

# Quick Tips for Polycom® VVX® 400 Series Business Media Phones

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These Quick Tips apply to VVX 400, 401, 410, and 411 business media phones.

## Enter Data

Use the dialpad keys to enter information.

### To type with the dialpad keys:

- » Press a key repeatedly to view the character options and stop to select.

To backspace, press .



### To type other characters:

- » Press **Encoding** or **Mode**.





When using the dialpad keys, use the 1, \*, 0, and # keys.

## 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 .
  - From the Lines screen, press the Line key, enter the phone number, and select **Send**.

- From the Home screen, select **New Call**, enter the phone number, and press **Send**.
- Select a **Favorite** from the home screen.
- Select a contact from the **Recent Calls** list and select **Dial**.
- Select a contact from the **Contact Directory** and select **Dial**.

## 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 and 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.
- 4 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 calls:

- 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 remove the participant from the conference and 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.

## Mute the Microphone

You can mute or unmute your microphone during calls.

### To mute or unmute your microphone:

- » Press .

The key glows red when your microphone is muted.

## 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.

### To set a ringtone for individual contacts:

- 1 Select **Directories > Contact Directory**.
- 2 Choose a contact and select **Edit**.
- 3 Choose a ringtone and select **Save**.