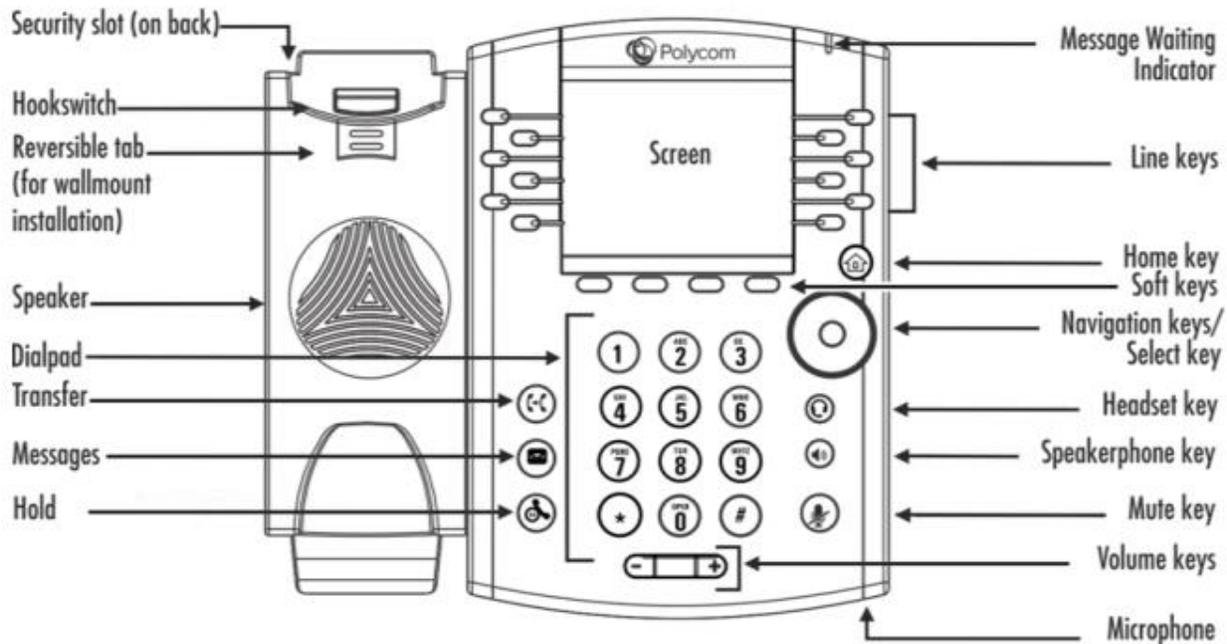


Polycom VVX 400 Quick Start Guide



To Answer a call, do any of the following;

Lift Handset off cradle

Push Speakerphone Key to use speakerphone

Push Headset key to use headset (if equipped). If headset has an adapter cable you may also push the answer button on the headset.

Push the Answer Soft Key that will be displayed while the phone is ringing. The Caller's voice will be heard on the Speakerphone or Headset depending on which feature was used most recently. If the Headset is the current default the Headset button will blink.

To Reject an Incoming Call;

If you choose not to answer an incoming call you may Push the Reject Soft Key. The Caller will be connected to your Voicemail (if equipped), or given a Busy Signal.

To Place a call within the Business Group, do any of the following;

Lift Handset and dial the Extension Number of the person you are calling

You may also dial the Extension Number first and then pick up the Handset, Push the Speakerphone Key, or Push the Headset Key (if equipped with headset)

To Place a call outside the Business Group, do any of the following;

Lift Handset and dial 9, then dial the 7-digit local number or 1+10 digit long distance number of the person you are calling

You may also dial the Number first and then pick up the Handset, Push the Speakerphone Key, or Push the Headset Key (if equipped with headset)

To put a call on Hold;

During an active call push the Hold button. The caller will be placed on Hold and get Music on Hold. To retrieve the caller from Hold push the Hold button again. The phone will periodically play a tone to remind you that you've placed a caller on Hold.

To Transfer a call within the Business Group;

While in a call you will see a Transfer Key appear on the Soft Keys at the bottom of the Screen. Depending on phone configuration you may have to hit the More Soft Key. There is also a Transfer Key to the left of the #4 button. Push either Transfer button to start the transfer process.

- a. If you wish to speak with the person you are transferring the caller to, you may dial the Extension Number and wait for them to answer. When you are ready to complete the transfer simply hang up and the call will be transferred.
- b. If you wish to transfer the call without announcing it, this is called a Blind Transfer. Push the Blind Soft Key and then dial the Extension Number. When you finish dialing the Extension Number of the person you are transferring the caller to the call will immediately be transferred and you may hang up the phone.
 - a. If you do not push the Blind Soft Key first before attempting a blind transfer and simply hang up after dialing the Extension Number, the caller will be placed on Hold. You will have to take the caller off Hold and start the transfer over again.
- c. If you wish to cancel the transfer at any time before you complete the transfer, simply hit the Cancel Soft Key and you will be connected back with the caller.

To Transfer a call outside the Business Group;

You may transfer a call outside the Business Group. To someone's Cell Phone for example. Follow the instructions above and instead of dialing an Extension Number, dial a 9 and the Telephone Number just like placing a normal call.

To setup a Conference Call, aka 3-Way call;

You may join three callers together. If you require more than 3 callers to be conferenced together, please contact Custer Telephone for details on our Conference Bridge Service. While in a call you will see a Confrenc Key appear on the Soft Keys at the bottom of the Screen. Depending on configuration you may need to select the More Soft Key first. Push the Conference key to start Conference Process.

- a. Dial either the Extension Number or dial a 9 and the Telephone Number and wait for them to answer. When you are ready to begin the Conference Call select the Confnc Soft Key button. Depending on configuration you may need to select the More Soft Key first. Your Screen will Display Active:Conference letting you know the Conference call is active.
- b. During an active Conference Call, you may hit the Split Soft Key to place both callers on Hold. To talk to one caller separately you may use the up/down Navigation keys to highlight the caller you wish to speak with and push the Resume Soft Key. You will be connected to that caller and the other caller will remain on Hold.
- c. If you wish to switch to the other caller you may use the up/down Navigation keys to highlight that caller and push the Resume Soft Key. You will now be connected to the other caller.
- d. If you wish to leave the Conference Call you may hang up and the two parties will be able to finish their conversation
- e. If you have split the callers and you hang up the other caller will remain on hold. You can then resume that conversation.

Call Waiting (if activated)

While you are on an active Call and another party calls you, your phone will play a “beep-beep” tone to alert you of the second call. You may answer or reject the call by pressing either Soft Key that appears on the bottom of the Screen. If you answer the call you will have all the same options as the Conference Call feature described above.

Call Park

Call Park allows you to place a call on hold in what’s called an Orbit. Basically the call is on hold or Parked within the phone switch instead of on Hold at your phone, therefore your phone will not be tied up and you may place or receive calls.

- a. To Park an Active Call, select the Call Park Soft Key. The system will tell you what Orbit Code the call was parked on. You may then hang up your phone and you will be able to place or receive calls.
- b. Communicate the Orbit Code to the person you Parked the call for. You can call them, tell them, text them, e-mail them, etc. that they have a call parked on Orbit “x”
- c. To Retrieve a Parked Call, push the Retrieve Park Soft Key. The screen will change and you can enter the Orbit Code and push enter. You will be connected with the Caller.
- d. While the Caller is Parked on an Orbit, they will be played Music on Hold. There will be no reminder tones played so make sure not to leave someone stranded on hold. If nobody retrieves the Caller after 60 minutes (configurable) the call will be terminated. Most people will probably hang up first.

Do-Not-Disturb, aka DND

If you do not wish to receive incoming calls for a period of time you may push the DND Soft Key to activate the Do-Not-Disturb feature. The Caller will be connected to your Voicemail (if equipped), or given a Busy Signal. While the DND feature is active your Line Key (top left key on the Screen) will display a red circle and white dash. To disable DND and resume receiving calls push the DND key again. The red circle and white dash icon will be replaced with the normal green circle and check mark.

Call Forwarding (if subscribed)

- a. To temporarily forward your telephone to another number inside the Business Group dial *72 and the Extension Number all at the same time. You will be played a “beep-beep” confirmation tone letting you know it was successful.
- b. To temporarily forward your telephone to a number outside the Business Group dial *729 and the Number like you would normally dial all at the same time. You will be played a “beep-beep” confirmation tone letting you know it was successful.
- c. To deactivate the call forwarding dial *73. You will hear a “beep-beep” confirmation tone.

Monitored Extensions

Monitored Extensions allow you to monitor another phone in the Business Group. If that phone rings, the Monitored Extension button on your phone will flash green. If that phone answers or places a call the button will show red, indicating that Extension is busy. If you wish to answer a ringing Monitored Extension, simply push the button while it’s flashing green and you will remotely answer that call. If you are on a call and wish to transfer a call to a Monitored Extension, simply press the Monitored Extension button of the extension you wish to transfer to and the call will be immediately transferred to that extension.

Call List History

To view dialed (placed) calls push the right Navigation Key

To view received calls push the left Navigation Key

To view missed calls push the down Navigation Key

To view favorites, push the up Navigation Key. Favorites can be configured manually by selecting a number from one of the Call History Lists and saving it. Favorites are also automatically generated by the phone based on your most frequent calls.

Change Ring Tone

1. To Change the ring tone hit the home button and select Settings.
2. Select Basic settings.
3. Select Ring Type
4. Select Default...
5. Choose the Ring Tone you like and hit select.
6. Hit Back several times to return to the home screen.

Pairing Headset with Base Station

Sometimes it's appropriate to pair a headset with a base station to replace a broken/defective headset or if you'd like to temporarily associate your headset with a different base station.

1. Remove defective/current headset from base station and power it down by pressing the multi-function button on the ear piece of the headset for 5 seconds. You may verify that the headset is powered off by making sure the LEDs on the microphone boom arm do not blink.
2. Place the replacement/temporary headset on the base station. It will automatically link up and when the battery icon glows green the headset is now paired with the base station.
3. Verify everything is working by using the headset like you normally would.
4. If you are pairing a headset to another base station temporarily, you will need to repeat this process to pair the original headset with the base station.

For more information on these or other features please see the full Polycom VVX 400 User Guide found at http://www.custertel.net/phone_ctbs_features.html (needs full path) or Call Custer Telephone at 208-879-2281 or 208-756-4111