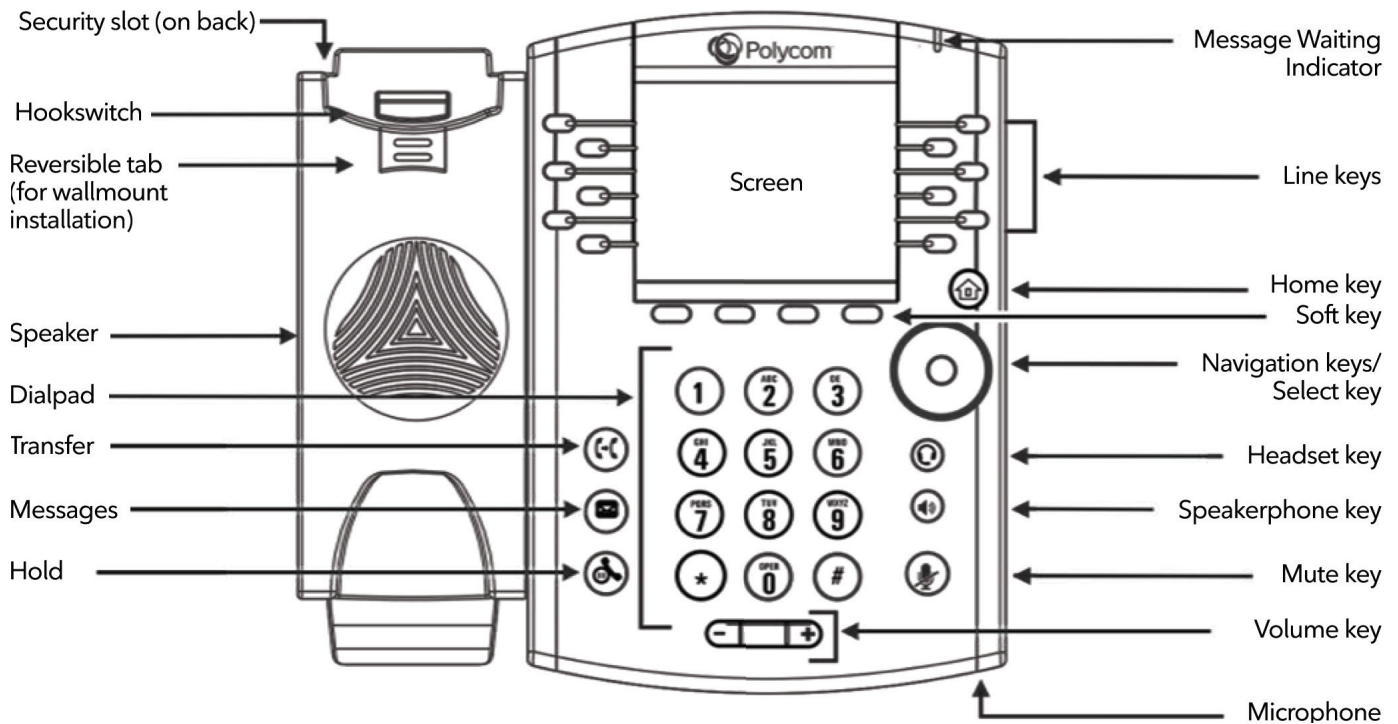# Polycom® VVX® 400 Series Business Media Phones user guide

The information in this guide applies to the VVX® 400 Series phones. Configurations vary and the screen displays used in this guide may not reflect those on your phone. For more information please contact your Rogers Business Support Representative.

Viewing your phone keys and hardware

Feature	Description
Speaker	Provides ringer and hands-free (speakerphone) audio output.
Dialpad	Enables you to enter numbers, letters, and special characters. You can also use the dialpad keys to select menu items that have index numbers.
Security slot	The connector on the back of your phone that enables you to attach a laptop cable lock to your phone so that you can secure it to a desktop.
Message Waiting Indicator	Flashes red to indicate new messages.
Home key	Press from any screen to display Home view. From Home view, press
Screen	The 3.5-inch diagonal screen is backlit.

Feature	Description
Navigation keys/Select key	Scroll through displayed information or options. Select a field of displayed data.
Headset key	Enables you to place and receive calls through a headset. The key glows green when an analog headset is activated.
Speakerphone key	Enables you to place and receive calls using the speakerphone. The key glows green when activated.
Mute key	Mutes local audio during calls and conferences. The key glows red when activated.
Volume keys	Adjust the volume of the handset, headset, speaker, and phone's ringer.
Microphone	Transmits sound to other phones.

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

You can use the right, left, up , and down arrow keys to display more icons.

Directories View

Directories view displays the following four options:

Recent Calls

This is a list of recent calls. You can select an entry and press the Dial key to call that number.

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 right arrow key to view the recent Placed Calls.
- Press the left arrow key to view the recent Received Calls.
- Press the down arrow key to view the recent Missed Calls.

- Press the up arrow key to view Favorites.

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.

Enterprise Directory^

This is a searchable list of all the users within your company. You can select an entry and press the Dial key to call that number.
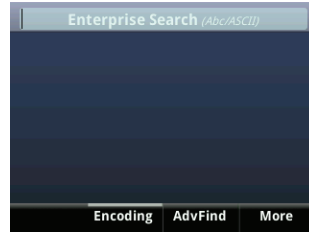

You can enter a name to search using the phone's dial pad. To see the entire directory, enter* into the search box.

Note: If you do not wish to have your name and number listed in the Enterprise Directory, contact Rogers Business Technical Support at 1-877-742-9249 to have your privacy setting updated.

Enterprise Common Directory^

The Enterprise Common Directory allows the user to view the common contact (names and phone numbers only) of the enterprise.
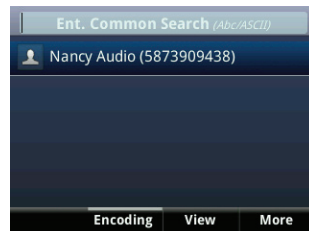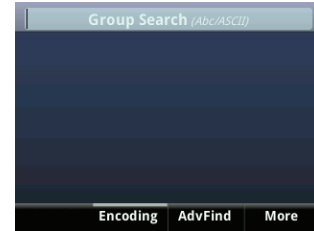

Group Directory^

The Group Directory enables users to view the contact details such as work, extension, and mobile numbers of contacts.

Users can query by name, phone number, extension etc.

Note: If you do not wish to have

your name and number listed in the Enterprise Directory, contact Rogers Business Technical Support at 1-877-742-9249 to have your privacy setting updated.


Group Common Directory◊

This is the directory allowing the group users to view the common contacts (names and phone numbers only) within the same group.

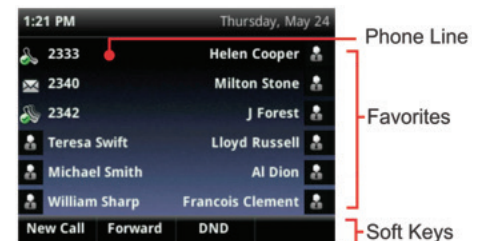**Note:** Only the Group Administrator can make changes to this directory.
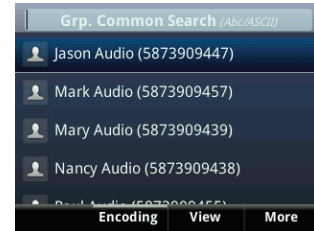
Personal Directory◊

The Personal Directory enables users to view, add, modify or delete details such as names and phone numbers of the contacts in the user's personal directory stored on the server.
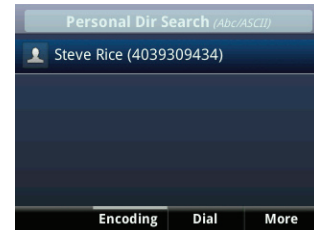
Lines view

Lines view displays phone Lines, Favorites and soft keys.

*VoIP phone emergency 9-1-1 features differ from traditional 9-1-1 services. Visit business.shaw.ca/smartvoice911 for more information.
^Customers are unable to add/modify/delete the contents Enterprise.
◊Customer Group Administrators have the ability to add/modify/delete the contents of the common contacts via the End User Portal.

If your phone is idle, you can press the Line key to access the Dialer.
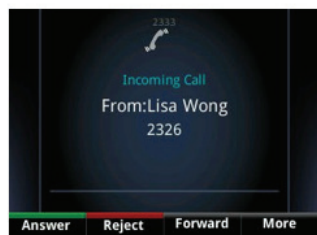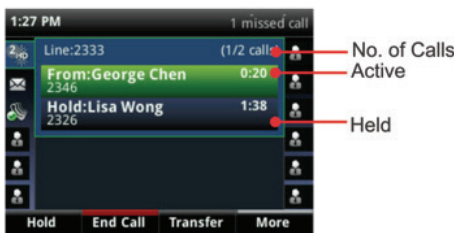
Referring to Soft Keys

In this guide, soft keys are referred to by theirname 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.

Entering data

Use the dialpad keys to enter information. To backspace, press **Backspace**.

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 one 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 🎧.

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

Placing calls*

Pick up the handset, or press 🔊 or 🎧 Enter the phone number, and press **Send**.

Or enter the phone number first, then press **Dial**, 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 left and right arrow keys. Enter the phone number, and press **Send.**

Answering calls

To answer with the speakerphone, press 🔊 or tap **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**. To end a held call, navigate to Calls view and highlight the held call. Press **Resume**, and press **End Call**.

Holding calls

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

Transferring calls

From Calls view, press **Transfer** or 🔘, and call the other party. When you hear the ringback tone, or after you talk with the other party, press **Transfer** or 🔘 again. Press **Blind** to complete a transfer without waiting for the ringback tone.

Forwarding calls

To enable call forwarding, press **Forward** from Home or Lines view. Select the forwarding type to enable, enter a forwarding number, and press **Enable**.

To disable call forwarding, press **Forward** from Home or Lines view, select the forwarding type to disable, and press **Disable**.

To enable per-call forwarding: As your phone rings, press **Forward**, enter the forwarding number, and press **Forward**.

Placing Conference Calls

Call the first party, and after the call connects, press **More**, and select **Confrnc**. Then, dial and connect with the second party and press **Confrnc** again. From Lines or Calls view, you can:

- Press **Hold** to hold all participants.
- Press **End Call** to remove yourself from the call, but keep the other participants connected.
- Press **Manage** (if available) to manage each participant.
- Press **Split** to end the conference and hold all participants.

*VoIP phone emergency 9-1-1 features differ from traditional 9-1-1 services. Visit business.shaw.ca/smartvoice911 for more information.

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Listening to Voicemail

An envelope, ✉ , adjacent to a Line key, indicates that you have voicemail. Select **Messages** from Home view or press ⊚, and select **Message Center**. Press **Connect** and follow the prompts or dial *98.

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

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 ⊖▭⊕ during a call. To change the ringer volume, press ⊖▭⊕ when the phone is idle or ringing.