

Polycom VVX 400 Quick Reference Guide



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Sunco is your Trusted Telecom Systems Integrator

Making business communication *easier* for you

From modest beginnings as a home-based, family-run business, Sunco has grown over the past 20 years into the trusted telecommunications partner for over 1,600 businesses across Canada. We are a proud, Canadian company with the love of business communication at the very core of what we do.

Our team lives, breathes and works with these technologies on a daily basis, and understands how complex they can be. That's why we're committed to making business communication *easier* for your organization. How do we do this? By being an *Integrator*. We fit all the pieces of your voice/data systems together into a unified whole - giving you superior design, support and management all through one point of contact. This strategy ensures you get the technology and services your business needs, delivered in a way that is coordinated, convenient and just *easier*.

No more confusing network service contracts, overseas call centres, long wait times and impersonal service. We promise honest advice and personal support delivered in a way that reflects our core values:

- **We Embrace Change**
- **We Do What It Takes**
- **We are Accountable to the Outcome**
- **We Do the Right Thing**
- **We Bring Out the Best in Each Other**

The Sunco team is ready to help. Leverage our Integrator strategy to help make business communication *easier* for your organization. Optimize your time to focus on what matters most - ***growing your business***.



Need to reach us? We're ready to help!

Service: To enter a service call, please email service@sunco.ca and a ticket will be auto-generated in our system.

Client Portal: To receive log-in credentials for our self-service payment and service portal, please call Tammy Klemmer at (780) 809-1786 or 1 (888) 782-9357.

After-Hours Emergency Service: To reach our after-hours on-call technician, please call (780) 809-1786 or 1 (888) 782-9357 and leave a message.

Accounting: For questions regarding invoicing, please contact Tammy Klemmer at (780) 809-1786 or tammy.klemmer@sunco.ca

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1. **SPEAKER:** Provides ringer and speakerphone audio output.
2. **SOFT KEYS:** Buttons that invoke several functions depending on the action being it is being used for.
3. **TRANSFER KEY:** Transfers an active call to a contact.
4. **DIAL PAD KEYS:** Enable you to enter numbers, letters, and special characters. You can also use the dial pad keys to select menu items that have index numbers.
5. **MESSAGES KEY:** Enables you to access and manage instant and voice messages.
6. **HOLD KEY:** Holds an active call or resumes a held call.
7. **VOLUME KEY:** Adjust the volume of the handset, headset, speaker, and ringer.
8. **MUTE KEY:** Mutes local audio during calls and conferences. The key glows red when activated.
9. **SPEAKERPHONE KEY:** Enables you to place and receive calls using the speakerphone. The key glows green when activated.
10. **HEADSET KEY:** Enables you to place and receive calls through a headset. The key glows green when an analog headset is activated, and blue when a USB or Bluetooth headset is activated.
11. **NAVIGATION/SELECT KEY:** Used to scroll through information or options displayed on the phone's screen.
12. **HOME KEY:** Displays the Home screen and the Lines and Calls screens from the Home screen.
13. **LINE KEYS:** Enable you to select a phone line, view calls on a line, or quickly call a favorite contact.
14. **SCREEN:** A 3.5" diagonal screen with a backlight that displays menu and data.
15. **MESSAGE WAITING INDICATOR:** Flashes red to indicate when you have new messages.

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Calling & Programming

PLACING AUDIO CALLS

HOW TO PLACE A CALL

- 1) Do one of the following:
 - Start typing a phone number.
 - Press a line key.
 - Pick up the handset or press the Speakerphone key or if using a headset, select the Headset key.
- 2) Select New Call

Enter a telephone number (for outgoing calls, enter 9 before dialing the ten-digit telephone number) and select dial. Or using the navigation key, select a recent contact and select send.

HOW TO PLACE AN INTERNATIONAL CALL

- 1) In the Dialer, quickly press the star key* twice. This will display a plus sign +.
- 2) Enter the rest of the number and press Dial or tap the Dial icon.

TO PLACE CALLS FROM THE RECENT CALLS LIST:

- 1) Select the Directories button and navigate to Recent Calls.
- 2) From the Calls List screen, select a contact and select Dial.

TO REDIAL A NUMBER:

- Select the Redial icon on the Home screen. This will instantly redial the last number called.

TO ADD A FAVORITE

- 1) Select Directory
- 2) Navigate to Recent Calls
- 3) Select Info
- 4) Select Save
- 5) Label the Contact with their first name, last name, and any other applicable details.
- 6) Select Save

TO SAVE THE FAVORITE AS A LINE KEY

- 1) Navigate to Favorites
- 2) Select the contact
- 3) Hold down the line key you would like to associate the favorite with.

TO CALL A CONTACT FROM YOUR CORPORATE DIRECTORY

- 1) Select Directory/Directories
- 2) Select Contact Directory
- 3) Scroll to find the contact you're looking for or select search and enter the first or last name and select search
- 4) Once the contact has been selected, press the dial button.

ANSWER AUDIO CALLS

HOW TO ANSWER A CALL

To answer an incoming call, do one of the following:

- Pick up the handset
- To answer the incoming call using speakerphone, select the speakerphone key or select Answer.
- To answer the call using your headset, select the headset button.

HOW TO ANSWER AN INCOMING CALL DURING A CALL

- Select Answer. The incoming call becomes active and the active call is placed on hold.

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ANSWERING CALLS ON SHARED LINES

- Incoming calls to a call group cause all registered phones to ring, and the call can be answered on any of the phones. When you or another person answers the incoming call, a green indicator light is displayed on the line key on all phones for the shared line. A red indicator light will display on an individual's phone who is not a part of the call group but would can still pick up the call.

HOW TO SWITCH AMONG THE HANDSET, HEADSET, AND SPEAKERPHONE

- During a call, pick up the handset, press the Headset key or press the Speakerphone key.

For example: If you're using the handset, press the Headset key to switch to the headset, or press the Speakerphone key to switch to the speakerphone.

- When using the speakerphone, the Speakerphone key glows green. When using the headset, the Headset key glows green. If an analog headset is connected or blue if a USB headset is connected.

MUTE AND UNMUTE AUDIO

You can mute the microphone, so the caller cannot hear you. Microphone Mute applies to the handset, headset, and speakerphone. You can still hear all other parties when you mute your microphone. When your audio is muted, the Mute icon is displayed, and the Mute key glows red. To mute and unmute the microphone:

- 1) During a call, including a conference call, press the Mute key. The other parties cannot hear you.
- 2) Press the Mute key again to unmute the microphone

END AUDIO CALLS

You can end an active call on your phone at any time.

TO END ACTIVE CALLS:

Do one of the following:

- Place the handset on the cradle.
- Press End Call. *Note**You cannot end calls that are on hold. You must resume held calls before ending them.*

TO END A HELD CALL:

- From the Calls screen, select the held call and press *Resume > End Call*.

HOLDING AND RESUMING CALLS

When you are in a call, you can place a call on hold and resume the call.

HOLD CALLS

To hold a call:

- During an active call, select the Hold softkey or the button.

TRANSFERRING CALLS

You can transfer active or held calls to another person using the following transfer types:

- Unattended transfer: Transfer calls directly to another line without speaking with the other party first.
- Attended transfer: Speak with the other party before completing the transfer.

HOW TO TRANSFER A CALL

- 1) Press Transfer
- Unattended Transfer: Dial a number or choose a contact from the call list or directory and hang up or press transfer again.
 - Attended transfer: Dial a number or choose a contact from the call list or directory. Please stay on the phone and press transfer after introducing the call to your contact.

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CANCEL A TRANSFER

- If a contact does not answer the transfer or you want to remain speaking with the contact on your line, you can cancel the transfer before it is complete by selecting Cancel. The call is not transferred and becomes active.

REJECT CALLS FROM A CONTACT

You can send incoming calls from a contact directly to your voicemail.

TO REJECT CALLS FROM A CONTACT

- 1) Navigate to Directories > Contact Directory.
- 2) From your Contact Directory, select a contact.
- 3) From the Contact Information screen, select Edit.
- 4) From the Edit Contact screen, select Auto Reject > Enabled and select Save.

Calls from the contact are sent directly to voicemail when the contact calls.

REJECTING CALLS WITH DO NOT DISTURB

When you enable Do Not Disturb (DND), the following occurs:

- The DND icon is displayed in the status bar.
- When your phone is idle, the DND icon is displayed next to your phone line on the Lines screen. If you have new messages or call forwarding is enabled, the messages or forwarding icon is displayed instead.
- The message "Do Not Disturb" is displayed in the status bar on all phones.

ENABLE DO NOT DISTURB

You can enable DND to prevent your phone from ringing and to send all incoming calls directly to voicemail.

All calls you receive while DND is enabled are logged in your Recent Calls list.

*Note**Enabling DND on shared lines disables ringing only. A visual notification of the call still displays, and you have the option to answer or ignore the call.*

Enabling DND on shared lines disables ringing only. A visual notification of the call still displays, and you have the option to answer or ignore the call.

HOW TO ENABLE OR DISABLE DND

- Select DND.

CONFERENCE CALLS

You can initiate a conference by calling two people and selecting the Conference soft key or hard key.

HOW TO INITIATE A CONFERENCE CALL:

- 1) Call a contact.
- 2) After the contact answers, select the Conference soft key (*Select More to reveal the Conf softkey*). The call is held.
- 3) Enter another contact's number or select a contact from the directory or the call lists.
- 4) When the contact answers, select the Conference soft key (*Select More to reveal the Conf softkey*). All call participants are added to a conference call.

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JOIN CALLS TO CREATE A CONFERENCE CALL

You can join one active call and one held call into a conference call. If you have more than one call on hold, you can select a held call to join into a conference call with the active call.

TO JOIN TWO CALLS INTO A CONFERENCE CALL

- When you have an active call and a held call, select the Join soft key (*Select More to reveal the Join softkey*).

The two calls are joined together in a conference call.

MANAGE CALLS FROM THE CALLS SCREEN

From the Calls screen, you can manage a call by holding, resuming, or transferring the call, or you can initiate a conference.

TO MANAGE A CALL FROM THE CALLS SCREEN:

- 1) Select a call.

The call is highlighted.

- 2) Do one of the following:

- Select Hold to place an active call on hold.
- Select Resume to make a held call active.
- Select End Call to end a call with a contact. You can end active calls only, so resume the held call first before ending it.
- Select Transfer to send the call to another contact.
- Select Conference to initiate a conference call.

FORWARD ALL INCOMING CALLS TO A CONTACT

You can set up your phone to forward all incoming calls to a contact using one of the following forwarding types:

- Always Forwards all incoming calls.
- No Answer Forwards all unanswered incoming calls.
- Busy Forwards incoming calls when you're in a call.
- For shared lines, you can only choose Always as your forwarding type; the other forwarding options are not available for shared lines.

The forwarding number you chose scrolls in the status bar, and when you select Always as your forwarding option, the forwarding icon is displayed next to the phone line.

To forward all incoming calls to a contact:

- 1) Select Forward or navigate to Settings > Features > Forward.
- 2) If your phone has multiple lines, select a line.
- 3) From the Forwarding Type Select screen, select a forwarding type.
- 4) Enter a contact's number and select Enable.
- 5) If you selected the No Answer option, enter the number of rings before your phone forwards the call. The default is set to nine.

DISABLE CALL FORWARDING

You can disable call forwarding when you no longer want to forward your calls.

To disable call forwarding:

- 1) Select Forward.
- 2) If your phone has multiple lines, select a line.
- 3) From the Forwarding Type Select screen, select your forwarding type, and select Disable.

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PARK CALLS

TO PARK AN ACTIVE CALL

- During a call, press the Park soft key.

RETRIEVING PARKED CALLS

Parked calls are placed in the call orbit and given a retrieval number to retrieve the call. When a parked call is retrieved, a notification showing that the call was picked up and by whom is shown on the phone of the person who parked the call.

If a parked call is not retrieved within a set time limit, the call is returned to the person who parked the call. For example, if Betty parked a call and no one retrieves the call, the server returns the call to Betty's line. If the parked call isn't answered after being returned, the call is sent to the default line on the server.

If the call is not answered after five minutes, the call is terminated. The time limit for parked calls and the default line are set by the system administrator.

RETRIEVE A PARKED CALL ON THE SAME PHONE

You can retrieve a parked call on the same phone where the call was parked.

TO RETRIEVE A PARKED CALL ON THE SAME PHONE

Do one of the following:

- 1) Press the Retrieve soft key.
- 2) Select New Call and dial the retrieval number.
For example, dial #1347.

RETRIEVE A PARKED CALL ON ANOTHER PHONE

- Anyone on your network can retrieve a parked call by dialing the retrieval number.

TO RETRIEVE THE CALL ON ANOTHER PHONE

- Select New Call and dial the retrieval number.
For example, dial #1347.

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Voicemail Notifications

Your phone indicates when you have new voicemail in the following ways:

- The Message icon on the Home screen displays the number of new messages you have
- A Message icon with the number of messages is displayed in the status bar
- The Message icon is displayed next to the phone line on the Lines screen
- A red flashing Message Waiting Indicator, located at the top-right of your phone
- An audible alert

To Access Voicemail Messages:

Check your voicemail or access your message centre in the following ways:

- From the Home screen, navigate to Messages and select Message Center and select the Connect softkey
- Dial 8000
- Select the Messages button and select the Connect softkey

Once you're in the Message centre, select 1 to listen to your Messages

How to Record your Unavailable Message

1) Enter the Message Centre using one of the following three ways:

From the Home screen, navigate to Messages, select Message Center and then select the Connect softkey

OR

Dial 8000

OR

Select the Messages button and select the Connect softkey

2) Select 0 for Mailbox options.

3) From here, please follow the prompts to record one of the following:

- Unavailable Message
- Busy Message
- Name
- Temporary Greeting
- Password

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We do the right thing

We embrace change

We do what it takes

We are accountable to the outcome

We bring out the best in each other

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