

## Contact Directory

To select a contact from the Contact Directory, press the **Navigation keys/Select key**.

- **To view your Directory**—Select **Directories** from Home view. Press **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 and select the contact. From the contact's information screen, select the contact's phone number.




### Tip: What Does the Star Mean?

A  indicates a Favorite.


## 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**. 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 down arrow key to view your recent call list
- Press the up arrow to view your favorites



## Viewing Recent Calls (Continued)

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

## Navigating Pages

- Press the left or right arrow keys to navigate between the four pages of lines keys



## 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 (DND)

The Do Not Disturb (DND) feature allows you to forward all your calls directly to voicemail (the caller will hear your Busy greeting when DND is activated). Please note, when DND is enabled, calls cannot be received until you disable the feature. 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 the appropriate side of  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 press **Basic > Ring Type**. Select the ringtone you want.

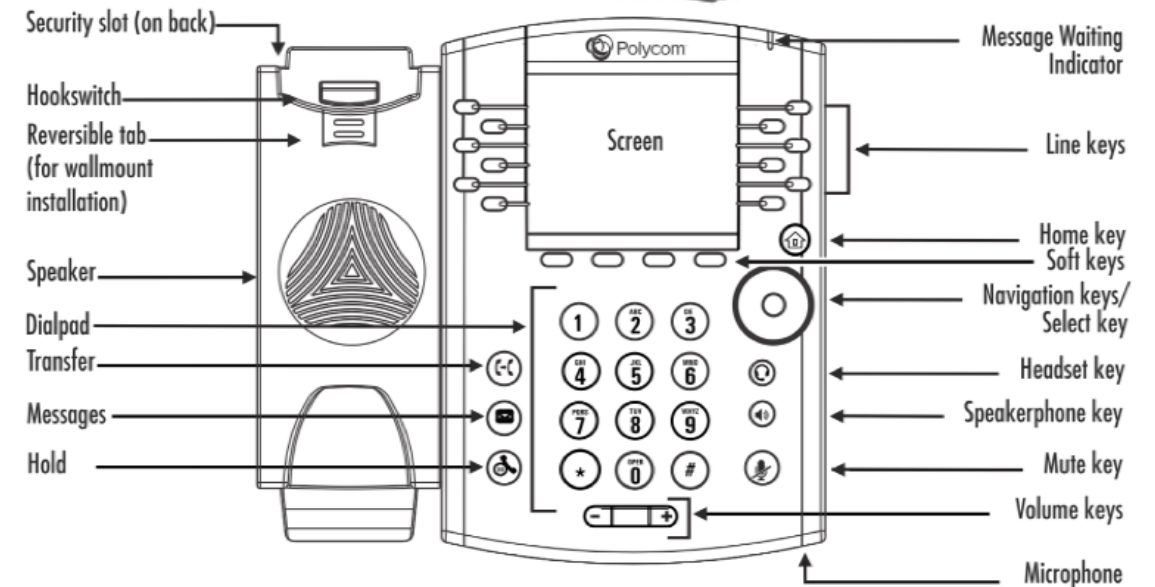
To set a ringtone for a contact, navigate to your Contact Directory and select the contact. Press **Edit**, update the contact's ring type, and press **Save**.

For more information about your Polycom phone, call or visit us at

**606-743-3121**  
**www.mrtc.com**




## Polycom VVX 400/401/410 Phone Quick Reference Guide



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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

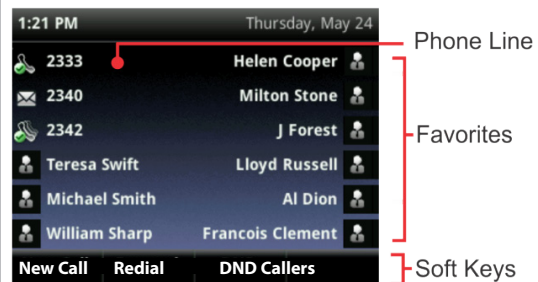
Home view displays icons you can select to access phone functions.



To get to different icons, you can use the right, left, up, and down arrow keys on the **Navigation key** (shown above right). To choose an icon, press the **Select** button in the center of the **Navigation key**.

## 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.

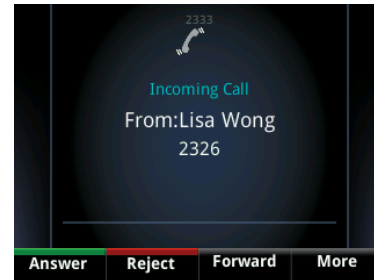
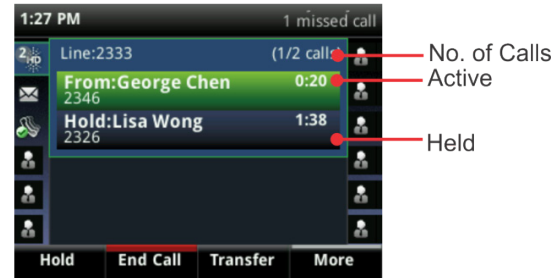


### Tip: Referring to Soft Keys

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.

## Placing Calls

Pick up the handset, press  or . Enter the phone number.

Or enter the phone number first, then press **Dial**. You may pick up the handset or press  for privacy. From Lines view: Press the phone Line key, enter the phone number.

If you are dialing a phone within your company, enter the 3 or 4-digit number. For a local call, enter 9 + 7-digit phone number. If you are dialing a long-distance call, enter 9 + 10-digit phone number. *Note:* if a long-distance Forced Authorization Code (FAC) is required, you will be prompted to enter it.


### 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 **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**.

## Transferring Calls


### Blind (Unannounced)

From Calls view, press **Transfer** or  dial the party you wish to transfer to.

### Consultative (Announced)

From Calls view, press **Transfer** or  press Consultative and dial the party you wish to transfer to. After you speak to the desired party, press **Transfer** to complete the call.

## Holding Calls

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

To resume a held call, press  again. Remember to highlight the call first.

For a **Global hold** press one of the **Park** keys on the home screen.

To resume a Parked call press the same park key from any station in the business group.

## Placing Conference Calls (Up to 3 parties)

Call the first party, and after the call connects, press **More**, and select **Confnc**. (Note: "More" and "Confnc" will appear after you start the call.) 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 **Resume** to retrieve conference from hold.
- Press **End Call** to end the conference call.

### Timesaver: Placing Conference Calls

If you already have an active and held call, press **Join** to bring these calls together in conference.


## Voicemail

The system has been designed to guide you through the process of setting up your new voice mailbox. Press the  button on your telephone to begin this process.

### Your New Voice Mail PIN (Password) Must:

- Be between 6 and 20 characters long.
- Not have a single digit repeated more than 2 times in a row.
- Not be a numeric sequence, e.g. 12345 or 54321.
- Not contain, or match part of, a telephone number associated with this account.

## Retrieving Your Messages

From your telephone: Press the  button and enter your PIN

### From Away

Dial your 606-743-8900, followed by your 10 digit directory number and # Enter your pin.

## Voice Mail Main Menu Options

- Listen to your Voice Messages . . . . . press **1**
- Create a New Message . . . . . press **2**
- Work with Greetings Menu . . . . . press **3**
- To Change Mailbox Settings . . . . . press **4**
- Reminders . . . . . press **5**
- Review Erased Messages . . . . . press **6**
- Login to a Different Mailbox . . . . . press **7**

## Options During/ After Message Playback

- 1** . . . . Play message again from the beginning
- 2** . . . . Save message and go to the next message  
(This will store the message and mark it a "saved" message)
- 3** . . . . Erase message
- 4** . . . . to Reply
- 5** . . . . to send a copy
- 8** . . . . Pauses the playback of message for up to 20 seconds;  
Pressing 8 again resumes playback
- 9** . . . . Speeds playback of message
- 77** . . . . Rewind 5 seconds
- 99** . . . . Fast forward 5 seconds
- Press **#** to skip to the next message
- Press **\*** to return to previous menu