


# Reference Guide

IP Phone/Calling Features • Voicemail

## Dialing

### To dial phone number or extension

Lift your handset and dial the phone number, (OR, with handset on-hook, dial number and press **Dial**, or press **Speakerphone** button ). For:

- **Local call** – dial the 7-digit local number
- **Long distance** – dial the 10-digit phone number (area code + local number)
- **International** – dial 011 + country code + city code + number
- **Internal extension** – dial the 4-digit extension

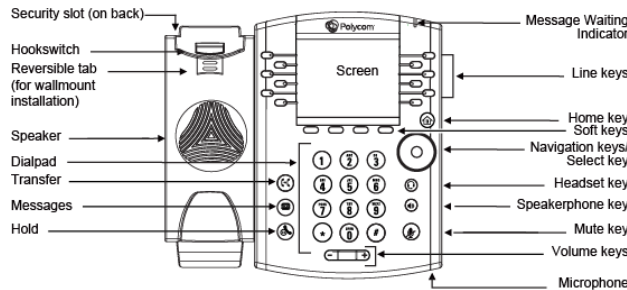
**To Speed Dial** – (requires set up)

- 1) Press 1-digit code, or # plus 2-digit code assigned to the number you want to dial.
- 2) Then lift handset, press **Speakerphone** button or press **Dial**.

*NOTE: If authorization codes are assigned to your phone, you may be prompted to enter a code to complete the call.*

## Phone Guide

### Polycom VVX400 Series IP phones



### Main Keys





*NOTE: Be sure to use a surge protector with your phone.*

## Your Phone Calling Features

### Phone Views

Your phone has four main Views: Home, Calls, Active Call and Lines View (the default).

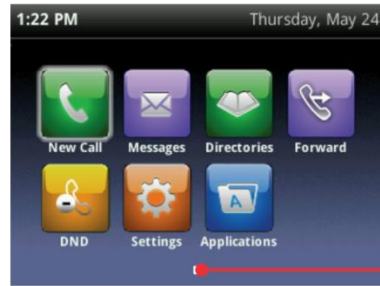
#### To change Views

- For Home View, press .
- Press  again to alternate between Home and Lines View.

*NOTE: If your phone is idle, you can access Home and Lines view. If your phone has multiple calls, or one held call, you can access Home, Lines and Calls view.*

### Home View

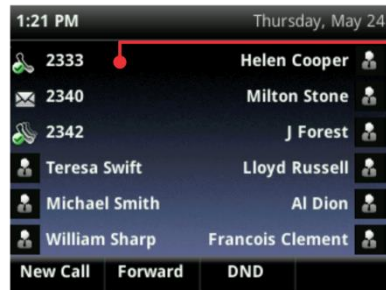
Home View displays icons you can select to access phone functions.



Page Indicator

### Lines View

Lines View displays your phone Lines, monitored Lines (if enabled), Favorites, and soft keys.



Phone Line  
Favorites  
Soft Keys

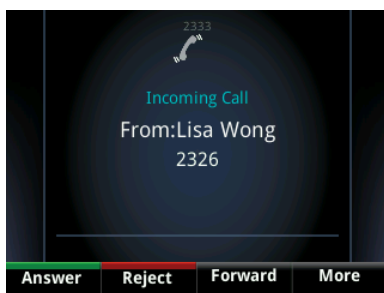
If your phone is idle, you can:

- Press a Line key to access the dialer.
- Press a monitored Line or Favorite to call that number. A monitored line (BLF Key) will show a flashing green bar if it is ringing or a solid red bar if it is on a call.

## Calls View

You can access Calls View if your phone has multiple calls in progress, or you have one held call.

Calls View displays a list of all your calls.




Call color indicates status:

- **Bright green:** Active call
- **Dark blue:** Held call
- **Bright blue:** Selected, 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 
- 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 a 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 .



### Tip: Returning to Your Calls

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

## Placing Calls

- 1) Pick up the handset, or press  or .
  - 2) Enter the phone number, and press **Send**.  
OR enter phone number first, then press **Dial**, and 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 arrow keys/center selection button. Enter the phone number, and press **Dial**.





### Timesaver: Placing Calls Quickly

Select a recent call, monitored line (if enabled), or favorite, or select a contact's phone number in the contact directory.



## Redial

- To redial the last call placed, press **Redial**

## Answer Calls



- Press , or press **Answer** and pick up the handset, or press .
- To answer a new call while on an active call, press **Answer**. The current call will be held.

## Hold Calls


- From Calls View, press **Hold** or . Remember to highlight the call first.
- To resume a held call, press **Resume** or  again.

## Transfer Calls

### For an attended transfer from Calls View



- 1) Press **Transfer** or , then dial the other party and press **Send**. Active call is held.
- 2) When you hear the ring back sound, or after you talk with the other party, press **Transfer** or  again.

### For a blind transfer from Calls View

- 1) Press **Transfer** or , dial the other party and press **Blind**, then **Send** to complete a transfer without waiting for the ringback tone.

*NOTE: If you hang up after hearing ring back sound, the call will be also transferred blindly/immediately without speaking to other party.*

## End 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**.

## Transfer Call Direct to Voicemail

### To transfer directly to voicemail

- 1) During a live call, press **More**, then **VMxfr**.
- 2) Enter the extension number and press **Enter**.

## Park and Unpark Calls (If Enabled)

### To park a live call

- 1) Press **More**, then press **Park**.
- 2) Listen to the message which identifies the extension the call is parked to.
- 3) Notify the intended recipient(s) that a call is parked at specified extension.

### To unpark a call

- 1) Recipient presses **More**, then **Unpark**.
- 2) Recipient dials the extension to which call was parked, and then presses **Enter**.

## Forward Calls

*NOTE: Please see Quick Dial section of this guide for additional Call Forwarding options and methods.*

### To enable call forwarding Always

- 1) Press **Forward**, then **Select**. (*Always is highlighted*.)
- 2) Type a forwarding number, then press **Enable**.

### To disable call forwarding Always

- 1) Press **Forward**.
- 2) Press **Select** (*Always is highlighted*), then press **Disable**.

### To enable call forwarding No Answer

- 1) Press **Forward**, press down arrow to select **No Answer**.
- 2) Press **Select**.
- 3) Type a forwarding number in Contact field.
- 4) Select **Forward after Rings** and enter number of rings.
- 5) Press **Enable**.

### To disable call forwarding No Answer

- 1) Press **Forward**, press down arrow to select **No Answer**.
- 2) Press **Select**.
- 3) Press **Disable**.

### To enable call forwarding Busy


- 1) Press **Forward**, press down arrow to select **Busy**.
- 2) Press **Select**.
- 3) Type a forwarding number in Contact field.
- 4) Press **Enable**.

### To disable call forwarding Busy

- 1) Press **Forward**, press down arrow to select **Busy**.
- 2) Press **Select**.
- 3) Press **Disable**.

## Return Calls

### To select from list of recent missed incoming calls

- 1) Press **Home**  button
- 2) Press right navigation button twice to highlight **Directories**
- 3) Press center selection button
- 4) Press down arrow to highlight Recent Calls and press **Select**
- 5) Select desired number and press **Dial**

### Another way to access Call Return

- 1) Dial **\*69** and the system will announce the last incoming number, then **dial 1** to place call to that number.

## Conference Calls

### To conduct conference calls

- 1) Call the first party.
- 2) From Lines, Calls, or Active Call View, press **More**, then **Confrnc**.
- 3) Dial the other party and press **Send**.
- 4) Wait for other party to answer then press **More**, then **Confrnc**.

From Lines or Calls View, you can:

- Press **Hold** to hold the conference.
- Press **End Call** to end the conference.
- Press **Split** to remove a party from the conference.



### Timesaver: Placing Conference Calls

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

## Paging and Intercom Features

### Intercom

To intercom an extension (connect directly to other party's speakerphone)

- 1) Press **More**, then **Intercom** from Lines View.
- 2) Dial the number to which you wish to intercom, then press **Enter**.

*NOTE: If you are receiving an intercom call, the phone beeps, then the caller automatically connects to your speakerphone.*

### Zone Paging (If Enabled)

Zone Paging enables you to intercom to all extensions in a pre-defined group at once. To zone page a group of extensions,

- 1) Press **Paging** from Lines View.
- 2) Select the group you want to page, then press **Page**.
- 3) You can then begin speaking.

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

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## Viewing Recent Calls

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### To view your Recent Calls list

- 1) Press Home button.
- 2) Press right navigation button twice to highlight **Directories**.
- 3) Press center selection button.
- 4) Press down arrow, highlight **Recent Calls** and press **Select**.
- 5) Press down arrow to select desired number and press **Dial**.

While in Lines View:

- Press down navigation button for missed calls.
- Press left navigation button for received calls.
- Press right navigation button for placed calls.

Select the desired call record and press **Dial**.

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## Contacts and Favorites (Speed Dial Keys)

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### Contact Directory

#### To view your directory

- 1) Select **Directories** from Home View and Contact Directory is highlighted; then press **Select**.

#### To add a contact

- 1) Navigate to your **Contact Directory** and press **Add**.
- 2) Type the contact's information, and press **Save**. The phone number should be added to the **Contact** field.

#### To make a contact a Favorite

- 1) Enter a **Favorite Index** number. The phone number should be added to the **Contact** field.

#### To update contact information

- 1) Navigate to your Contact Directory and select the contact.
- 2) Press **Info**, press **Edit**, update the contact's information, and press **Save**.

#### To delete a contact

- 1) Navigate to your Contact Directory and select the contact.
- 2) Press **Info**, press **More**, **Delete**, and press **Yes** to confirm.

#### To search for a contact


- 1) Navigate to your Contact Directory and press **Search**.
- 2) Enter search criteria, and press **Search**.

#### To dial a contact from your directory

- 1) Navigate to your Contact Directory and select the contact.
- 2) Press **Dial**.



#### Tip: What Does a Green Star Mean?

A green star, , indicates a Favorite (Your top ranked Favorites appear as Speed Dial Keys).

## Favorites (Speed Dial Keys)

**Favorites** are contacts you call most often. Favorites display in your Favorites list and Lines view as Speed Dial Keys. They also display when you press the phone line in Home view. *(Note that the display of Favorites may be lost after a phone reboot.)*

### To view your Favorites list

- 1) From Home View, select **Directories** and then **Favorites**.

### To make a contact a Favorite

- 1) Navigate to your **Contact Directory** and select the contact.
- 2) Press **Info**, **Edit**.
- 3) Enter a number in the **Favorite Index** (enter 1, 2, etc.)
- 4) Press **Save**.

### To speed dial a Favorite

- 1) Press the **Favorite (Speed Dial Key)** from Lines View or your Favorites list.

### To reorder your favorites list

Update the contact's **Favorite Index** number in the Contact Directory.



#### Tip: Quick way to add favorites

Press and hold an unassigned Line key. Enter contact information and new Favorite is created.

## Notes

- **Monitored Lines (BLF Keys)** are part of an optional add-on, and are managed by your phone system administrator. Up to 9 can be configured.
- **Line Appearance Keys** (3 standard) can independently handle live calls. With the add-on up to 12 total Line Appearance Keys can be configured (3 standard, 9 additional). These are also managed by your phone system administrator.
- **Speed Dial Keys:** Your Favorites can be added and changed on your phone by designating personal directory entries as favorites and then by ranking them. Your top ranked favorites are displayed as speed dial keys. These can be added up to the VVX400 Series set's limit of 12 total line keys; speed dial keys are displayed where line keys are not being used by BLF Keys or Line Appearance Keys.

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## ACD Call Queues (If Enabled)

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### To log into a Call Queue

- 1) Press **More**, **More** and then press **ASignIn**. When you are signed into a call queue, a green icon will be displayed next to your line.

### To log out of a Call Queue

- 1) Press **More**, **More**, **More** and then press **ASignOut**. After logging out, a white icon will be displayed next to your line.

### To change your agent state to unavailable while logged in

- 1) Press **More, More, More** and then **Unavailable**.
- 2) Press the status that best describes the reason for not being available (e.g., out to lunch, in a meeting, etc.).

## Additional Phone Features



### Muting the Microphone

- During a call, press  (Mute button) so other parties can't hear you.
- To disable Mute, press  again.

### Do Not Disturb

- To disable ringing, press **DND**. The LCD display will show a DND icon and any incoming calls will be directed to voicemail.
- Press **DND** again to re-enable ringing.

### Change Volume

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


### Update Ringtone

#### To change the incoming call ringtone

- 1) Press **Settings** from Home View.
- 2) Press Basic > Ring Type > Default.
- 3) Navigate to and **Select** the desired ringtone.
- 4) Press **Play** to hear ringtone.

NOTE: Press **Back** to return to previous menus or press the **Home** button twice to return to Lines view.

### Access Voice Messages

- 1) Press the voicemail button . (Or, press **Messages** from Home View, then press **Message Center**.)
- 2) Follow prompts to play messages, record greetings, etc.  
(See *Voice Messaging* section for more options.).

### Authorization Codes

- If authorization codes are enabled on your phone, you will be prompted to enter a non-validated code after dialing the desired number.

#### **IMPORTANT NOTE about 911:**

Because VOIP (Voice over Internet Protocol) service works differently than traditional phone service, VOIP E911 service may also work differently. To understand limitations and to be prepared should you need to make a 911 call from your IP phone, please read the TelNet E911 Emergency Service Advisory Notification at [www.telnetww.com/TelNet911Advisory.pdf](http://www.telnetww.com/TelNet911Advisory.pdf)

## Quick Dial Calling Features

### Call Forwarding

Forward all incoming calls to another number or voicemail, forward calls only when your line is busy, or when calls go unanswered. As part of your business continuity plan, have Call Forwarding Not Reachable feature set to automatically forward all calls if something prevents calls from completing, (e.g. power failure or loss of Internet connectivity).

#### To activate Call Forwarding

- 1) Lift handset. Press the **\* code** (noted below).
- 2) Enter phone number to which calls will be forwarded. (Or forward to Voicemail)
- 3) Press **#** and replace handset. The service is on.

#### To deactivate Call Forwarding

- 1) Lift handset. Press the **\* or # code** (below).
- 2) Replace handset. The service is off.

Call Forwarding	Activate	Deactivate
All Calls	<b>*72</b>	<b>*73</b>
All Calls to Voicemail	<b>*21</b>	<b>#21</b>
*When Busy	<b>*90</b>	<b>*91</b>
*Busy to Voicemail	<b>*40</b>	<b>#40</b>
When No Answer to Voicemail	<b>*41</b>	<b>#41</b>
Not Reachable (for business continuity plan – requires set up)	<b>*94</b>	<b>*95</b>

NOTE: Call forwarding options marked with \* require call waiting to be disabled to function properly.

### Call Waiting

Be notified of other calls coming in while you are on the line.

#### To activate Call Waiting for All Calls

- 1) Lift handset. Press **\*43**.
- 2) The Call Waiting service is turned on for all calls.

#### To deactivate Call Waiting for All Calls

- 1) Lift handset. Press **#43**.
- 2) The Call Waiting service is turned off for all calls.

#### To cancel Call Waiting for a Single Call

- 1) Lift handset. Press **\*70**.
- 2) The Call Waiting service is turned off so that you can make an uninterrupted phone call. The Call Waiting service will be back on for the next phone call.

## Directed Call Pickup

Intercept or pick up a call coming in on another phone in your call pickup group.

- 1) Press **More**, then **Pickup**.
- 2) Dial the extension of the phone that is ringing and then Press **Enter**.

OR, you may

- 1) Lift handset. Press **\*97**, press **Send**
- 2) Enter the extension of the phone that is ringing and then press the **#** key. The call will be redirected to your extension and you will be connected to the call.

## Speed Dial 8 (1-digit codes)

Set up and update 1-digit speed dial codes for frequently dialed numbers; directory is active on both your phone and Personal Assistant Toolbar for fast, easy dialing.

### To set up/update Speed Dial 8 (1-digit codes)

#### From your phone

- 1) Dial **\*74**, press **#** and listen for tone.
- 2) Enter the 1-digit code plus the 10-digit phone number you would like assigned followed by **#**. (*Recorded message confirms code was programmed.*)

#### From your Personal Assistant Toolbar

- 1) Click **Portal Auto-Login** button on toolbar.
- 2) Select **Outgoing Calls**, then **Speed Dial 8**.
- 3) Enter the 10-digit phone number next to the code you would like assigned. (Optional – add description.)
- 4) Click **Apply**.

### To place call using Speed Dial 8

#### From your phone

- 1) Press the 1-digit **speed dial code**, then press **Dial** or **Send**.

#### From Personal Assistant Toolbar

- 1) Click on **Speed Dial Directory** icon.
- 2) Click on the number you wish to dial.

## Speed Dial 100 (If Enabled)

Set up and update 2-digit speed dial codes for frequently dialed numbers; active on both your phone and Personal Assistant Toolbar for fast, easy dialing.

### To set up/update Speed Dial 100 (2-digit codes)

#### From your phone

- 1) Dial **\*75**, press **#** and listen for tone.
- 2) Enter the 2-digit code plus the 10-digit phone number you would like assigned followed by **#**. (*Recorded message confirms code was programmed.*)

#### From Personal Assistant Toolbar

- 1) Click **Portal Auto-Login** button on toolbar.
- 2) Select **Outgoing Calls**, then **Speed Dial 100**.
- 3) Click **Add**, then select 2-digit code from pull-down list.
- 4) Enter Description (optional) and 10-digit phone number you would like assigned.
- 5) Click **OK**.

### To place call using Speed Dial 100

#### From your phone

- 1) Press **#** plus the 2-digit speed dial code, then press **Dial**.

#### From Personal Assistant Toolbar

- 1) Click on **Speed Dial Directory** icon.
- 2) Click on the number you wish to dial.

## Quick Dial Guide

	On	Off
<b>Call Forward</b>		
	Forward or	Forward or
<b>All Calls</b>	<b>*72</b>	<b>*73</b>
All Calls to Voicemail	<b>*21</b>	<b>#21</b>
<b>When Busy</b>	<b>*90</b>	<b>*91</b>
Busy to Voicemail	<b>*40</b>	<b>#40</b>
<b>When No Answer to Voicemail</b>	<b>*41</b>	<b>#41</b>
<b>Not Reachable</b> (for business continuity plan – requires set up)	<b>*94</b>	<b>*95</b>
<b>Check Not Reachable Status</b>	<b>*63*</b>	
<b>Call Waiting</b>	<b>*43</b>	<b>#43</b>
Cancel for single call		<b>*70</b>
<b>Call Return</b> (last inbound number)	<b>*69</b>	
<b>Directed Call Pickup</b> (intercept)	<b>*97</b>	
<b>Redial</b> (last outbound number)	<b>*66</b>	or Redial
<b>Access Voicemail</b>	<b>*86</b>	or MESSAGE
<b>Transfer Call</b>	<b>Transfer</b>	
<b>Call Hold</b>	<b>Hold</b>	<b>Resume</b>
<b>Do Not Disturb</b>	DND or <b>*78</b>	DND or <b>*79</b>
<b>Three-way Call</b>	<b>Confrnc</b>	(repeat to add)
<b>Speakerphone</b>	<b>Speaker</b>	(again for off)
<b>Mute</b>	<b>Mute</b>	(again for off)
<b>Music On Hold Deactivation</b> (per-call deactivation)		<b>*60</b>
<b>Clear Message Waiting Indicator</b>	<b>*99</b>	
<b>Change Number of Rings before voicemail picks up</b>	<b>*610</b>	




# Accessing Voicemail and Your Voice Portal

You can access your Voicemail and personal Voice Portal using your own phone:

- Press **Voicemail** .
- OR - Dial **\*86** from your phone.

Your administrator provides you with the phone number/ extension for the group Voice Portal (referred to as the Voice Portal general access number/extension.)


## Initial Voicemail set up

- 1) First time logging in, press **Voicemail** , OR dial **\*86** from your phone, and then:
- 2) Enter a new passcode at the prompt, followed by **#**.
- 3) Re-enter your passcode at the prompt followed by **#**.
- 4) Record your name at the prompt and press **#**. Your Voice Portal is setup and ready for use.

*NOTE: Your voicemail passcode must be 6 digits in length and cannot be your phone number. Do not use weak passcodes (e.g., not sequential or repeating digits).*

## To access your Voicemail and Voice Portal

### From your own phone

- 1) First time logging in, press **Voicemail** , OR dial **\*86**.
- 2) Enter your passcode followed by **#**. (Skip step if auto login is enabled.)
- 3) Follow prompts of the Voice Messaging Main Menu.

### From another phone within your group

- 1) Dial your phone number or extension.
- 2) Press **\*** during your greeting to reach the login prompt.
- 3) Enter your passcode followed by **#** to reach **Voice Messaging Main Menu**.
- 4) At the Voice Messaging menu, make selection, (or press **\*** to reach the **Voice Portal Main Menu**).

### From a phone outside of your group

- 1) Dial the Voice Portal general access phone number/extension
- 2) Enter your mailbox number (typically your phone number).
- 3) Enter your passcode followed by **#**.
- 4) Follow prompts of the **Voice Portal Main Menu**.

## Voice Messaging Main Menu

<b>1</b>	<b>Listen to Messages</b>
<b>2</b>	<b>Busy Greeting Menu</b>
<b>3</b>	<b>No Answer Greeting Menu</b>
<b>4</b>	<b>Extended Away Greeting Menu</b>
<b>5</b>	<b>Compose Message Menu</b>
<b>7</b>	<b>Delete All Messages</b>
<b>*</b>	<b>Voice Portal Main Menu (see below)</b>
<b>#</b>	<b>Repeat Menu</b>

### "Play Message" options

While listening to message	Between messages
<b>1</b> Skip Back	<b>#</b> Save
<b>2</b> Pause/Resume	<b>7</b> Delete
<b>3</b> Skip Forward	<b>2</b> Repeat
<b>4</b> Jump to Beginning	<b>5</b> Envelope Info
<b>6</b> Jump to End	<b>6</b> Play Next Msg
<b>Anytime</b>	<b>8</b> Callback Caller
<b>*</b> Return to Prev Menu	<b>9</b> Add'l Options

<b>1</b>	Reply to Message
<b>2</b>	Forward
<b>*</b>	Return to Prev Menu
<b>#</b>	Repeat

## Voice Portal Main Menu

<b>1</b>	<b>Access Voice Mailbox</b>
<b>2</b>	<b>Change Profile</b>
<b>3</b>	<b>Greetings Menu</b>
<b>5</b>	<b>Change Passcode</b>
<b>6</b>	<b>Exit</b>
<b>#</b>	<b>Repeat menu</b>

*NOTE: Message waiting indicator light may stay on if messages are not deleted. To clear message waiting indicator, dial **\*99**.*