Polycom VVX 400

Access**Business Hosted PBX**

Phone diagram labels (left side): Security slot (on back), Hookswitch, Reversible tab (for wallmount installation), Speaker, Dialpad, Transfer, Messages, Hold

Phone diagram labels (right side): Message waiting indicator, Line keys, Home key, Soft keys, Navigation keys/Select key, Headset key, Speakerphone key, Mute key, Volume keys, Microphone
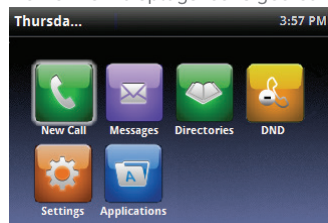
Screen
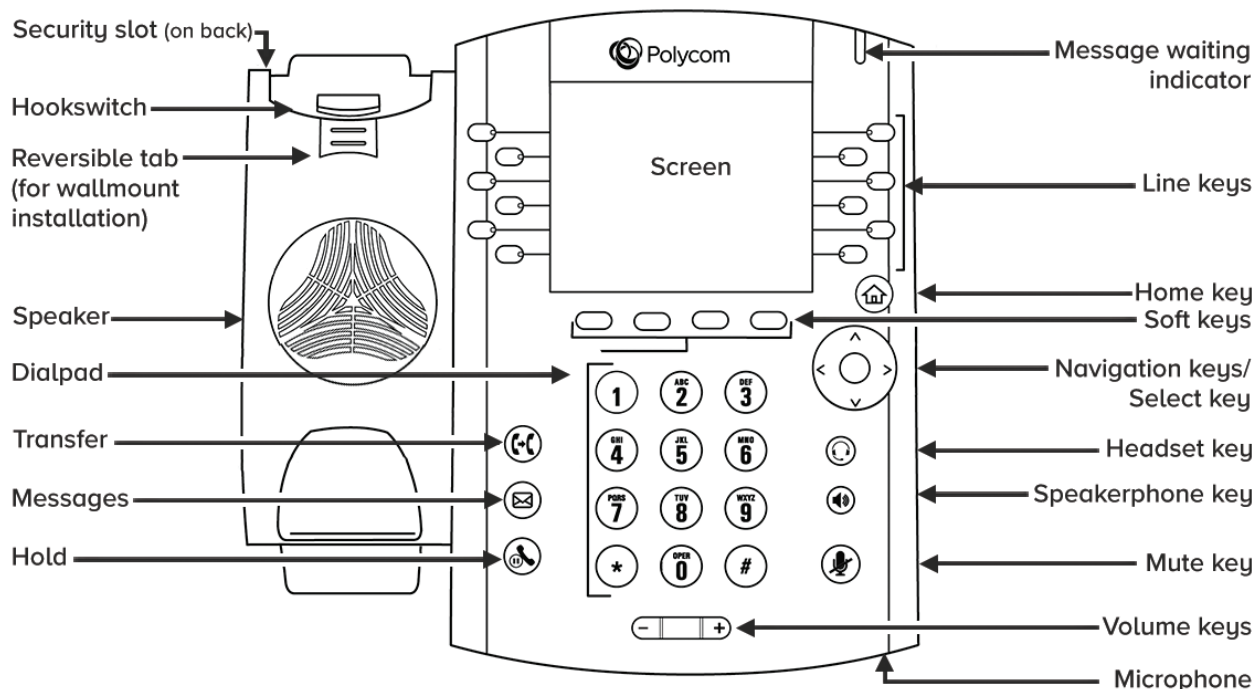
Phone Views

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 🏠.
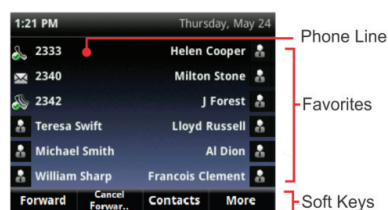• Press 🏠 to alternate between Home and Lines View.

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.

Lines View

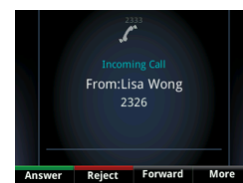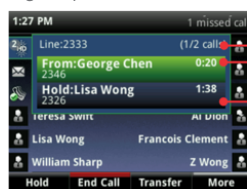Lines View displays Phone Lines, Favorites and Soft Keys.

If your phone is idle, you can press the Line Key to access the Dialer.

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.

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.

In Calls View, switch to Lines View by pressing **More > Lines**.
Switch back to Calls View by pressing **More > Calls**.

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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**.

Select a recent call or **Favorite**, or select a **Contact** phone number in the **Contact Directory**.

Answering Calls

To answer with the speakerphone, press 🔊 or Press Menu 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** before dialing 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.

With an active and held call, press Join to set up a conference.

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.

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.

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.

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**.

Contact Directory

To view your Access**Phone Web Portal** contacts press the **Contacts** button from the lines view.

Use the directional buttons to navigate the menu. Select the contact name to see details, or select call beside the name to dial the number directly. Select **Options** in the soft button list to add a new contacts, sort contacts by first or last name, or filter contacts by name or number. Press the **Exit soft** button to return to the previous view.

To add a contact to your Access**Phone Web Portal:**
• Select **Options** in the soft button list.
• Select **Add** new contact.
• Enter contact information.
• Select **Next**.
• Enter phone numbers.
• Select **Save**.

To sort by first name or last name:
• Select **Options** in the soft button list.
• Select Sort by first name or Sort by last name.

To filter/search for a contact:
• Select **Options** in the soft button list.
• Select **Filter Contacts**.
• Enter the name of the contact.
• Select **Filter**.

Voicemail:
_____

Password:
_____

PIN:
_____

Create contacts through the Access**Phone Web Portal** by going to http://phone.myaccess.ca/bg. Log in with your phone number and password provided by your Account Manager.