



# Polycom® VVX® 400/401 and 410/411 Business Media Phone

## Quick User Guide for VoxEdge and Polycom VVX

For use with Polycom® UC Software 4.1.4 or later.

The information in this guide applies to both the VVX 400/401 and VVX 410/411 phones. Configurations vary and the screen displays used in this guide may not reflect those on your phone. Contact VoxEdge for more information.

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## Phone Views

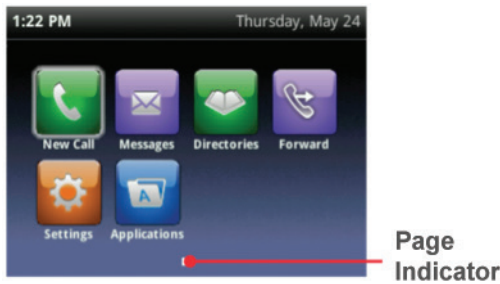
Your phone has three main Views: Home, Calls, and Lines view (the default). You can access Home and Lines view at any time. If your phone has one or more calls, you can also access Calls view.

For Home view from any menu, press

Press to alternate between Home and Lines view.

## Home View

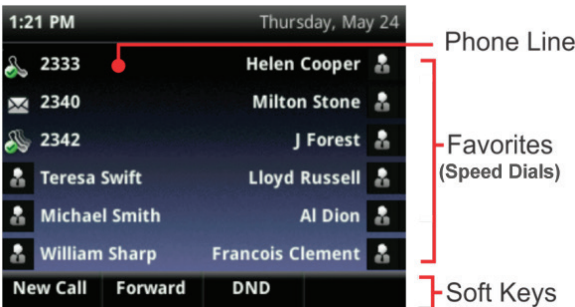
Home view displays icons you can select to access phone functions.



You can use the right, left, up, and down arrow keys to display more icons.

## Lines View

Lines view displays phone Lines, Favorites and soft keys.



If your phone is idle, you can press the **Line key** to access the Dialer.

### **Tip: Referring to Soft Keys**

In this guide, soft keys are referred to by their name only. For example, to end an active call, press **End Call**.

## Calls View

If your phone has one or more calls, you can access Calls view.

Call color indicates status:

- **Dark green**—Active call
- **Bright blue**—Incoming call
- **Dark blue**—Held call

Use the up and down arrow keys to select a call (highlight it). The soft keys control the highlighted call.

## Entering Data

Use the dialpad keys to enter information. To backspace, press Backspace .

To type with the dialpad keys, press a key repeatedly to view the character options and stop to select.

To type other characters, press **Encoding** or **Mode**. When using the dialpad keys, use the 1, \*, 0, and # keys.

## About Calls

Only one call can be active at one time.

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 .

If you navigate away from your call(s), press to see Active Call or Calls view again.

### **Tip: Switching Between Lines and Calls View**

When in Calls view, switch to Lines view by pressing **More > Lines**.

Switch back to Calls view by pressing **More > Calls**.

## Placing Calls

Pick up the handset, or press or . Enter the phone number, and press **Send**.

Or enter the phone number first, then press **Dial**, pick up the handset, or press or .

**From Lines view:** Press the phone Line key, enter the phone number, and press **Send**.

**From Home view:** Select **New Call** using the left and right arrow keys. 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.

## Answering Calls

To answer with the speakerphone, press or select **Answer**. To answer with the handset, pick up the handset. To answer with a headset, press .

To answer a new call while on an active call, press **Answer**. The current call will be held.

## Ending Calls

To end an active call, replace the handset, press , or press . Or, press **End Call**.

To end a held call, navigate to Calls view and highlight the held call. Press **Resume**, and press **End Call**.

## Holding Calls

From Calls view, press **Hold** or . Remember to highlight the call first.

To resume a held call, press **Resume** or again.

## Transferring Calls

From Calls view, press **Transfer** or , and call the other party. When you hear the ringback tone, or after you talk with the other party, press **Transfer** or again. Press **Blind** to complete a transfer without waiting for the ringback tone.

## Transferring Live Calls to Voicemail

Press Transfer or , then press \*\* and the extension number.

## Parking Calls\*

To park a live call, select **Park**.

- Listen to the message which identifies the extension the call is parked on.
- Then notify the intended recipient(s).

To pick up the parked call, the recipient dials the extension that the call was parked on.

## Forwarding Calls

### **Tip: Use App for Call Forwarding**

VoxEdge recommends using the star code instead of phone-based call forwarding so your call forwarding instructions are stored online instead of on the phone. If you set your call forwarding rules on your phone, they will not be in effect if your phone is disconnected from an Internet connection.

### **Online call forwarding:**

- Enable call forwarding \*72
- Disable call forwarding \*73
- Toggle call forwarding \*74
- Update call forwarding \*56

\* requires additional one-time setup

Advanced forwarding options include find-me-follow-me are available in my.voxedge.com dashboard or the Boomea desktop app. Contact VoxEdge for information.

**To enable call forwarding (phone based):**

Press **Forward** from Home or Lines view. Select the forwarding type to enable, enter a forwarding number, and press **Enable**.

To disable call forwarding, press **Forward** from Home or Lines view, select the forwarding type to disable, and press **Disable**.

**To enable per-call forwarding:**

As your phone rings, press **Forward**, enter the forwarding number, and press **Forward**.

**Intercom**

- To intercom an extension, press \*0 and the extension number. **Intercom** soft button\* from Lines View, dial the number you wish to Intercom to and then select **Enter**.

If you are receiving an intercom call, the phone rings, then automatically connects to your speakerphone.

**Paging\* (If Enabled)**

Paging enables you to intercom to all extensions in a predefined group at once.

- To page a group of extensions, select **Paging** from Lines View, select the group you want to page, then select **Page**. You can then begin speaking.

If you are receiving a paging call, the phone beeps, then automatically connects to your speakerphone.

**LCR - Last Call Return**


- From Home view, select **More** until you see **LCR**.
- Then select **LCR** to place the call.

**Placing Conference Calls**

Call the first party, and after the call connects, press **More**, and select **Confnc**. Then, dial and connect with the second party and press **Confnc** again.

From Lines or Calls view, you can:


- Press **Hold** to hold all participants.
- Press **End Call** to remove yourself from the call, but keep the other participants connected.
- Press **Split** to end the conference and hold all participants.

 **Timesaver: Placing Conference Calls**

If you have an active and held call, press **Join** to set up a conference.


**Favorites**

Favorites are contacts you call most often. Your Favorites list displays all your Favorites. A smaller number of Favorites displays in Lines view.

- To view your Favorites list**—From Home view, press  and select **Directories> Favorites**.
- To make a contact a Favorite**—Navigate to your Contact Directory and select the contact. Press **Info**, press **More**, and select **Add to Favorites**. Press **Yes** to confirm.
- To dial a Favorite**—Press the Favorite from Home or Lines view, or from your Favorites list.


**Viewing Recent Calls**

From Lines view, do one of the following:


- Press , select **Directories**, and select **Recent Calls** to view your Recent Calls list.
- Press the right arrow key to view the recent Placed Calls.
- Press the left arrow key to view the recent Received Calls.
- Press the down arrow key to view the recent Missed Calls.
- Press the up arrow key to view Favorites.


From the Recent Calls list, press **More > Sort** to sort and order calls, press **Type** to display only certain calls, or select a call record to call the person.

**Contact Directory**

To select a contact from the Contact Directory, press .

- To view your Directory**—Select **Directories** from Home view. Select **Contact Directory** on the Directory screen.
- To add a contact**—Navigate to your Contact Directory and press **Add**. Enter the contact’s information, and press **Save**. To make a contact a Favorite, enter a *Favorite Index* number.
- To update contact information**— Navigate to your Contact Directory and select the contact. Press **Info**, press **Edit**, update the contact’s information, and press **Save**.
- To delete a contact**— Navigate to your Contact Directory and select the contact. Press **Info**, press **Delete**, and press **Yes** to confirm.
- To search for a contact**—Navigate to your Contact Directory and press **Search**. Enter search criteria and press **Search**.
- To dial a contact from your Directory**—Navigate to your Contact Directory, select the contact and press **Dial**.



 **Tip: What Does the Star Mean?**

A star,  indicates a Favorite.



**Corporate Directory\* (If Enabled)**

- To view your Corporate Directory**—Select **Directories** from Home view. Select **Corporate Directory** on the Directory screen.
- To dial a contact from your Corporate Directory**— Navigate to your Corporate Directory, select the contact and press **Dial**.

**Listening to Voicemail**


An envelope,  adjacent to a Line key, indicates that you have voicemail. Select **Messages** from Home view or press  and select **Message Center**. Press **Connect** and follow the prompts.

**Muting the Microphone**



During a call, press  so other parties can’t hear you. To disable Mute, press  again.

This applies to calls using the handset, headset, and speakerphone.

**Using Do Not Disturb**

To enable or disable ringing, press **DND** from Home or Lines view. When Do Not Disturb is enabled, the DND icon, , displays in the status bar and beside the appropriate Line key.

**Adjusting Volume**

To change call volume, press  during a call. To change the ringer volume, press  when the phone is idle or ringing.

**Updating Ringtones**

To change the incoming call ringtone, select **Settings** from Home view, and select **Basic > Ring Type**. Select the ringtone you want.

To set a ringtone for a contact, navigate to your Contact Directory and select the contact. Press **Edit**, update the contact’s ring type, and press **Save**.

**Call Queues (If Enabled)**

- To access your Call Queues:** Select **Applications** from Home View, then select **Call Queues**.
- To log into a Call Queue:** Select the **Log In** button.
- To log out of a Call Queue:** Select the **Logout** button.

**Call Recording (If Enabled)**

Recording Calls is an optional upgrade feature, that can be managed via your Boomea app. You can record all calls or record selective calls by turning call recording on and off using your **CallRecord** softkey. You will only have a **CallRecord** softkey if the service is available to you.

- To start recording a call:** During a live call, select the **CallRecord** softkey. A message will announce that call recording has started.
- To end recording a call:** During a live call, select the **CallRecord** softkey. A message will announce that call recording has ended.

**BLF – Busy Line Field**

BLF keys monitor the status of other phones:

- When a phone that a BLF key is monitoring rings, the BLF key flashes.
- When a phone that a BLF key is monitoring is busy, the BLF key lights up.

**BLF Pickup:** When a phone that a BLF key is monitoring rings, answer (intercept) the call by pressing the BLF key.

**BLF Speed Transfer:** If you are on a live call, press a BLF key to instantly transfer the call to the phone that the BLF key is monitoring.

**BLF Speed Dial:** To instantly call a phone that a BLF key is monitoring, press the BLF key.



\* requires additional one-time setup