

# Polycom VWX 400/410 Quick Reference Guide



## Phone Views

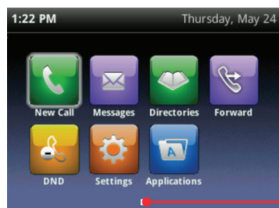
### Phone Views

Your phone has three main Views: **Home**, **Calls** and **Lines** View (default). You can access Home and Lines view at any time. If your phone has one or more calls, you can also access Calls view. To change these Views:

- Press for Home view
- From Home View, press to alternate between Home and Lines view.

### Home View

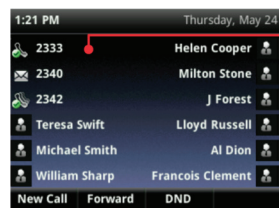
**Home** view displays icons you can select to access phone functions. You can use the right, left, up and down arrow keys to display more icons.



Page Indicator

### Lines View

Lines view displays phone lines, favorites (if applicable) and soft keys. If your phone is idle, you can press the Line key to access the Dialer.



Phone Line

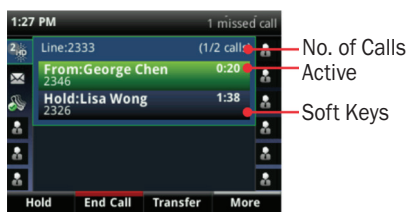
Favorites

Soft Keys

### Calls View

If your phone has multiple calls, you can access Calls view. Color indicates status:

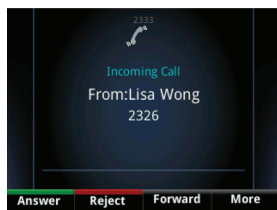
- **Dark Green** - Active Call
- **Bright Blue** - Incoming Call
- **Dark Blue** - Held Call



No. of Calls

Active

Soft Keys



## Keys

## Key Description



**Home key** – Access to home screen.



**Headset key** – Toggle between handset and headset options



**Speakerphone key** – Toggle between handset and speakerphone



**Mute key** – Mutes the microphone



**Volume key** – Controls the volume levels of the phone

## Basic Handset Functions

**Note: Only one call can be active at one time. You can use handset, speakerphone or headset to handle calls.**

### Make a Call

Lift the handset, or press or . Dial the phone number and press **Send**.

### Answering a Call

To answer a call, pick up the handset. To answer using the speakerphone, press or tap **Answer**.

To answer a new call while on an active call, tap **Answer**. The current call will be held.

### Redial

Press the **Redial** key to call a recently dialed number.

### Ending Calls

To end an active call, replace the handset, or you can press or . Or, press **End Call**. To end a held call, navigate to Calls view and highlight the held call. Press **Resume**, and press End Call.

### Holding Calls

From Calls view, press **Hold** or . Remember to highlight the call first. To resume a held call, press **Resume** or again.

### Transferring Calls

From Calls view, press **Transfer** or , and call the other party.

When you hear the ringback sound, for after you've talked with the other party, press **Transfer** or again.

## Basic Handset Functions Continued

### Blind Transfers

From Calls view, press **Transfer**, and select **Blind** to complete the transfer without waiting for the ringback tone.

### Forwarding Calls

To set up Call Forwarding - whether it's enabling or disabling standard call forwarding, or setting up a schedule for forwarding calls, use either the **Easy Call Manager** or **Incoming Call Manager** online service configured via **ITS Fiber CommPortal**.

### Viewing Recent Calls



From Lines view, press  then select **Directories**. Select **Recent Calls** to view your Recent Calls list.

From the Recent Calls list, press Sort to sort and order calls, press Type to display certain calls, or select a call record to call the person.

### Listening to Voicemail

Select **Messages** from home view then tap **Message Center**. **This takes you directly to your Voice mailbox.**

### Muting the Microphone

During a call, press  so other parties can't hear you. To disable Mute, press  again.

### Using Do Not Disturb

To enable or disable ringing, tap DND from Home or Lines view. When Do Not Disturb is enabled, the DND icon, , displays in the status bar.


### Adjusting Volume

To change call volume, press  during a call. To change the ringer volume, press  when the phone is idle or ringing.

## Using Voicemail from Handset

### Voicemail

Lift the handset, or press  or . Dial the phone number and press **Send**.

- **To access Voicemail system:** Select the **Messages** button, .
- Enter your unique PIN followed by the # key. **Press appropriate key, below then follow audio prompts in the main menu.**
- **To listen to your voice messages:** Press **1**
- **To send a message:** Press **2**
- **To change your mailbox greetings:** Press **3**
- **To change your settings:** Press **4**
- **To access deleted messages:** Press **6**
- **To exit Voicemail system:** Press **\***
- After listening to a Voicemail Message:
  - **To save/archive a message:** Press **2**
  - **To delete a message:** Press **3**
  - **To send a copy of a voice message to another extension:** Press **5**, then the extension number.

**If you have any additional questions not addressed on this guide,  
call us at 772.597.3423, or visit: [www.itsfiber.com](http://www.itsfiber.com)**