

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® 401 phone — right out of the box.

FEATURE CODES

- *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

ARMSTRONG

QUICK START GUIDE



POLYCOM® VVX® 401
BUSINESS MEDIA PHONE

ARMSTRONG®
BUSINESS SOLUTIONS

THE PHONE



THE BASICS

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 401, 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).

OTHER FEATURES

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.