



Polycom VX 400 Series Phone

Quick Reference Guide 5.5.1 firmware or higher

Green Platform



Available features may vary. Particular feature set is based on the original order and the system administrator's requests for each deployment. Please contact your system administrator or Telesystem directly to discuss any additions to the system.

Home view

Gives easy access icons for popular functions such as voicemail and directory.



Lines view

Lines view displays the phone's Lines, Favorites (speed dials and monitored extensions), and soft keys. This is the default view.



Calls view

If the phone has one or more active call, the Calls view is accessible. The screen shows details of all calls (active, ringing, held).

Use the navigation keys to select the desired call. When a call is selected, all the soft keys pertain to that particular call.



Call Handling Basics

Answer a call

Lift the handset or press the speaker or headset key.

Place a call

Lift the handset (or press the speaker or headset key) then dial.

End a call

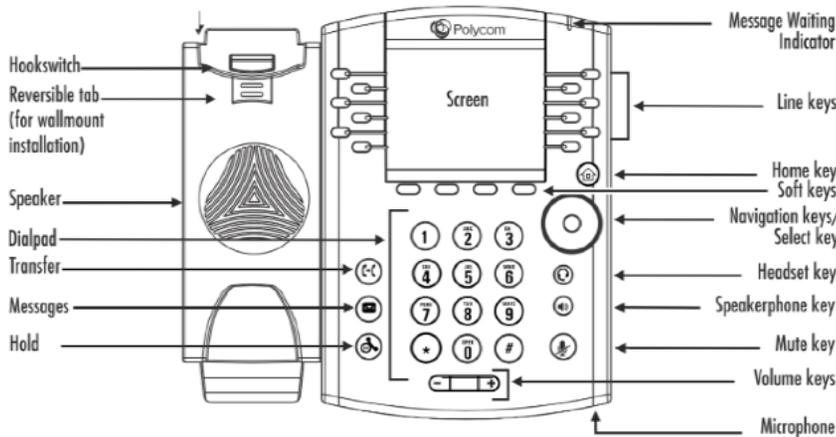
Hang up the handset or press the End Call soft key.

Mute

Press the mute key to mute your audio while on a call. Press again to disengage.

Hold

Press the hold key to place an active call on hold. To resume a held call, select the call then press the Resume soft key or press the hold key again.



Phone Display

Your phone display has three main views: *Home*, *Calls*, and *Lines* (the default). **Toggle between all available views at any time by pressing the Home key.**

Advanced Call Handling

Blind Transfer (Unannounced)

Blind transfers pass through the caller ID of the originating caller to the third party.

- Press the **Transfer** soft key or the Transfer  key (this places the first call on hold).
- Press the **Blind** soft key.
- **Input** the destination extension or phone number then wait for call to complete before hanging up.

Transfer directly to an internal voicemail box by dialing 7 plus the extension as the destination number

Announced Transfer

- Press the **Transfer** soft key or the Transfer  key (this places the first call on hold).
- Input the phone number or extension.
- Press the **Transfer** soft key or the Transfer  key to complete the transfer or **Cancel** to go back to the initial call.

Conference (Three Way) Call

- Press the **More** soft key then the **Confnc** soft key .
- Input the phone number or extension of the third party.
- Press the **Confnc** soft key to join the third party or press the **Cancel** soft key to go back to the first call

While on a conference call, hanging up allows you to leave the conference while keeping the other parties intact. Alternately, press the *Split* key to place both calls on hold separately on your phone.

Advanced Features

Voicemail

To access voicemail from your phone, press the **Voicemail**  key. Accessing voicemail allows the user to setup voicemail, listen to messages, or change greetings.

Directory

To access the phone directory, press the  key then use the navigation keys to select the **Directories** icon from Home view. The Directory is pre-configured with all business group extensions.

Forward

Call forwarding of your personal line/extension may be done from the phone.

- To turn forwarding on: Dial *72 followed by the extension or phone number to forward calls to. Pick up the phone to send the command.
- To turn forwarding off: Dial *73 then pick up the phone to send the command.

Call Park

Park is a 'shared' hold. A parked call can be seen and accessed by all desk phones at the site.

- To park a call, press one of the available Park keys in the Lines view. This transfers the call to that parking orbit and shows a red light on the associated key.
- To retrieve a parked call, press the appropriate Park button in the Lines view.

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Do Not Disturb

Press the **DND** soft key to activate or deactivate the Do Not Disturb feature on your phone. While enabled, all direct calls to your extension or direct phone number will go to your voicemail box. You may make outbound calls normally.

Intercom

Press the **intercom** key on the home screen or soft key display followed by an extension. This will initiate an intercom-type call. Intercom calls are auto answered at the receiving phone as long as it is not already in use.

Paging

If enabled, group paging broadcasts the message through some/all phones.

- Press the Paging soft key, use the navigation keys to select the appropriate page group, press the Page key, speak the desired message then hang up.

If enabled, overhead paging broadcasts the message through overhead speakers.

- Dial the assigned extension or press the configured Page button in the Lines view display. Speak the desired message then hang up.

Hot Desking (Log Out button)

Hot Desking allows employees to log in and out of a phone, in order to take their credentials with them to whatever desk they will be working that day. In some cases, not all employees are in the office at the same time, so these employees may 'share' physical phones, but each has an extension of their own. Please note, you should only be logged into one phone.

To log out of a phone:

- Press the Log Out soft key.
- The LCD screen will prompt you with a warning, "Are you sure you want to Log out?"
- Press the Log Off soft key to confirm.
- The phone will reboot then show a logged out screen. No calls may be made until a user logs into the phone.

To log into a phone:

- Press the Log In soft key
- Select the Number field then enter your full direct dial phone number
- Select the Password field then enter your full PIN

Be sure the entry mode is correct while entering your password. The default entry mode is letters (marked with "abc") rather than numbers. To change the entry mode, press the entry mode button then use the navigation keys to select a correct mode (usually numeric which is marked "123").

- Press Submit
- Phone will restart as the new user if correct credentials have been entered

If you do not know your password or direct dial phone number, contact your system administrator or Telesystem.