



**net2phone**

## BOTTOM LEFT HAND SIDE



### Transfer Button

Press dial extension or 10 digit number  
Once you dial wait a few seconds until the call is grabbed



### Voicemail

Enter password  
To listen to your Messages press 1  
For Voicemail Options press 4 (record your greeting)



### Hold (pause) Button

Puts the call on hold with music  
Press again and it will turn off  
Caller ID will change from green to blue  
It's a toggle button



## Middle Dialpad



**Intercom**

Press \* then dial extension  
you will be on speaker with  
colleague with that  
extension



**- + Button**

Adjust volume for \* handset  
\* headset  
\* speaker  
\* ringer



## Bottom Right Handside



### Headset

Plug into the back of the phone  
Google compatible headsets  
Ex: Plantronics (owned by Polycom)  
Jabra it's also wireless



### Speaker

Turn on and off  
Toggle button  
If on headset press speaker button  
and it lights up, it is now safe to  
hang up your head set



### Mute Button

They can't hear you but  
you could still hear the  
caller

## Top Left Side

Line Buttons-BLF (blinking lights field)

1st line is your line button for incoming calls

The other ones are customizable, you can store colleague names and extensions

### OPTIONAL FEATURES:

\***SPEED DIAL:** You could speed dial the name in your directory that you enabled in Watch Buddy

\***LINE PRESENCE:** (you could see if the lines are in use)

-Red if they are currently on a call  
-Blinking green they are having an incoming call

\***PARK:** If on a call and you press the button next to their name it transfer current call to that person





**Park Buttons** (Universal holds)

When you place a call there everyone's phone will light up red

You could place a call there to announce your transfer

The caller will hear a hold music



## Soft Key Features (phone not in use)



**Soft Keys** features change depending on what you are doing on the phone

On features : **Forward** (forwards the call to another number or extension)

**DND** (Do Not Disturb)  
When ON calls go directly to VM

**Page** (opens every ones speaker in the company at once)  
company announcements

## Soft Keys Features (phone in use)

**Hold:** Puts caller on hold, hear hold music (can customize your hold music)

**End Call:** If you need to get rid of the call

**Transfer:** blind transfers the call; input extension or 10 digit number

**More:** **Conference:** (3 way call)  
press Conference, dial extension to add another call (talk into the call), press Conference again to connect all your calls

**Line:** press and it will remove the caller ID screen  
Shows you functions behind the Caller ID

**Xfer VM:** transfers current call to voicemail  
Press xfer vm, dial extension, and it goes directly to their voicemail





## Buttons Below Display



### Home Key

Press once and icons appear  
if you are on a call press it  
twice to get your home screen



### Navigation Disc

Helps you move around and  
select features on the screen

## Home Screen Icons -Directories



Contacts may have been programmed

You could edit, add, save, and assign contacts to favorites

**Directories** > **Contact Directory** > **Add** > **First name** > **Last name** > **Contact** (put phone number here)

Scroll down to **Favorite Index** (there will be a number that's next in line for you to use, input that number)

Scroll down to **Watch Buddy** (if you enable it will appear on your empty space on your screen)

Polycom allows you to store 500 contacts



## Phone not in use

- If you press the **down arrow** on the navigation disc, your missed calls will appear on the screen
- If you press the **up arrow** on your navigation disc, your favorites will appear on the screen

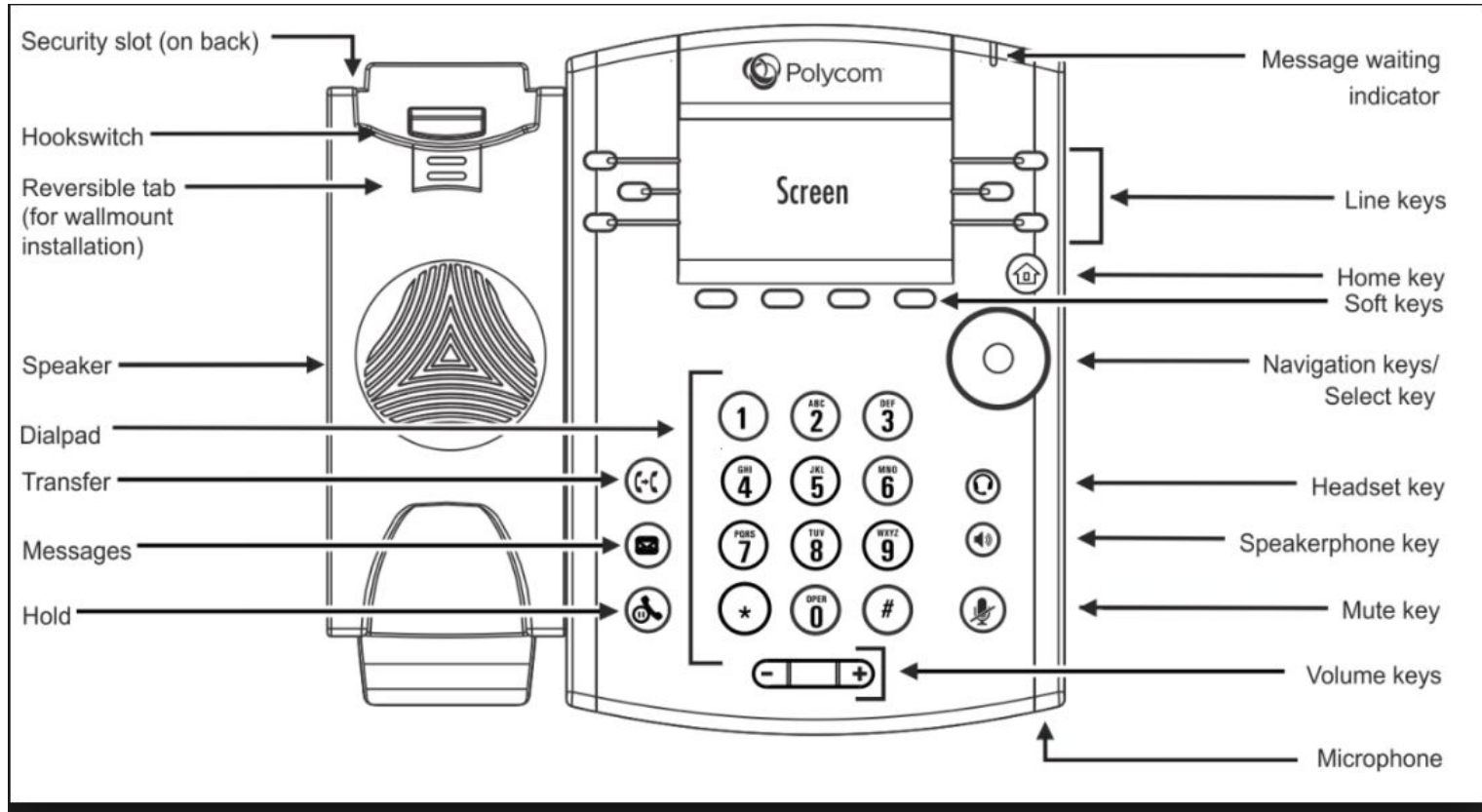
## Incoming Calls

Will take up your entire Caller ID screen

If you press **Answer** while you are on a call, it will place your current call on hold, and they will hear music. You can now answer the incoming call.

If you press **Reject** it will send the incoming call directly to your voicemail.





Thank you for joining!

For questions contact our support team at [support@net2phoneoffice.com](mailto:support@net2phoneoffice.com)





www.net2phone.com | 866-978-8260

## Quick Tips for Polycom® VVX® 400 Series Business Media Phones

3725-49088-004A | UC Software 5.5.0 or later | May 2016

These Quick Tips apply to VVX 400, 401, 410, and 411 business media phones.



### Home Screen

Displays messages, settings, and information.

Available any time.



### Calls Screen

Displays all active and held calls.

Available when you have an active or held calls in progress.



### Lines Screen

Displays phone lines, favorites, and conditional soft keys.

Available any time.

### Switch among Phone Screens

You can view any screen on your phone from other screens.

#### To switch among screens:

- » Press **☰** to view the Home, Lines, or Calls screens.

### Place Calls

You can only have one active call in progress on your phone.

#### To place a call:

- » Do one of the following:
  - Pick up the handset, press **☎** or **☎**, enter the phone number, and press **Send**.
  - Enter the phone number, press **Dial**, and pick up the handset, or press **☎** or **☎**.
  - Press the Line key, enter the phone number, and select **Send**.
  - Select **New Call**, enter the phone number, and press **Send**.

### Answer Calls

You can answer calls using the handset, speakerphone, or a headset.

#### To answer a call:

- » Do one of the following:
  - To answer with the speakerphone, press **☎** or press **Answer** soft key.

- To answer with the handset, pick up the handset.
- To answer with a headset, press **☎**.

### End Calls

You can only end active calls. To end a held call, you must resume the call first.

#### To end an active call:

- » Replace the handset in the cradle, press **☎** or **☎**, or press the **End Call** soft key.

#### To end a held call:

- 1 Highlight the held call and press **Resume**.
- 2 Press **End Call**.

### Hold and Resume Calls

You can have multiple calls on hold and resume a call at any time.

#### To hold a call:

- » Highlight the call and press the **Hold** soft key or press **☎**.



#### To resume a call:

- » Highlight the call and press the **Resume** soft key or press **☎**.

### Transfer Calls

You can transfer calls to any contact.

#### To transfer a call:

- 1 Press and hold the **Transfer** soft key or press .
- 2 Choose **Blind** or **Consultative**.
- 3 Dial a number or choose a contact.  
If you chose **Blind**, the call is transferred immediately.
- 4 If you chose **Consultative**, press the **Transfer** soft key or press  after speaking with your contact.

#### Forward Calls

You can forward an incoming call to a contact or forward all incoming calls to a contact.

##### To forward an incoming call:

- 1 On the **Incoming Call** screen, select **Forward**.
- 2 Enter your contact's number and select **Forward**.

##### To forward all incoming calls:

- 1 On the Home Screen, select **Forward**.
- 2 If you have more than one line, select a line.
- 3 Choose either **Always**, **No Answer**, or **Busy**.
- 4 Enter a contact's number, and select **Enable**.  
If you chose **No Answer**, you can enter the number of rings before the call is forwarded.

##### To disable call forwarding:

- 1 On the Home Screen, select **Forward**.
- 2 If you have more than one line, select a line.
- 3 Choose your forwarding type and select **Disable**.

#### Initiate a Conference Call

You can initiate a conference call with up to 24 contacts.

#### To initiate a conference call:

- 1 Call a contact.
- 2 Select **Conference** and call your next contact.
- 3 When your contact answers, select **Conference**.

You can also join an active and held call into a conference call.

##### To join two calls into a conference call:

- » On the Calls screen, select **Join**.

#### Manage Conference Calls

When you initiate a conference call, you can manage all or individual conference participants:

##### To manage all conference participants:

- » Do one of the following:
  - Select **Hold** to hold all participants.
  - Select **Mute** to mute all participants.

##### To manage individual participants:

- 1 Highlight a participant and Select **Manage**.
- 2 Do one of the following:
  - Select **Far Mute** to mute the participant.
  - Select **Hold** to place the participant on hold.
  - Select **Remove** to create a separate call with the participant.
  - Select **Information** to view information for the participant.

#### View Recent Calls

You can view placed, received, and missed calls.

##### To view recent calls:

- » Select **Directories > Recent Calls**.

#### View the Contact Directory

You can view and add contacts to the Contact Directory.

##### To view the Contact Directory:

- » Select **Directories > Contact Directory**.

##### To add a contact to the Contact Directory:


- 1 In the Contact Directory, select **Add**.
- 2 Enter the contact's information and select **Save**.

You can enter a number between 1 and 99 in the **Favorite Index** field to make a contact a favorite.

#### Listen to Voicemail

When you have new voicemail messages, the messages icon  displays on your line.

##### To listen to voicemail:

- 1 On the Home screen, select **Messages** or press .
- 2 Select **Message Center > Connect**.
- 3 Follow the prompts.

#### Enable Do Not Disturb

You can enable Do Not Disturb when you do not want to receive calls.

##### To enable or disable Do Not Disturb:

- » On the Home Screen, select **DND**.

#### Set Ringtones

You can set ringtones for incoming calls from all contacts and from individual contacts.

##### To set a ringtone for incoming calls:

- » Select **Settings > Basic > Ring Type** and select a ringtone.