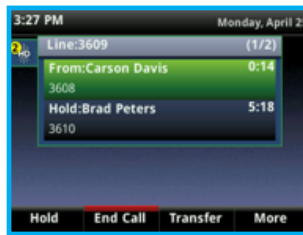
Quick User Guide

These Quick Tips apply to VVX 400 series business media phones.
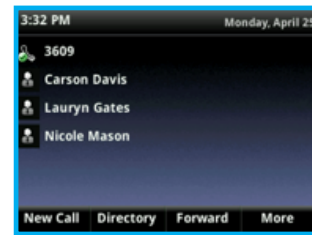

HOME SCREEN
Displays messages, settings, and information. Available any time.

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.

You can use the handset, speakerphone, or headset for calls. During a call, you can change modes by picking up the handset, or by pressing 🔊 or 🎧.

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.

🕐 **TIMESAVER** Placing Calls Quickly

Select a recent call or Favorite, or select a contact's phone number in the Contact Directory.

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 & 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 and choose the way to transfer the call.

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
   -If you chose Consultative, press the Transfer soft key or press ⟲ after speaking with your contact.

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 call:
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.

Noise management, it's magic. Have you ever been on a call where you can hear everything that is happening in another participant's open-plan office? What about when a colleague dialsin from a coffee shop or train station? The fact is the workplace is changing; people aren't always sat in a quiet cubicle, so your phones need to be able to manage and eliminate this extraneous noise to reduce its impact on productivity. Polycom® Acoustic Fence™, uses the two microphones built into the VVX phone to create a virtual fence, which blocks any sound outside that fence, ensuring distraction-free calls and conferencing. Polycom® NoiseBlock™ technology keeps annoying sounds such as keyboard clicking and paper rustling from interrupting your meetings. It identifies the speaker in group collaboration and automatically mutes everyone else. Simple.

The information in this guide applies to both the VVX 400 Series. Configurations vary and the screen displays used in this guide may not reflect those on your phone. Call 855-277-4732 or email enterprisesupport@cspire.com for more information. For detailed training videos on this phone, please go to cspire.com/enterprisesupport.