Welcome to
UNIFIED VOICE

Armstrong Unified Voice is packed with many advanced features that will enhance your day-to-day business activities and make your life easier.

This guide is designed to help you use some of the most popular features of Armstrong Unified Voice with your new Polycom® VVX® 411 phone — right out of the box.

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*72 Call Forwarding Always Activation
*73 Call Forwarding Always Deactivation
*90 Call Forwarding Busy Activation
*9 1 Call Forwarding Busy Deactivation
*92 Call Forwarding No Answer Activation
*93 Call Forwarding No Answer Deactivation
*67 Calling Line ID Delivery Blocking per Call
*82 Calling Line ID Delivery per Call
*41 Call Park
*42 Call Park Retrieve
*69 Call Return
*70 Cancel Call Waiting
*78 Do Not Disturb Activation
*79 Do Not Disturb Deactivation
*98 Voice Portal Access
*66 Last Number Redial

Note: Some of these codes may not be available to all users. See your group admin to add features.

For more support, please visit or call
ArmstrongOneWire.com/UV
1.866.483.9127

UNIFIED VOICE
QUICK START GUIDE

Polycom VVX 411 Business Media Phone

A color mid–range Business Media phone for enhanced call handling.

ARMSTRONG®
BUSINESS SOLUTIONS

ANSWER A CALL

To answer a call, simply pick up the handset or press the Answer soft key, 🔊 or 🎧.

PLACE A CALL

To place a call, simply pick up the handset or press the New Call soft key, 🔊 or 🎧. Then dial the number.

SET UP VOICEMAIL

- Initiate a call.
- Press ✉. (You may also dial *98 or your extension.)
- At prompt, enter in a unique pass code, then press #.
- Re-enter your pass code, then press #.
- Follow instructions to record your name.
- Follow prompts to:
  - Access voicemail box
  - Access greetings menu
  - Change call forwarding options
  - Make a call
  - Change pass code
  - Exit voice portal

RETRIEVE VOICEMAIL MESSAGES

A red "message waiting" indicator light notifies you when you have a new voicemail message.

- To check your voicemail, initiate a call and press ✉. (You may also dial *98 or your extension.)
- Enter your voicemail pass code, then press #. (If you forgot your pass code, please contact your system administrator.)
- Follow the audio prompts.

HOLD AND RESUME A CALL

- To hold, press 📞 or the Hold soft key.
- To resume, press 📞 or the Resume soft key.

ACCESS CALL LISTS

Call History can be accessed using the Navigation keys.

- To see recently received calls, press the left arrow key.
- To see recently placed calls, press the right arrow key.
- To see missed calls, press the down arrow key.
- To dial a number, scroll to the desired number, then press the Dial soft key or the Select button.

DO NOT DISTURB

- To enable Do Not Disturb, press the DND soft key.
- To disable, press the DND soft key again.

INTERCOM

- Dial the extension.

MAKE A THREE-WAY CALL

After the first call is connected:

- Press the More soft key, then the Confrnc soft key. The active call will be placed on hold.
- Dial the new party.
- When call connects, press the Confrnc soft key again to join the calls.

TRANSFER A CALL

- After the first call is connected:
  - Press 📞. (The active call will be placed on hold.)
  - To transfer the call unannounced, press the Blind soft key.
  - Dial the number or extension.
  - When the party answers, announce the transfer. Then press the Transfer soft key or 📞 again to complete. If a Blind transfer, the call will transfer automatically.
- To transfer the call directly to another user's voicemail:
  - Press 📞.
  - Press the Blind soft key followed by #.
  - Dial the extension, followed by #.
  - A confirmation will announce the transfer is complete.

CALL FORWARDING

- Press 🏠.
- Press the right arrow on the Navigation key until the Forward icon is selected. Press Select button.
- Use up and down arrows on the Navigation keys to select your option:
  1. Call Forwarding Always
  2. Call Forwarding No Answer
  3. Call Forwarding Busy
- Enter destination number and press Enable soft key.
- To disable, follow same steps and press Disable soft key.

SHORTCUTS

- Pick up handset and dial:
  - *72 = Call Forwarding Always
  - *90 = Call Forwarding Busy
  - *92 = Call Forwarding No Answer
- Enter destination number, then press #.
- To deactivate, dial:
  - *73 = Call Forwarding Always
  - *91 = Call Forwarding Busy
  - *93 = Call Forwarding No Answer

PAGE

- Press Page, and talk.

Handset
Speaker
Display Screen
Message Indicator
Line Keys
Soft Keys
Home Key
Navigation Keys
Select Button
Headset Key
Speakerphone Key
Mute Key
Microphone
Transfer Key
Hold Key
Dial Pad
Message Key
Volume Key

SOFT KEYS

The soft keys located underneath the phone screen perform the functions that appear directly above them on the display. Their functions are context sensitive, which means the function of the soft keys change depending upon your current activity. For example, if you are conferencing, the soft keys display functions related to the conference function.

LINE KEYS

With the VVX 411, you have the ability to access up to 12 lines. The line keys, located to the left and right of the phone screen, indicate the status of your lines and associated activity. The backlighting informs you when a line is idle, ringing, in use, on hold or disconnected altogether.

NAVIGATION KEYS

The Navigation keys allow you to scroll through the options and lists on the display keys by pressing left, right, up or down. To select an item, press the Select button (the button in the center of the navigation keys).