

POLYCOM VUX 400

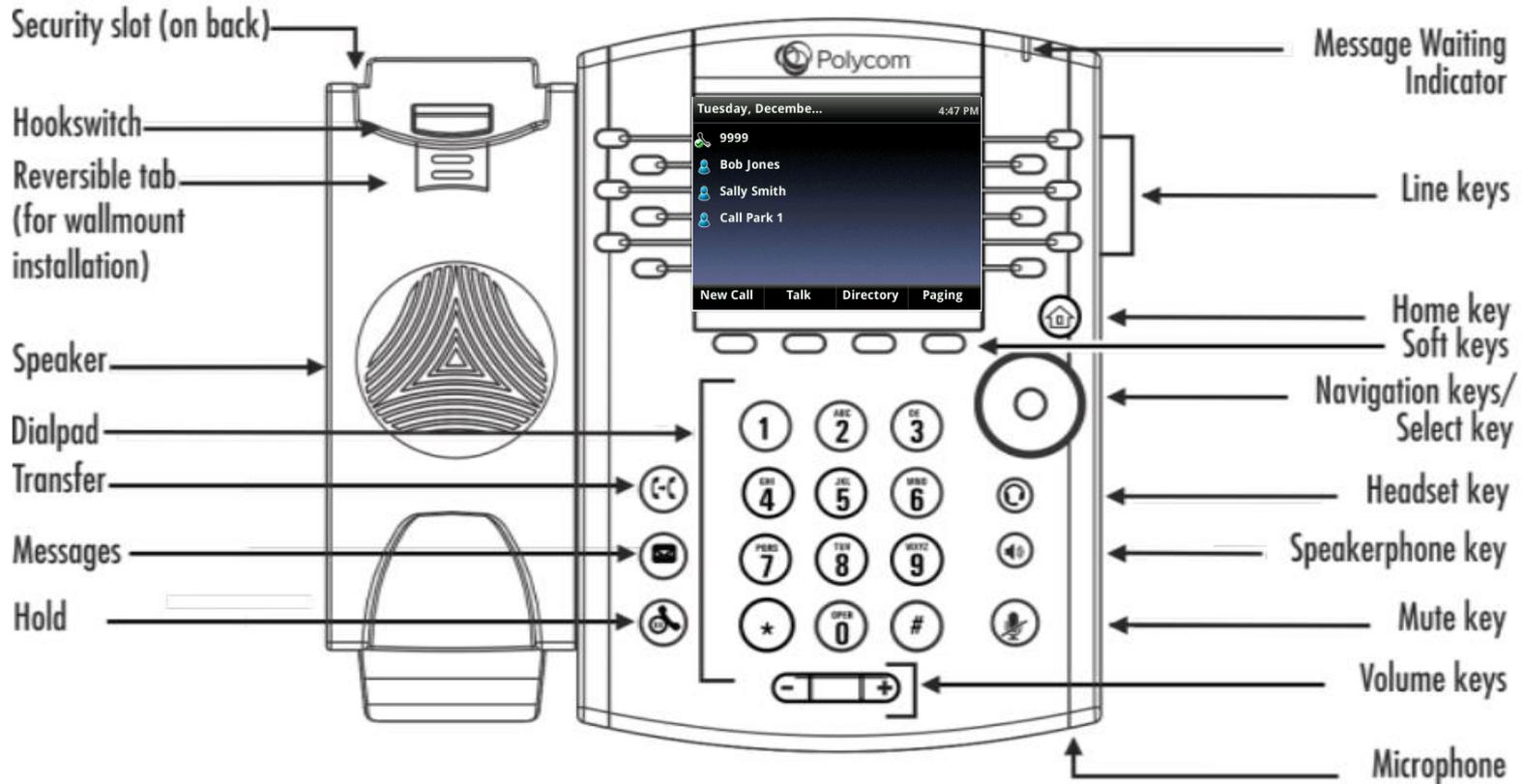


PHONE TRAINING GUIDE

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DISPLAY ON THE POLYCOM VVX 400



RECORDING YOUR GREETING

Step 1: Press the Menu Button and then select Messages and then select Message Center.

Step 2: You will then be asked to enter your PIN.

- The default voicemail pin is 19807

Step 3: Select option 5 to go into your voicemail options.

Step 4: To Record your personal greeting select Option 1

- Then select which greeting you would like to record
 - Option 1 will be to record the standard greeting
 - Option 2 will be to record the out of office greeting
 - Option 3 will be to record the extended absence greeting

Step 5: To record your name greeting select Option 5

Step 6: To change your PIN select Option 6

RETRIEVING VOICEMAIL MESSAGES

Step 1: Select Messages in the Menu

Step 2: Enter your PIN. The default PIN is 19807

Step 3: Select Option 1 to listen to your unheard messages

VOICEMAIL

Checking Voicemail Remotely From an Auto Attendant

Step 1: Dial the main number

Step 2: Once a recording starts to play, press the * key

Step 3: Enter your extension number

Step 4: It will then ask for your pin followed by the # key

**You are now in your own personal voicemail

Recording a General or Shared Voicemail

Step 1: Dial *45 and the Extension of the general/shared voicemail on which you would like to setup

Step 2: Enter your Pin and then press #

Step 3: Select option 5 to go into your voicemail options.

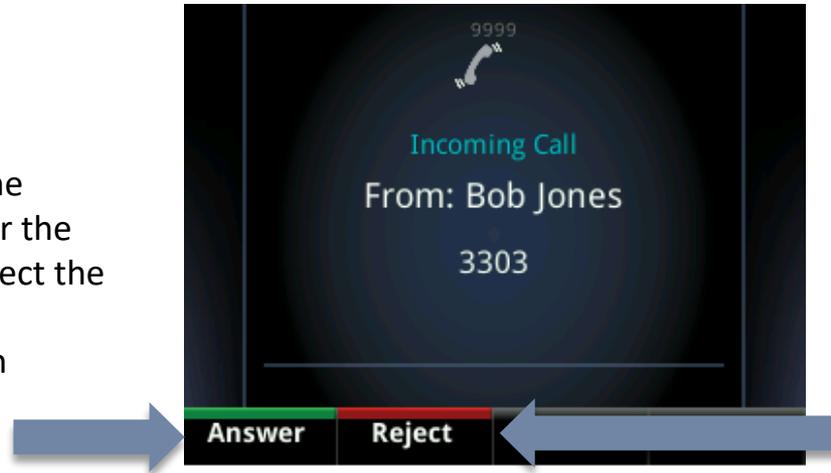
- Select Option "1" to record your personal greeting
- Select Option "2" to record your out of office greeting
- Select Option "3" to record your extended absence greeting

Step 4: Select Option "4" to select which greeting to play

ANSWERING AN INCOMING CALL

When a call comes into your phone the screen will show the Caller ID Name and Number if available.

You can pick up the handset to answer the call or you can select the answer softkey to answer the call on speaker phone



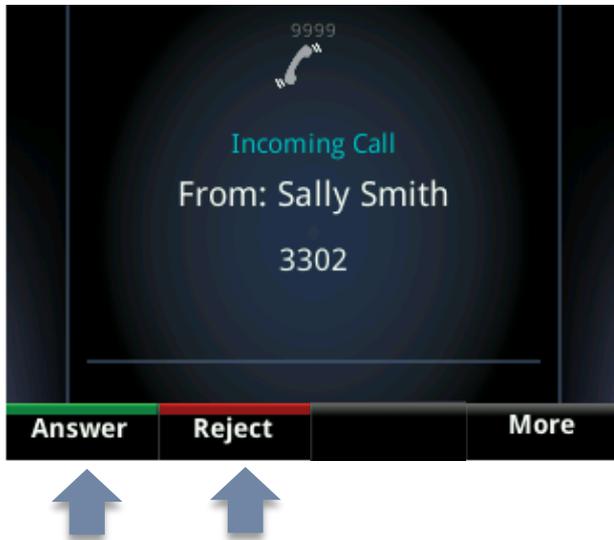
The Reject button will stop the call from ringing on the phone and send it directly to voicemail

DIRECTED CALL PICKUP

To answer an extension from another phone on the hosted system, use the Directed Call Pickup feature. When the extension that you want to answer is ringing Dial *78 and the desired extension to intercept the call and have it rerouted to the phone that you are dialing from. Answer any extension from any other phone on the system when it is ringing.

If you have speed dials with line presence subscriptions you can also answer the call by simply pressing the speed dial next to the extension name to intercept the call.

ANSWERING CALL WAITING



When on an active call and a second call comes in to your extension, the available Caller ID of the new call will show on the entire screen of the phone and you will hear a beep. You can do one of the following:

- Press the Answer softkey to place your current call on hold and answer the new call
- Press the Reject softkey to send the new call directly to voicemail



After the second call waiting beep, the phone screen will show both calls. The call that you are currently on will be shown in green at the top. The second call that is coming in will show below it. The softkeys at the bottom will control the active call.

CONSULTATIVE TRANSFER

Consultative Transfer is used when you would like to notify a user that you have a call for them before sending it over. This is also referred to as a warm transfer.



Step 1: To initiate the Consultative Transfer, press the Transfer softkey. Once the Transfer softkey is pressed, the caller is placed on hold and they will hear hold music.

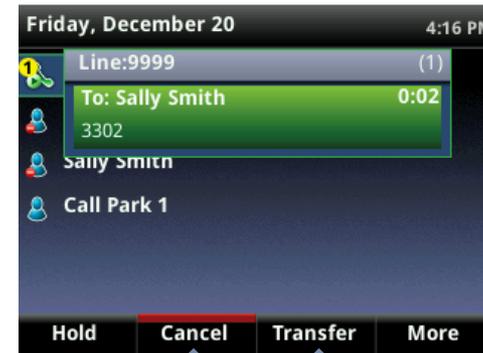


**If you would like to transfer the call to a number that you have stored as a speed dial, you can press Lines softkey to bring up the speed dials after pressing the Consultative softkey.*

Step 2: Press the Consultative softkey



Step 3: Enter the 10 digit phone number or extension of the person that you would like to transfer the caller to. Then press the Send softkey



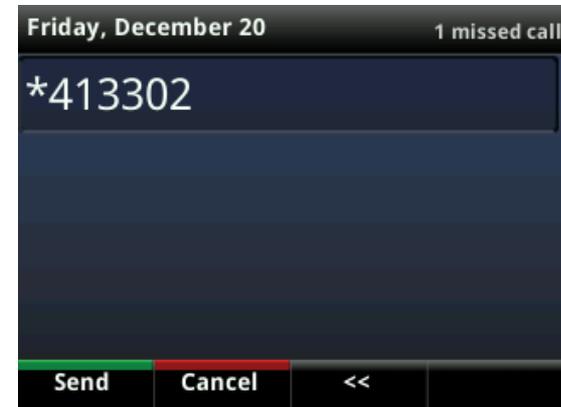
Step 4: You will then be connected with the person that you would like to transfer the call to so that you can notify them of the call. If they would like to take the call, complete the transfer by pressing the Transfer softkey. Once pressed you will be removed from the call and the two users will be connected directly. If they do not want to take the call, press the Cancel softkey to be connected back to the original caller.

BLIND TRANSFER INTO VOICEMAIL

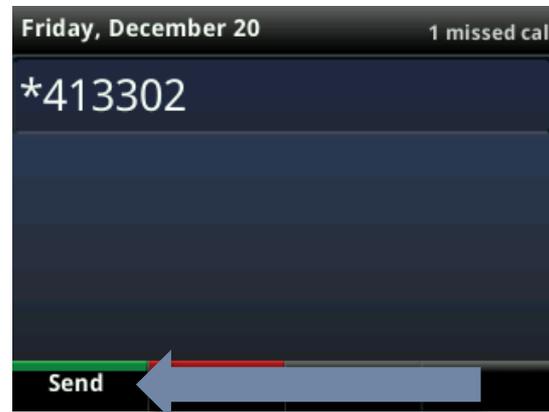
Blind Transfer is also used to transfer someone into a voicemail. This allows the call to go right to voicemail without ringing the extension first.



Step 1: To initiate the Blind Transfer, press the Transfer softkey.



Step 2: Enter *41 and the Extension of the user's voicemail you would like to send the caller to.

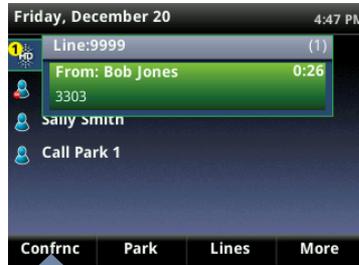


Step 3: Press Send. The call will immediately drop from your phone and connect to the voicemail of the end user.

3 WAY CONFERENCE CALLS



Step 1: The green bar on the screen shows the active call on the phone. To Conference in another caller press the More softkey.



Step 2: Press the Conference softkey.



Step 3: Enter the 10 digit phone number or extension that you would like to join into the call.

*** You also have the option to press the Lines softkey if you would like to add a caller that is programmed as a speed dial. The Lines softkey will bring up the Speed Dials programmed on the phone.*



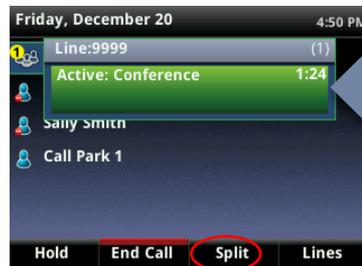
Step 4: Press Send to be connected with the second caller.



Step 5: You will be connected to the new caller allowing you to confirm that they would like to be added into the 3 way call.



Step 6: To add the caller into the conference call, press the More softkey and then the Conference softkey



The green bar shows that you are in an active Conference call. You can press the Split key to get out of conference mode at any time.

CONTACT DIRECTORY

Accessing the Contact Directory



Step 1: Press the Directory softkey.

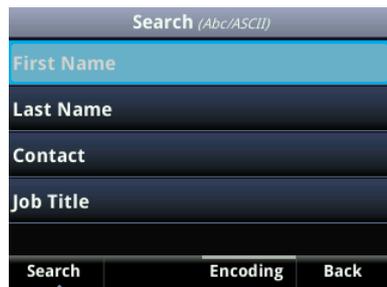


Step 2: Contact Directory will automatically be highlighted. Press the number 1 or press the Select softkey to view the Directory.

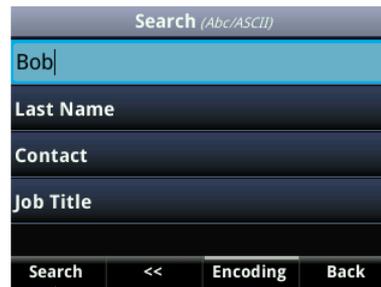


Step 3: All of the contacts in the directory will be listed. You can use the navigation key to scroll through them to find a specific contact. To call a highlighted contact, press Dial.

Searching the Contact Directory



Step 1: You can search for a specific contact by pressing the Search softkey within the Contact Directory.



Step 2: Type in the information that you would like to filter by in the corresponding fields and then press Search.



Step 3: Any contacts that match the search criteria will populate and you can call them by pressing Dial.

DO NOT DISTURB

Do Not Disturb or DND mode will send all of your calls directly to voicemail. Intercom and pages will not come through a phone in DND mode.



Enable DND: To put your phone in DND press the Home button to pull up the phone menu. Then use the Navigation key to move to the icon for DND. Press the center button to enable DND.



DND Icon: Once DND is selected, the DND status will show in 2 places on the screen of the phone. Next to the extension will be a red circle with a white line. Additionally, "My Status: Do Not Disturb" will flash in the upper right of the screen



Disable DND: You can press the DND button again in the menu to remove your phone from the DND mode. Once DND is turned off, the phone icon next to your extension will be a green circle with a check mark. This shows that your extension is active and ready to receive calls again.

**If your phone has a DND softkey you may simply press the softkey to enable/disable Do Not Disturb mode*

ADDITIONAL FEATURES (IF APPLICABLE)

Call Park

Put A Call Into A Call Park

Step 1: Press Transfer

Step 2: Dial the Call Park Extension

Step 3: Press Send

***Please note, transferring to call parks must be done using a blind transfer*

Retrieve A Call From A Call Park

Step 1: Dial the call park extension

Step 2: Press Send or Dial

***If the call park is programmed as a speed dial on your phone you can simply click the blinking light next to the call park speed dial*

Multicast Paging – this will send a page to all multicast enabled phones at your location only

Step 1: Press the Paging softkey

Step 2: Select the group that you would like to send a page to

Step 3: Press page and begin speaking

Intercom

Step 1: Dial *76 and the extension that you would like to intercom

Step 2: Press Dial or Send

QUICK USER GUIDE

Listen To Voicemail: Dial ***45**> Enter Pin (If Applicable)

Consultative Transfer: Select **TRANSFER** > Select **CONSULTATIVE** > **DIAL NUMBER** (Or Press **LINES** To Access Speed Dials) > Select **SEND** > Announce The Caller > Select **TRANSFER** (Press **CANCEL** To Stop Transfer)

Blind Transfer: Select **TRANSFER** > Dial **NUMBER** (Or Press **LINES** To Access Speed Dials) > Select **SEND** > Hang Up

Transfer To Voicemail: Select **TRANSFER** > Dial ***41 & EXTENSION** > Select **SEND**

Create Conference Call On Active Call: Select **MORE** > **CONFERENCE** > Dial **NUMBER** > Select **SEND** > Announce Conference > Select **MORE** > Select **CONFERENCE** To Join Callers > (Select **SPLIT**-To Separate Callers)

Joining 2 Active Calls On A Conference: While Active On 2 Separate Calls > Select **MORE** > Select **JOIN**

Making A Call: Dial Number > Select **SEND** Or **DIAL** > If Handset It On The Hook Simply Dial The **NUMBER** And Pick Up The Handset.

Put Call On Hold: Select **HOLD** On Active Call > (To Start A Second Call) Select **NEW CALL** > **DIAL NUMBER** > **SEND**

Answer Call Waiting: Select **ANSWER** Or Let It Ring Twice Which Will Split The Calls On Your Phone (Use Arrows To Toggle Between Callers) > Click **END CALL** Once Complete > Select **RESUME** To Go To Original Caller

Directed Call Pick Up: Dial ***78 & EXTENSION** Receiving Call > Select **SEND** Or **DIAL** (If Programmed As A Speed Dial, Just Press The Blinking Green Softkey)

Do Not Disturb: Select the **HOME BUTTON** > Select the **DND** icon

****If Applicable Features****

Put A Call into Park: Select **TRANSFER** > Dial **CALL PARK EXTENSION** > Select **SEND**

****Please note, transferring to call parks must be done using a *blind transfer***

Retrieve Call from Call Park (If it's not programmed as a speed dial): Dial **EXTENSION** > Select **SEND**

****If it's programmed as a speed dial on your phone click the red light to retrieve the call.****

Multicast/Group Paging: Click the **PAGE** button across the bottom of your phone. Select the group you are paging. Click the **PAGE** button and begin speaking.

Intercom 2-Way Paging: Dial ***76 & EXTENSION**> Select **DIAL**

Tech Support



HQ:
4000 North Cannon Ave
Lansdale, PA 19446



Phone:
888.575.4754



Email:
support@corp.netcarrier.com

