



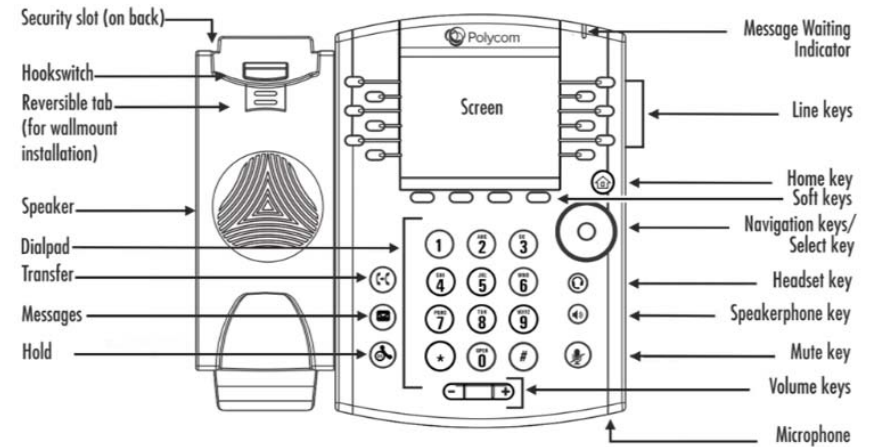
POLYCOM VVX 400/410® TELEPHONE GUIDE

This **Telephone Guide** describes the various features available to you. **Telephone Buttons and Icons** describe the physical buttons and keys on the phone, the **Touchscreen Overview** outlines basic functions, and **Telephone Features** describe the phone functionalities of **Nextera's Polycom VVX 400/410®**. The **Other Features** and **Access Code** sections describes even more features that are available by either entering a star [*] code or by accessing MyNextera – your on-line account manager. For more detailed information on how to use your phone, view the online tutorial at <http://bcove.me/j78o7pid>.



TELEPHONE BUTTONS

Speaker	Provides ringer and hands-free (speakerphone) audio output.
Dialpad	These are the telephone dialing keys – and more. Enables you to enter numbers, letters, and special characters. You can also use the dialpad keys to select menu items that have index numbers.
Security Slot	The connector on the back of your phone enables you to attach a laptop cable lock to your phone so you can secure it to a desktop.
Message waiting	Indicator flashes red to indicate new messages.
Home Key	Press the Home key from any screen to display Home View. From Home View press the Home key to display other phone views.
Screen	The 3.5-inch diagonal screen is backlit.
Navigation keys/ Select key	Scroll through displayed information or options. Select a field of displayed data.
Headset Key	Enables you to place and receive calls through the headset. If you have a headset attached and wish to use it instead of the handset, press the button instead of picking up the handset. It will turn off your handset, turn on the headset, and will glow green when active.
Speakerphone Key	Enables placement and receipt of calls using the speakerphone. The key glows green when activated.
Mute Key	Mutes audio during calls and conferences. The key glows red when activated.
Volume Keys	These are the plus and minus keys at the bottom center of the telephone. They're used to adjust the volume of the handset, headset, speaker, and phone's ringer. Pressing them while the phone is idle will adjust the ringer volume. Pressing them while on a call will adjust the call volume for the handset, headset or the speakerphone.



SCREEN OVERVIEW

Phone Views	Your phone has three main views: Home, Calls, and Lines View (the default). To change views: For Home View press the Home key. From Home View press the Home key to display either Lines or Calls View.
Home Views	Home View displays the phone line, messages, settings and information. To change the displayed page, press the down or up arrow key. To change the highlighted entry, press the right or left arrow key. Select New Call to place a call. Select Messages to access voicemail. Select Directories to access Contact Directory, Favorites and Recent Calls list. Select Forward to establish forwarding options for incoming calls. Select DND to toggle DND (Do Not Disturb) on or off. When DND is enabled, your phone won't ring and incoming calls will go to voicemail. Select Settings to access phone features and settings to customize the phone.
Lines Views	Lines View is the default display. Lines view displays phone lines, favorites, and soft keys. If the phone has calls, the phone line indicates the number of calls and if they are active or held. If there is an active call, the call color is medium grey. If the phone line has one or more held calls, the call color is light grey. To select a call, use the up and down arrow keys.
Calls View	If multiple calls are in progress or if there is one held call, Calls View can be accessed. Use the up and down arrow keys to view all calls.
Entering Data	Use the dialpad keys to enter information. To delete characters, use left and right arrow keys until the cursor is positioned to the right of the character, then press the double arrows. To enter characters, press key repeatedly to see the character options and then stop to select. To type special characters, select Encoding then use the 1, *, 0 or # key one or more times to enter special characters. To enter a space, select Encoding, select one of the alphabetic options and then press the 0 key.
About Calls	Only one call can be active at one time (others can be on hold). You can use the headset, speakerphone, or handset for any call. During a call, you have the option to change modes.

TELEPHONE FEATURES

PLACING, ANSWERING, RETURNING TO CALLS & ENDING CALLS

Placing a call: Simply pick up the handset, press the speakerphone key or press the headset key then enter the phone number **or** enter the phone number first then choose the method. To place calls quickly, choose a favorite in Home or Lines view or choose from your Favorites list, Recent Calls list or Contact Directory.

Answering calls: To use the handset, pick up the handset. To use the speakerphone, press **Answer**, the speakerphone key, or the line key of the incoming call. To use the headset, press headset key. If already in handset, speakerphone or headset mode, press **Answer** and the phone will automatically use that mode. To answer a new call while on an active call, tap **Answer** and the current call will be held.

To Return to your calls: If you navigate away from your calls, return to Calls view by pressing **More** and then **Lines** or the **Home** key. Scroll up or down to see all lines and calls.

Ending Calls: Hang up to end a call or press **End Call**. In Calls view, select the held call, and press **Resume > End Call**.

FAVORITES

Favorites are contacts you call most often. Favorites display in your Favorites list and Lines view. They also display when you choose the phone line in Home view.

To assign a contact as a Favorite: From Home view, select **Settings > Contact Directory**. Select the contact and select **More > Add**. There are also 9 favorites that will display in Lines view and from Home view. They can quickly be dialed by choosing the correct contact. They will display according to an assigned index number. The contact with the lowest index number displays first. Establish the index number from the Edit Contact Screen by using the up and down arrow keys to select **Favorite Index** and entering an index number. Press **Save**.

To dial a Favorite: From Home view, select **Settings > Contact Directory**. From the Favorites list, use the up and down arrow key to select the favorite. The call is automatically placed.

To reorder your Favorites list: Update the contact's *Favorite Index* number in the Contact Directory.

CALL HOLD AND RESUME

From Lines or Calls view, press **Hold**. If in Call View, the call must first be highlighted. To resume a held call, from Calls view, use the up and down arrow keys to highlight the call and press **Resume**.

REDIAL

To dial the last number called, press the right arrow key for the Placed Calls list. The first number in the list is the last call placed. From the Placed Calls list, press **Dial**.

MICROPHONE MUTE

The mute feature allows you to hear the other party, but they cannot hear you. During a call, press the **Mute** button. The button turns red and a microphone on the screen indicates that the other party (or parties) cannot hear you. Microphone Mute applies to all modes: Handset, Headset, and Speakerphone. You can still hear all other parties while mute is enabled. To turn off microphone Mute, press **Mute** button again.

PLACING CONFERENCE CALLS

To establish a conference call: Call the first person. From Lines or Calls view, press **More > Confrnc**. The active call is held. Using the Dialer, call the second person. When the second person answers, press **More > Confrnc** or press **Join** to join everyone in a conference.

To hold a conference call: From Lines or Calls View, press **Hold**. If in Calls view, be sure to highlight the conference first.

To resume a held conference call: From Lines or Calls view, press **Resume**.

To end a conference call: From Lines or Calls view, press **End Call**.

To split a conference call: From Lines or Calls view, press **Split**. The conference call ends. By default, the other two people are held.

USING THE SPEAKERPHONE

Press the **speakerphone** button and it will glow green and activate the speakerphone. If on a call and want to use the speakerphone instead of the handset or the headset, press the **speakerphone** button then hang-up the handset. Press it again and the speakerphone will hang-up. Lifting the handset or pressing the **headset** button while on the speakerphone will turn the speakerphone off and place the call on the handset or the headset.

INCOMING CALL RINGTONES

A simple way to personalize the phone is to change the phone's ringtone. Unique ringtones can be chosen for the different lines on the phone.

To select an incoming call ringtone for the phone or a line: From Home view, select **Settings > Basic > Ring Type**. If multiple lines are configured on the phone, select the line to apply a new ringtone to. From the Ring Type screen, use the up and down arrow keys to select the ringtone. To hear the ringtone before changing it, press **Play**. The default ringtone is Low Trill.

To set a ringtone for a contact: Navigate to the Contact Directory and select the contact. From the contact's information screen, press **Info > Edit > Ring Type**. Use the up and down arrow keys to select the ringtone and press **Save**.

WORKING WITH SHARED LINES

If the phone shares a line with other phones, an incoming call to the shared line will cause all phones to ring. The call can be answered on any of the phones. Calls on shared lines can be transferred, held or set up with a conference call.

If there is an incoming call on a shared line, press **Silence** to stop the phone from ringing. The call's visual notification will still display, and the option to answer the call is still available.

CALL TRANSFER

When transferring a call to another party, there is an option to talk to the party before the transfer completes (consultative) or can be a blind transfer (without talking to the other party).

To perform a consultative transfer:

1. From Lines or Calls view, press **Transfer**. The active call is held.
2. From the Dialer, place a call to the party to transfer the call to.
3. Connect and talk with the person, and then press **Transfer**. To cancel the transfer before the call connects, press **Cancel**.

To perform a blind transfer:

1. From Lines or Calls view, press **Transfer**. The active call is held.
2. From the Dialer, press **Blind**, and place a call to the party want to transfer the call to. If you don't see **Blind**, press **More**, and then **Blind**. The call automatically transfers to the party you specified.

CALL FORWARDING

To enable call forwarding: From Home View, press **Settings**, and press **Features > Forward**. Select the forwarding type to enable, type a forwarding number, and press **Enable**.

To disable call forwarding: From Home View, press **Settings**, and press **Features > Forward**. Select the forwarding type to disable, and press **Disable**.

To enable per-call forwarding: As your phone rings, press **Forward**, enter the forwarding number, and press **Forward** again.

DIVERTING CALLS FROM A CONTACT TO ANOTER PARTY

The Divert option enables transferring of all incoming calls from a particular contact to a third party.

To divert incoming calls from a contact to a third party: From Home view, select **Directories**, then select **Contact Directory**. From your directory, use the up and down arrow keys to select the contact whose calls should be sent to another person. From the contact's information screen, press **Edit**. Then use the up and down arrow keys to select **Divert Contact** and enter the number of the person to send the calls to. Select **Auto Divert** and select **Enabled**. Press **Save**.

CALL PARK AND RETRIEVAL

Parking a call is very similar to putting a call on hold. The key difference is, when placing a call on hold it can only be retrieved from the phone that put the call on hold. With Call Park, a call can be placed on hold and picked up from ANY phone within the same business group. <Note that Call Park is an optional feature and must be requested for activation through a Nextera Account Manager.>

To park a call: From Lines or Calls view, press **Transfer**. Dial *94. An Orbit code will be announced which includes a * and 3 digits. Press **Transfer** again to park the call in that Orbit.

To retrieve a parked call: Dial *99* and the Orbit code that was provided when the call was parked (example: *99*111). The call will immediately be connected.

REJECT

When a call comes in that you do not wish to answer and do not want it to keep ringing your phone, press **Reject**. This will send the call immediately to voicemail.

DO NOT DISTURB

Enabling Do Not Disturb (DND) prevents the phone from ringing and sends all incoming calls directly to voicemail. All calls received while DND is enabled will be logged to the Recent Calls list. To toggle Do Not Disturb on and off, from Home view, select **DND**. If the phone is idle, press **DND**.

By default, the Do Not Disturb feature applies to all lines on the phone. However, your phone may be set up so that you can enable the feature on a per-line basis. To enable or disable Do Not Disturb for a particular line:

1. From Home view, select **DND**.
2. From the Line Select screen, use the up and down arrow keys to select the line to enable or disable Do Not Disturb on.
3. From the Do Not Disturb screen, select **Enable** or **Disable**.

CONTACT DIRECTORY

Store a large number of contacts in the phone's local Contact Directory. From the local Contact Directory, view contact information, search for contacts and dial contacts. If able to update the Contact Directory, can also add contacts, update contact information, and delete contacts.

To view the Contact Directory:

From Home view, select Directories and then select **Contact Directory**.

To view contact information:

From the Contact Directory, use the up and down arrow keys to select the contact and press **Info**. The contact's information screen, including the contact's name and phone number, displays. Additional information—such as a job title, label, or email address may also display.

To search for a contact:

1. From your Contact Directory, press **Search**.
2. From the Search screen, enter search criteria and press **Search**. A list of search results is displayed. Press **Back** to display the Contact Directory again.

If a Corporate Directory is available on the phone (entered by Corporate Administrator), select **Corporate Directory**. Then perform a search. The screen displays a list of contacts, starting with the most successful matches.

To dial a contact:

1. From the Contact Directory, use the up and down arrow keys to select the contact and press **Info**.
2. From the contact's information screen, press **Dial**.

To add a contact:

1. From Home view select **Directories** and then select **Contact Directory**.
2. Press **Add**.
3. From the Add Contact screen, enter contact information.

CALL VIEW INDICATORS

Access Calls view if the phone has multiple calls in progress or at least one call is held. Use the up and down arrow keys to see all the calls. If the phone has multiple lines enabled, calls display under the associated line. Call color indicates status:

Dark green = Active call **Bright blue** = Incoming call **Dark blue** = Held call

Use the up and down arrow keys to highlight a call. The soft keys apply to the highlighted call.

VOICE MAIL

When a caller has left a voice message, the telephone will flash the red light at top right of the phone, the status bar will identify the total number of new messages (the count is a total of all messages on all lines on the phone) and there will be a stutter dial tone.

To listen to voicemail messages:

1. Press the messages button and select **Message Center**. Or, from Home view, select **Messages > Message Center**.
2. If multiple lines are configured on the phone, the Line Select screen displays. Use the up and down arrow keys to select the line that has the message.
3. From the Messages screen, press **Connect** and follow the prompts.

Many options such as Personalized Name announcements, hands free and timesavers, greetings, and group lists are available with VoiceMail. Please refer to Nextera's VoiceMail User Guide.

CALL LISTS

The phone maintains a Recent Calls list which lists missed, received, and placed calls. Each list can hold up to 100 entries.

To view the Recent Calls list, from Home view, select **Directories** and select **Recent Calls**.

To manage a Call Record:

1. From the Recent Calls list, use the up and down arrow keys to highlight an entry and press the right arrow key.
2. From the call details screen, options include:
 - . Press **Dial** or the right arrow key to call the person.
 - . Press **Save** to add the person to the Contact Directory. If the person is already in the Contact Directory but isn't a Favorite, *Add to Favorites* displays instead. Press **Add to Favorites** to automatically make the person a Favorite.
3. Press **Delete** to delete the call from the list.
4. Press **Edit** to edit the phone number before dialing the person.

To customize the list:

1. From home view, Select **Directories** and select **Recent Calls**.
2. Press **Type** to filter calls for specific lines or types of calls. When filtering calls, can choose to display only missed, received, or placed calls. Or choose to display all call types (the default). Can Choose also to display only calls from a certain line.
3. Press **Sort** to sort the calls. When sorting calls by the time of the call, can order the calls in ascending (oldest call first) or descending (most recent call first) order. When sorting calls by call name, can orders calls in ascending (alphabetical) or descending (reverse-alphabetical) order.

To remove all calls from the list:

1. From Home view, select **Directories** and select **Recent Calls**
2. Press **Clear**. All calls are then deleted from the call list.

OTHER FEATURES

These features are not immediately accessible via a button or soft key on the telephone set but are available by dialing access codes and/or by accessing the MyNextera on-line Account Manager.

Call Forwarding Busy: Allows you to forward all your incoming calls to a different phone number if your phone is currently busy.

Call Forwarding No Answer: Allows you to forward all your calls to a different phone number when you do not answer your phone.

Call Return (Recall): Allows you to call most recent incoming calling number.

Last Number Redial (Callback): Allows you to redial last outgoing number.

Caller ID Block: Block your name and number from being shown on all calls by turning Caller ID Block on in the MyNextera online Account Manager.

Anonymous Rejection: Reject Calls from anonymous parties who have restricted their Caller ID. Calls from Anonymous Callers do not ring and you are not notified of the call.

Reminder Call: Allows you to schedule an announcement to ring on your phone. Reminders can be set for a one-time situation up to 24 hours in advance or can be regular reminders that are repeated at the same time every day, every weekday or a specific day of the week.

Selective Call Rejection: Allows you to create a list of up to 10 numbers from which incoming calls are automatically rejected. When the parties on the list attempt to call, they will receive a recorded announcement.

Speed Call: Speed Calling allows you to dial a pre-defined number by simply dialing either one or two digits. Speed Dial 8 allows you to set up to eight speed dial numbers that can be dialed with a push of a button. Speed Dial 30 allows you to set up to 30 speed dial numbers that can be called with the push of two buttons.

Follow-Me: Allows you to customize where and in what sequence incoming calls will be forwarded to make sure you never miss a call. You can choose to set phone numbers to ring simultaneously, in sequence, or the combination. For example, you may want to ring your business phone and cell phone simultaneously for a period of time and, if neither is answered, try the home phone, and if that isn't answered then forward to voicemail.

FEATURE ACCESS CODES

These features can be activated and deactivated via the use of access codes by dialing a * and a 2 or 3-digit number.

*77 Anonymous Call Rejection Activation	*67 Caller ID Block Per Call	Reminder Calls
*87 Anonymous Call Rejection Deactivation	*82 Caller ID Delivery Per Call	*310 Individual Reminder Call Activation
*72 Call Forwarding Always Activation	*78 Do Not Disturb Activation	*313 Individual Reminder Call Verify
*73 Call Forwarding Always Deactivation	*79 Do Not Disturb Deactivation	*311 Individual Reminder Call, Cancel All
*90 Call Forwarding Busy Activation	*66 Last Number Redial (Callback)	*312 Individual Reminder Call, Cancel One
*91 Call Forwarding Busy Deactivation	*60 Selective Call Rejection	*314 Regular Reminder Call Activation
*92 Call Forwarding No Answer Activation	*74 Speed Call 8	*317 Regular Reminder Call Verify
*93 Call Forwarding No Answer Deactivation	*75 Speed Call 30	*315 Regular Reminder Call, Cancel All
*69 Call Return (Recall)	*86 VoiceMail Access	*316 Regular Reminder Call, Cancel One