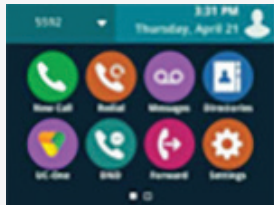


# UNIFIED VOICE QUICK TIPS

## FOR POLYCOM® VVX® 400, 500 & 600 SERIES BUSINESS MEDIA PHONES

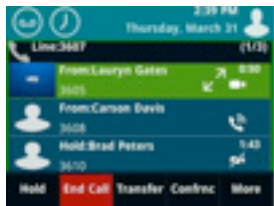
QUICK TIPS APPLY TO VVX 400, 401, 410, 411, 500, 501, 600, & 601



### HOME SCREEN

Displays messages, settings and information.

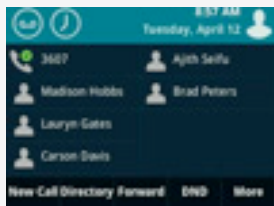
Available any time.



### CALLS SCREEN

Displays all active and held calls.

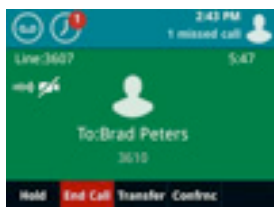
Available when you have an active and held calls in progress.



### LINES SCREEN

Displays phone lines, favorites, and conditional soft keys.

Available any time.



### ACTIVE CALL SCREEN

Displays the active call in progress and any call control options.

Available when you have an active call in progress.

## SWITCH AMONG PHONE SCREENS

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

### TO SWITCH AMONG SCREENS:

→ DO ONE OF THE FOLLOWING:

- Press to view the Home, Lines, Calls, or Active Call screens.
- When you have an active call in progress, swipe the screen from left to right to view the Lines screen.

## 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 tap or press **Send**
- Enter the phone number, tap , or **Dial** and pick up the handset, or press or
- Press the Line key, enter the phone number, and tap or **Send**.
- Tap **New Call**, enter the phone number, and tap or **Send**.
- Select a **Favorite** from the home screen.
- Select a contact from the **Recent Calls**.
- Select a contact from the **Contact Directory**.

## ANSWER CALLS

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

### TO ANSWER A CALL:

→ DO ONE OF THE FOLLOWING:

- Pick up the handset.
- Press or tap **Answer**.
- 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:

- Place the handset in the cradle, press or , or tap End Call.

### TO END A HELD CALL:

- Tap **Resume > End Call**.

## HOLD AND RESUME CALLS

You can have multiple calls on hold at one time.

### TO HOLD A CALL:

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

### TO RESUME A CALL:

- Tap **Resume** or **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 **Transfer** or .
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**, tap **Transfer** or after speaking with your contact.

FOR MORE SUPPORT, PLEASE VISIT OR CALL

[ArmstrongOneWire.com/UV](http://ArmstrongOneWire.com/UV)

**1.866.483.9127**

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# UNIFIED VOICE QUICK TIPS

## CONTINUED

### 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, tap **Forward**.
2. Enter your contact's number and tap **Forward**.

#### TO FORWARD ALL INCOMING CALLS:

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

#### TO DISABLE CALL FORWARDING:

1. Tap **Forward**.
2. If you have more than one line, select a line.
3. Choose your forwarding type and tap **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. Tap **Conference** and call your next contact.
3. When your contact answers, tap **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, tap **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:

- Tap **Hold** to hold all participants.
- Tap **Mute** to mute all participants.

#### TO MANAGE INDIVIDUAL PARTICIPANTS:

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

### VIEW RECENT CALLS

You can view placed, received, and missed calls.

#### TO VIEW RECENT CALLS:

- Tap  or **Directories > Recent Calls**.


### VIEW THE CONTACT DIRECTORY

You can view and add contacts to the Contact Directory.

#### TO VIEW THE CONTACT DIRECTORY:

- Tap **Directories > Contact Directory**.

#### TO ADD A CONTACT TO THE CONTACT DIRECTORY:

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



### SETTING UP VOICEMAIL

- Dial \*98 from your Unified Voice phone
- Enter your 4-digit PIN
- Follow the voice prompts to complete setup

### LISTEN TO VOICEMAIL

When you have new voicemail messages, the message icon displays.

#### TO LISTEN TO VOICEMAIL:


1. Tap , , or **Messages**.
2. Tap **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, tap **DND**.

The DND icon  displays on the line key and in the status bar.

### HANDLE VIDEO CALLS

If video is enabled, you can receive video during calls. If you have a VVX Camera attached to your phone, you can send video during calls.

#### TO STOP SENDING VIDEO DURING A CALL:

- Tap **Video > Stop Video**.

#### TO START RESENDING VIDEO:

- Tap **Video > Start Video**.

### 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.

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