



# Polycom VVX 400 Series

## Phone User Guide

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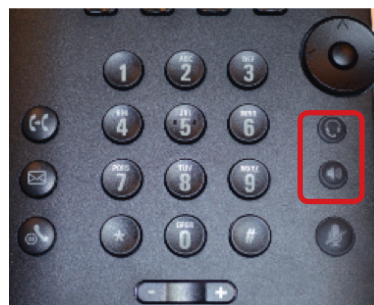
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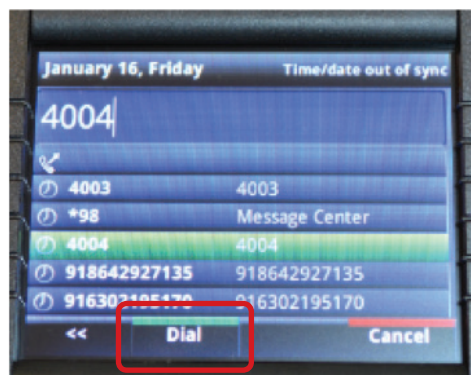
## Polycom VVX 400 Series Basic Phone Functions

### Placing a Call

1. Pick up the handset and dial the number on the keypad.
2. Use the headset or speakerphone buttons.



3. Scroll down the list of recently called numbers using the up/down arrows, and press the Dial soft key.
4. Making a call from the home screen – Press the **Home** hard button. You will see the display as shown above.



5. Press the center button (**Select**) on the navigation dial and use the directional arrows to highlight the directory you want. Press the **Select** button again to select that option.

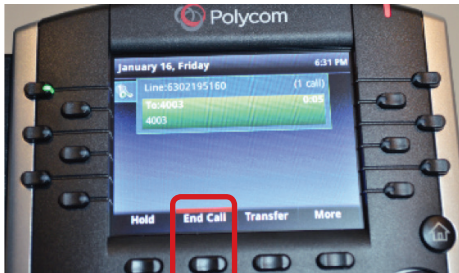




## Polycom VVX 400 Series Basic Phone Functions continued

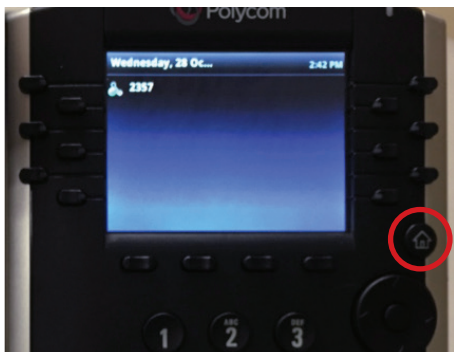
### Ending a Call

End the call by putting the hand set in its cradle or by pressing the **End Call** soft key.



### Local Directory

1. From the home screen, select the **"Home"** key.



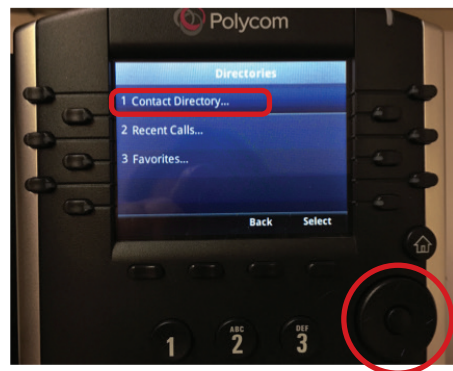
2. Now select the **"Directory"** menu.

**NOTE:** You will need to navigate via the d-pad on the right of the phone.

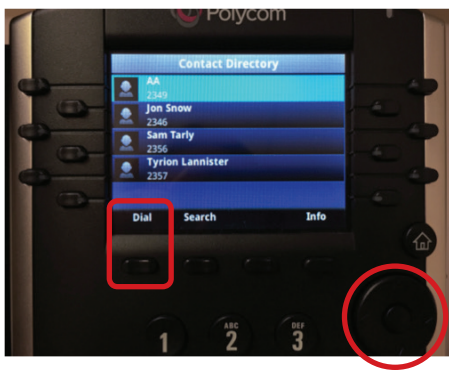


3. Now select **"Contact Directory"**.

**NOTE:** You can navigate via the d-pad or use the number pad to select.



4. From within the **"Contact Directory"** search for your entry and select it by pressing the **d-pad** or by selecting **"dial"** key.



5. Now with the entry on your screen you will need to press the **"dial"** key to start your call.



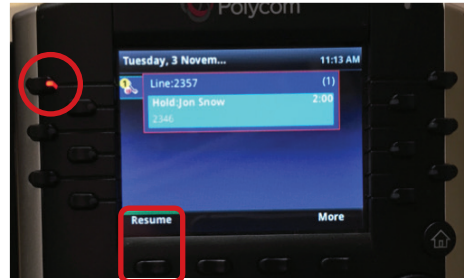
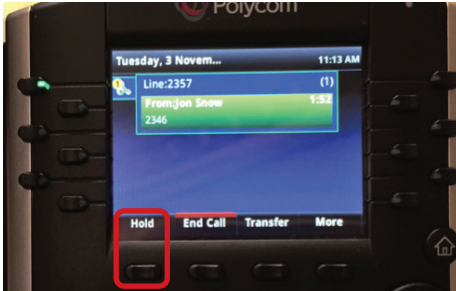




## Polycom VVX 400 Series Basic Phone Functions continued

### Hold and Resume

1. With an active call on your phone you will see a **green** light on your line key and also the caller information in the center of the screen. To place this call on "Hold" press the **"Hold"** key.
2. Now with your active call on "hold" you will notice that your line key light is now **red** and your center screen should also show the call on Hold. To take the caller from "Hold" press the **"Resume"** key.



### Answering an Incoming Call

When you see that there is an incoming call, you have multiple options for answering the call.

1. Lift up the handset.
2. Press the **Answer** soft key.

You also have the option to:

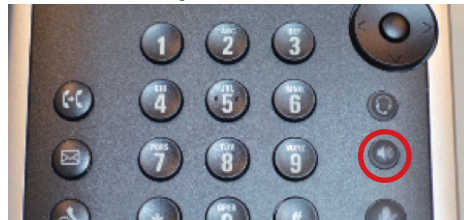
- A. Reject a call, which will send the caller to your voicemail
- B. Forward the call to another person.



3. Press the **Headset** button.



4. Press the **Speaker** Phone button.



### Adjusting Volume

Adjust the ringer volume, speaker volume and handset volume in the following ways:

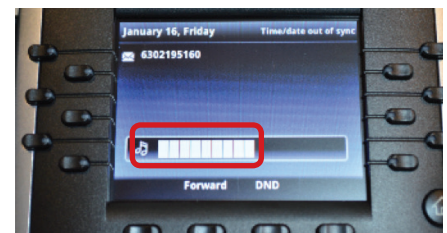
- Ringer volume – adjust volume up or down when the phone is on hook
- Speaker volume – adjust volume after speaker button has been activated
- Handset volume – adjust volume with the handset off hook



**Volume control**  
– Softer, + Louder



To mute your phone (whether on the handset, speakerphone or headset) press the **Mute** button.



**Volume guide:** More bars equal louder volume.



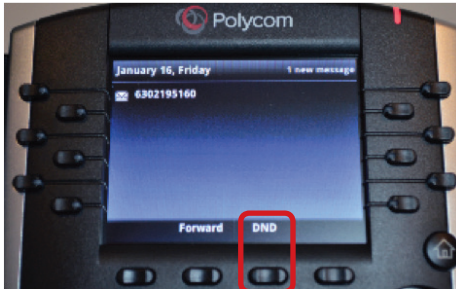
## Polycom VVX 400 Series Basic Phone Functions continued

### Do Not Disturb (DND)

Press the **DND** soft key.

Once you have enabled DND on that line, you will see an ICON at the top right of the screen.

**NOTE:** When DND is enabled any caller will be given a recording “**we’re sorry the person you are calling is currently not accepting calls.**” And then the caller will be disconnected.



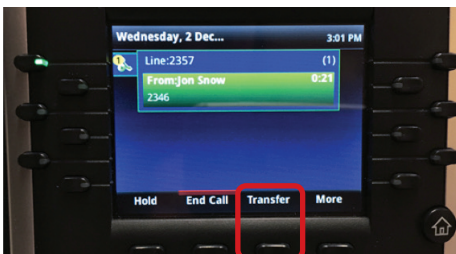
To remove DND from the line, press the **DND** all soft key a 2nd time.



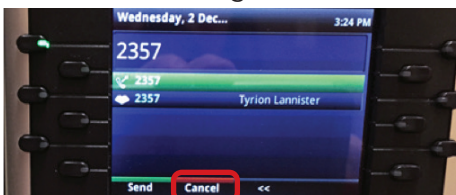
### Blind (Unattended) Transfer

A blind transfer allows you to transfer a call from your phone to someone else without checking to see if that person is available to answer.

1. When on a live call that needs to be transferred, press the **Transfer** soft key.
2. In the Blind Transfer screen, type in the extension, or the full 10 digit number and then select the “**Send**” soft key or wait 5 seconds and the phone will automatically “send/dial” the number entered.



3. If the “transfer to” party does not answer, the user can select **Cancel** to get the call back to them.



Once the transfer takes place, your screen will return to the on-hook mode, ready for the next call.

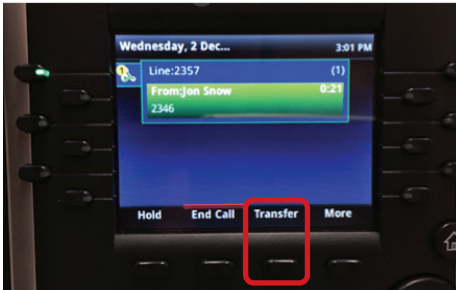


## Polycom VVX 400 Series Basic Phone Functions continued

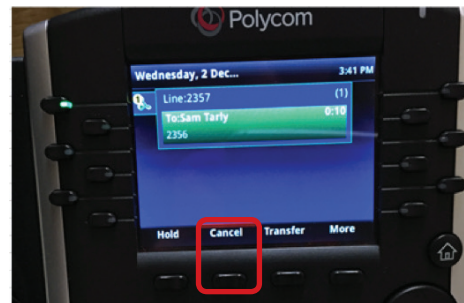
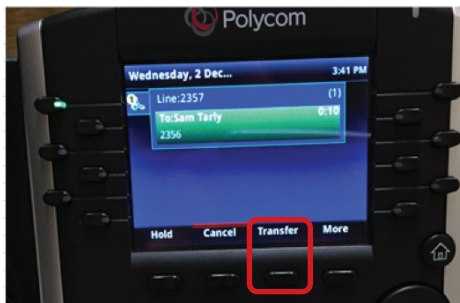
### Warm (Attended) Transfer

Allows you to confirm that the person you want the call to transfer to is available and willing to take the call.

1. When on a live call that needs to be transferred, press and hold the **Transfer** soft key.
2. Now select the **"Consultative"** from the transfer selection
3. Now enter the extension, or full 10 digit number or use the directory of the person you are transferring the call to.



4. Once the person is confirmed available to take the call, then press the **Transfer** soft key to complete the transfer.
5. If the "transfer to" party does not answer or is unwilling to take the call, the user can select **Cancel** to get the call back to them.



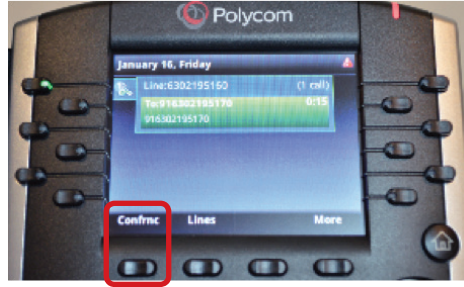




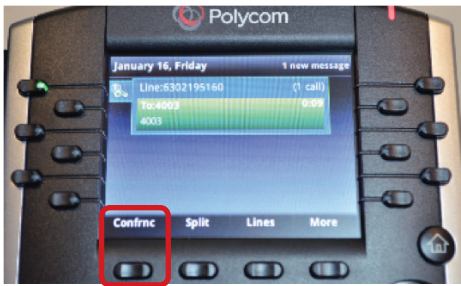
## Polycom VVX 400 Series Basic Phone Functions continued

### 3 Way Conferencing

1. When on a call: press the **More** soft key.
2. Press the **Confrnc** soft key.
3. Type in the extension, or full 10 digit number or scroll down to the # of the person you are adding to the call and press the **Send** key to connect.



4. To get all callers in the conference, press the **Confrnc** key a 2nd time.
5. The screen will show you have an active conference.



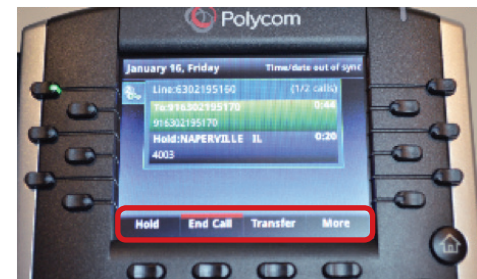
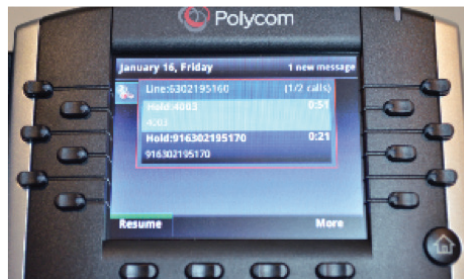
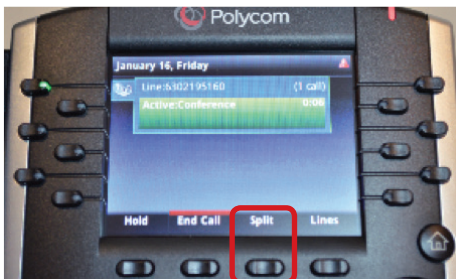
### Split a 3 Way Conference Call

You can “split” the call to end the conference which allows you to talk to each line separately.

1. Press the **Split** soft key.
2. Both lines are now on hold. Choose which line you want to talk to by highlighting the number on the screen. Press the **Resume** soft key to talk.

The other line will be on hold until the caller hangs up or you highlight that number and bring them back as a single caller.

Once you have a single caller back you have the usual Soft Key options for that line.







## Polycom VVX 400 Series Basic Phone Functions continued

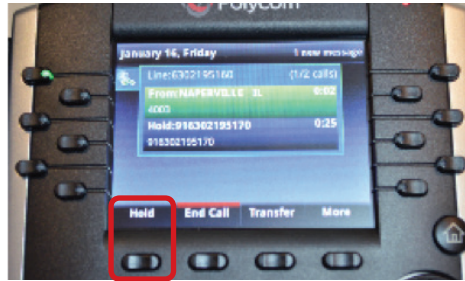
### Call Waiting

When you are on a call and a second call comes in that you need to answer, let your current caller know that you will be putting them on hold.

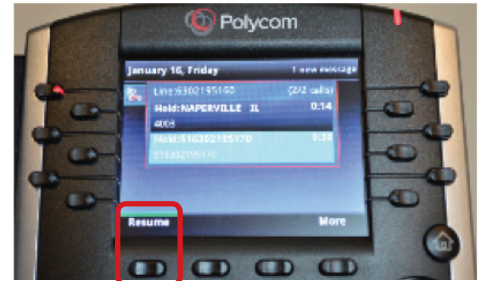
Answer the new call by pressing the **Answer** soft key which places your first call on hold.



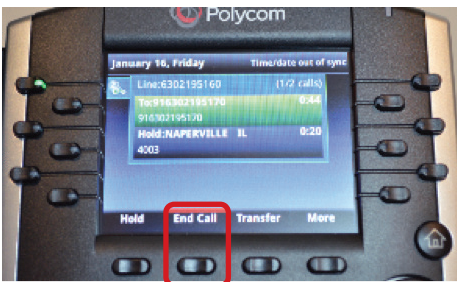
You can then place the new caller on Hold, if desired, by pressing the **Hold** soft key.



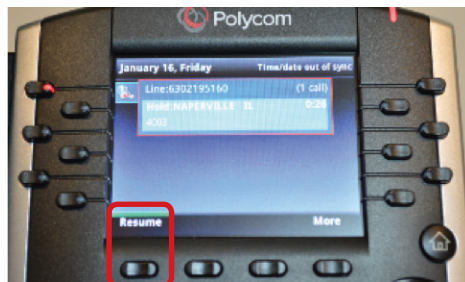
Return to the original call by scrolling to that # on the list and pressing the **Resume** soft key.



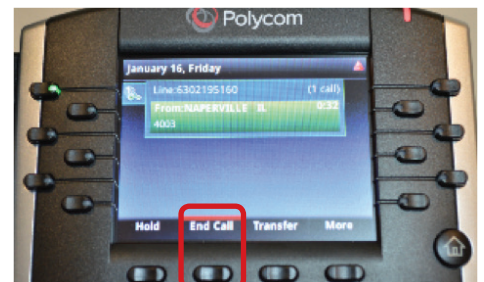
When done with the 1st call press the **End Call** soft key.



The 2nd caller's number now remains on the screen. Press the **Resume** soft key to reconnect to that caller.



When ending this call, wait for the caller to hang up or press the **End Call** soft key.

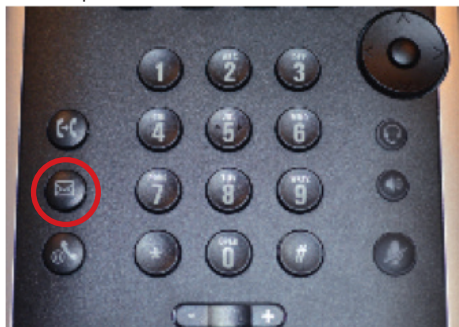




## Polycom VVX 400 Series Basic Phone Functions continued

### Accessing Voicemail

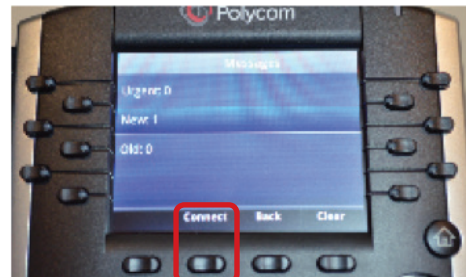
1. Press the **Messaging** hard key on the phone.



2. Select **Message Center**.



3. Press the **Connect** soft key.



4. You will be connected to the messaging center.



While in the voicemail system you will be led through several prompts including the following options:

- Record name, Press # to save
- Record personal greeting - press **1**
  - System generated name - press **2**
  - System generated name and phone # - press **3**
  - System generated no name - press **4**
- Send message - press **2**
- Go to greetings - press **3**
- Settings - press **4**
- Get deleted messages - press **6**
- Leave voicemail - press **7**
- Helpful hints - press "**0**"
- Exit - press **\***

For detailed instructions on using Voicemail go to <https://www.wowforbusiness.com/support/product-guides> and select Voicemail instructions.

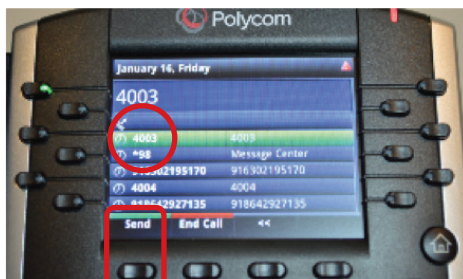
### Intercom

Allows you to call a person in your account using their speaker phone.

1. After pressing the **home** button, scroll to the Intercom icon using the directional arrows pad.



2. Choose the number you wish to connect to or enter it on the key pad and press the **Send** soft key.



3. There will be a quick beep. You can then speak to the person and they will hear you on their speaker phone.



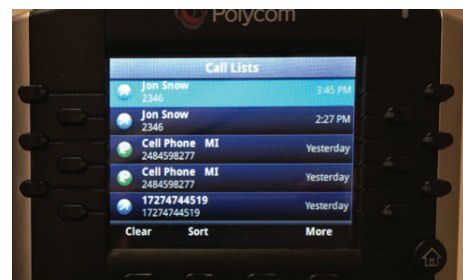
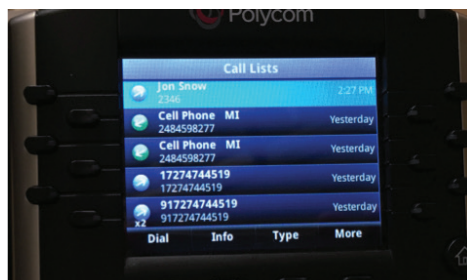




## Polycom VVX 400 Series Basic Phone Functions continued

### Call List

1. Press the “**Call List**” Key.
2. Select the desired option.



While in the “Call List” you will have multiple choices including the options:

- Dial – once an entry is selected pressing the key will dial the number
- Info – will provide additional information on the entry
- Type – shows entries in 3 categories
  - Missed Calls, Received Calls, Placed Calls
- More –
  - Clear – this will clear all “call list” entries
  - Sort – can sort all entries by Ascending, Descending

### Enhanced Call Park

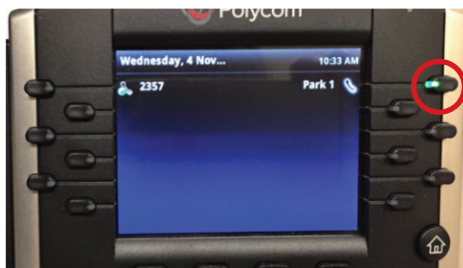
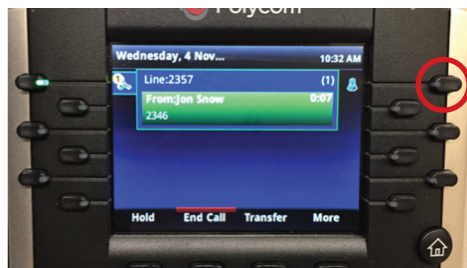
First identify what orbit & where your Call Park key has been set. (See example below).

While connected to a call, to place the call on Park press the “**Park**” soft key.

**Note:** when the Park orbit available the key will not display any light and the user icon will be displayed.

With the call on “Park” each phone subscribed to the same Park orbit will then be updated with a off hook icon & the key will also have a flashing **green** light.

To retrieve the Parked call simply select the Park soft key to return the caller to the desired phone.







## Polycom VVX 400 Series Basic Phone Functions continued

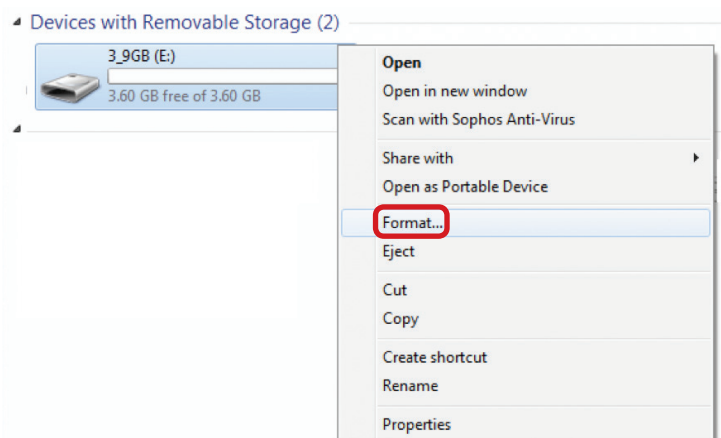
### USB Call Recording (VVX 401, VVX 411 only)

**Note:** USB flash drives with 32GB < and less are compatible with the Polycom Phone.  
(This is due to the FAT32 partition format requirement)

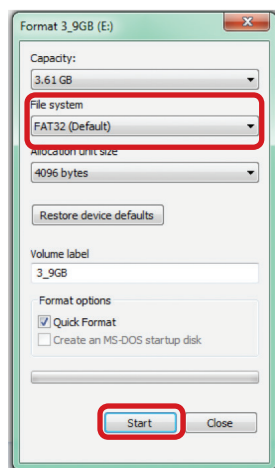
- Recordings are saved in the .wav file extension
- Recordings Bit rate is 256 kbps
- Recordings file size is 1.8MB per min
- USB memory sticks MUST be formatted FAT32 (see below for formatting instructions)

### How to format a USB memory stick to FAT32

- Navigate to the USB Drive in Windows  
(via My Computer)
  - Right click and select **“Format”**



- Confirm File system is “FAT32”
- Click **“Start”**





## Polycom VVX 400 Series Basic Phone Functions continued

### USB Call Recording (VVX 401, VVX 411 only)

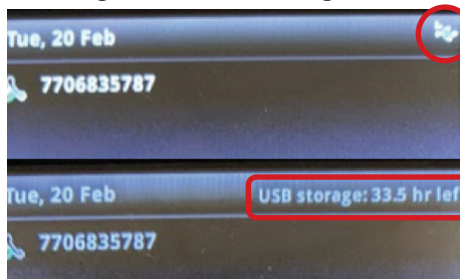
Use of Call Recording is subject to your compliance with applicable law and the WOW! Business Customer Agreement General Terms and Conditions located at [wowforbusiness.com](http://wowforbusiness.com).

To activate call recording login to your Business Comm Portal, click on **Settings**, select “**Device Settings**,” change “**Local USB Call Recording**” from “**No**” to “**Yes**.”

Install the USB memory stick in USB port on the rear of the phone.



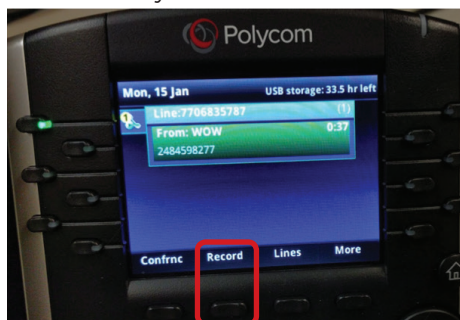
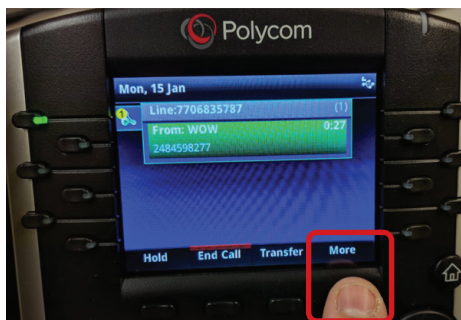
Once the USB stick has been detected you will see a USB ICON on your phone, which also scrolls showing how much storage is left.



You can also view the storage by navigating to HOME-SETTINGS-FEATURES-STORAGE MEDIA PROPERTIES (as seen below)

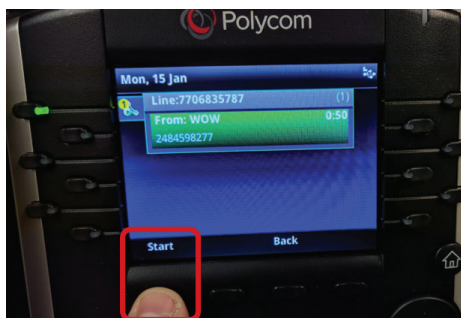


Once the call is answered select the “**More**” soft key” then the “**Record**” soft key option is displayed.



**Note:** USB flash drives with 32GB < and less are compatible with the Polycom Phone. (This is due to the FAT32 partition format requirement)

Press **Start** to begin the recording.



During the recording a Stop or Pause Soft key is being displayed.



**Note:** If **Paused** the recording can be **Resumed**.



## Polycom VVX 400 Series Basic Phone Functions continued

### USB Background images (VVX 401, VVX 411 only)

**Note:** USB flash drives with 32GB < and less are compatible with the Polycom Phone.  
(This is due to the FAT32 partition format requirement). See page 11 on how to format USB stick.

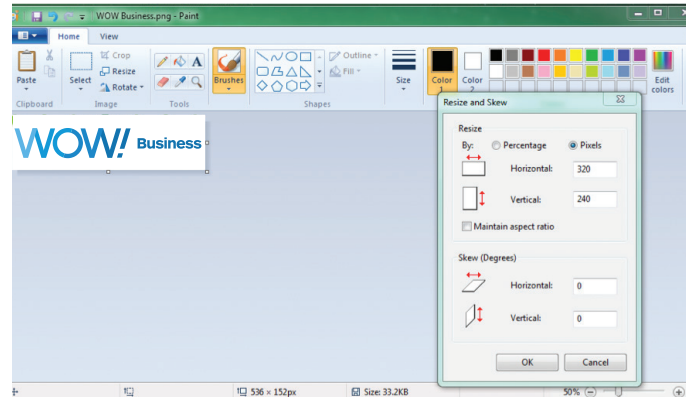
Phone Model	Optimal background image size (in pixels)
VVX401, 411	320 x 240 pixels

- Compatible file extensions JPEG, BMP, PNG
- Images larger than the listed optimal size will be cropped to fit the background display. (If you want to use an image larger than 600 KB, you need to use the [Picture Frame](#) method)
- Images smaller than the listed optimal size will be centered and surrounded by black space
- It is recommended to use resize your image to the correct pixel size so they appear correct on the screen

You can use any image you want, such as a logo, but if you would like to resize your image (using Windows) see the steps below.

- Click “resize” within MS Paint
- Uncheck “Maintain aspect ratio”
- Under Resize select “Pixels”
- Resize the image to “320x240”

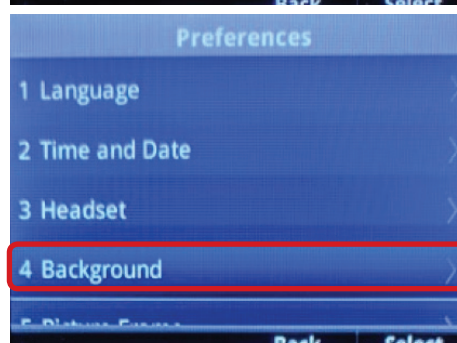
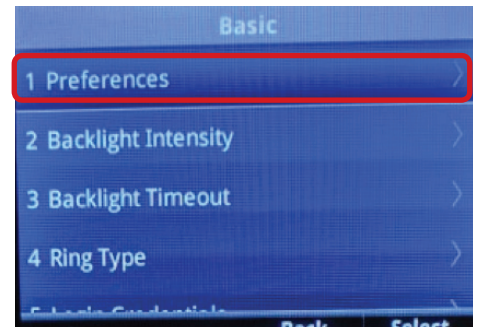
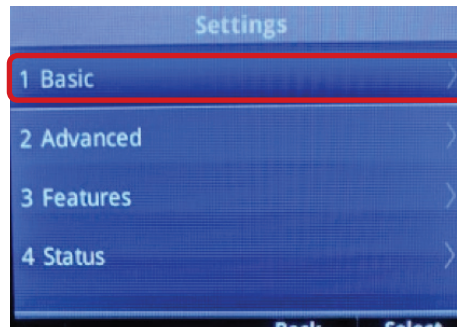
Once edited save your file to your USB stick.



Install the USB memory stick in USB port on the rear of the phone.



To locate the “Background image” select  
**Home-Settings-Basic-Preferences-Background**



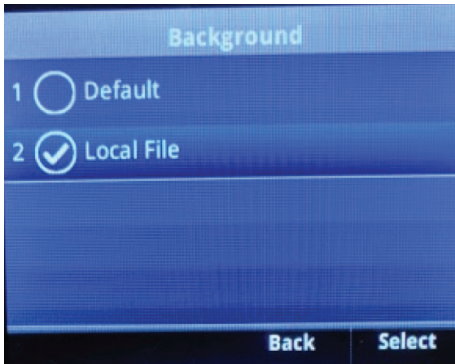




## Polycom VVX 400 Series Basic Phone Functions continued

### USB Background images (VVX 401, VVX 411 only)

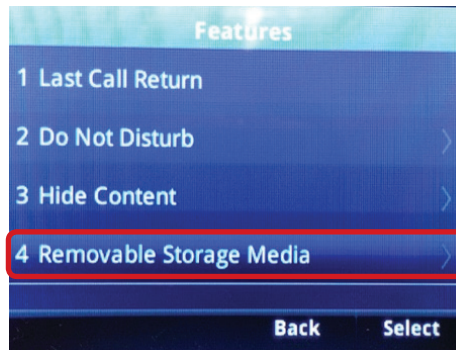
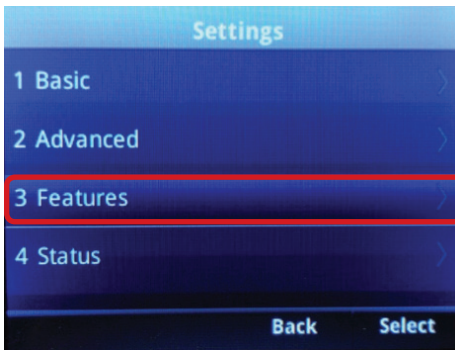
From the “Background” menu you can select the “Local File” from the USB stick. If you want to remove the new “Background” image simply select “Default”.



### USB Background images (Picture Frame)

To locate the “Background image” select

**Home-Settings-Features-Removable Storage Media-Picture Frame**



This view will provide a “Picture Gallery” to view from.

These buttons “Play/ Pause” a slideshow of images from the USB stick.

This closes the “Picture Frame” menu.

This option sets the current image as the “Background” image.



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