



POLYCOM VVX 400-411

MAKING A CALL :

Dial like you would on a cell phone then pick up handset or you can press the speaker key  located to the middle right of the dial pad.

ANSWERING A CALL :

When the phone rings, lift handset or press the **ANSWER** soft key on display.

ANSWERING A SECOND CALL :

While on the first call, and another call is coming in, press the **ANSWER** soft key and the first call will automatically be put on hold.

PUTTING A CALL ON HOLD:

While on the call, press the hold button  on the phone that is located to the bottom left of the dial pad. Or you can press the **HOLD** soft key. This will put the call on hold only on your phone, no other phone can pick up the call.

TAKING A CALL OFF HOLD:

There are a few ways to take the call off hold.

Press the **RESUME** soft key or you can press the hold button  again. You can also press the line the call is on. If there are multiple calls on hold, just press the line key of the call that you want to pick up.

CALL PARK:

This is what you should use all the time. This is the same as hold, but another person can pick up the parked call on another phone. While on the call, press any of the three park keys located on the left hand side of your display (Refer to picture)



UNPARK A CALL:

To unpark a call, press whichever park key is lit up for the line you want to answer (Park 1, Park 2, Park 3)

CHECKING VOICEMAIL:

If you have messages, there will be a message waiting light at the top of the phone flashing. (Refer to picture) To check your messages, press the message key.  Follow the voice prompts to listen to your messages.



REDIALING A NUMBER:

Press the home button, , and on the home screen, using the navigation arrows,  select **REDIAL**.

If you have any questions, please call us at 786-565-4450 option 2

For service requests, create a service ticket at <https://www.voiptel4u.com/customers> or email us at support@voiptel4u.com