

QUICK REFERENCE GUIDE: Polycom® VVX® 411 Business Media Phone



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, 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:

- Highlight the held call and press **Resume**.
- 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:

- Press and hold the **Transfer** soft key or press .
- Choose **Blind** or **Consultative**.
- Dial a number or choose a contact. If you chose **Blind**, the call is transferred immediately.
- 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:

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

To forward all incoming calls:

- On the **Home Screen**, select **Forward**.
- If you have more than one line, select a line.
- Choose either **Always**, **No Answer**, or **Busy**.
- 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:

- On the **Home Screen**, select **Forward**.
- If you have more than one line, select a line.
- 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:

- Call a contact.
- Select **Conference** and call your next contact.
- 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

While on a conference call you can manage participants:

To place conference participants on hold:

- Select **Hold** to hold all participants.
- All participants will be placed on hold and will not be able to hear one another.

- Press **Resume** to return all participants to the conference call.

To split the conference call into individual calls:

1. Press the **Split** soft key. Both calls will be placed on hold individually.
2. Select a line to pick up and press the **Resume** key.
3. To place both calls back into conference, press the **Join** soft key.

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 the PBX contacts in the Contact Directory.


To view the contact directory:

- Select **Directories > Contact Directory**.

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. 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**.

USB Features cont...

Set a custom display background image:

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.

USB Features

If equipped with a USB port, you can connect a headset or a USB drive. Only one device can be connected at a time.

Connect a USB headset:

1. Connect the USB headset connector into the USB port on the back of the phone.
2. The display will show the prompt "**Digital Headset Connected**".
3. To use the headset, press the **Headset** button located above the speaker key.

ADAMS CABLE SERVICE

To set a custom background image, a USB drive with the desired image is required. The images must not reside in a folder on the USB drive.

1. Connect a USB drive to the USB port on the back of the phone.
2. The display will show the prompt "**Storage Media Attached**".
3. Press the Home button.
4. Browse to **Settings > Features > Removable Storage Media > Picture Frame**.
5. Press the soft key with a **Play** arrow. This will start a slide show of the images available.
6. When the desired image is displayed, press the soft key with the **Pause** icon.
7. Press the soft key with the **Picture Frame** to set the image as the background.

Call Recording

If equipped with a USB port, you can record calls and conference calls. The calls are saved as .wav files to the attached USB drive.

Record a call:

1. While on a call, press the **Record** soft key (you may need to select **More** in order to see **Record**).
2. Press the **Start** soft key.
3. Recording can be paused by pressing **Pause**.
Press **Resume** to resume recording.
4. Press **Stop** to stop recording.

Play a recorded call:

1. Press the **Home** button.
2. Browse to **Settings > Features > Removable Storage Media > Browse Recordings**.
3. Select the recording to play and press the **Open** soft key.
4. Press the **Play** soft key.
5. Press the **Pause** soft key to pause the playback.
Press **Resume** to resume playback.
6. Press **Exit** when finished.

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