



Polycom VVX-411 Quick Reference Guide



Answer an Incoming Call

Simply lift the handset to answer incoming calls or press the **Speakerphone (I)** button. After answering you can:

- Put the call on local hold
- Transfer the call
- Put the call on or off speakerphone

Place an Outbound Call

To place an outbound call, simply press **9** to access an outside line. All outbound calls must include **9+** the 10-digit phone number.

Note: For calls placed outside the calling area, you will need to dial "1" before the area code.

- Dial the number, then press the **Dial (K)** soft key or **Speakerphone (I)** button. – or –
- Lift the handset or press the **Speakerphone (I)** button and then dial the number.

Transfer a Call to Voicemail

To transfer directly to someone's voicemail, press the **Transfer (A)** button, press the **Blind** soft key (**K**), press #, enter the extension of the recipient, and press the **Enter** soft key (**K**).

Checking Voicemail

To check your mailbox, press the **Messages (D)** button -or- press the **VMail** soft key (**K**).

Call Hold

Call hold is used when you want to place a call on hold and go back to the call from the **same phone**. To hold a call: press either the **Hold (B)** button or soft key during an active call. The call appearance light will blink red. To retrieve the call, press the **Hold (B)** button again, or press the blinking line button.

Note: The hold feature applies only to the local phone.

Redial

To redial, press the right arrow pad key twice. This only applies to last dialed numbers.

Missed, Placed, and Received Calls

Past calls can be viewed and redialed by using the **Navigation (F)** buttons.

- Press the down arrow pad key to view **missed** calls.
- Press the right arrow pad key to view **placed** calls.
- Press the left arrow pad key to view **received** calls

Handset Volume and Ringing Volume

To adjust the handset volume, press the **–** or **+** buttons (**C**) to the left of the number pad while the handset is off the hook (lifted).

To adjust the ringing volume, press the **–** or **+** buttons (**C**) while the handset is on the hook (in the cradle).

Note: If the phone has been reset, the volume settings will also be reset and you will need to adjust them again.

Dialing 911 [9-1-1]

To dial emergency services from your phone, you do not need to dial **9** to access an outside line before dialing 9-1-1.

Initiating a Local Conference Call

- Establish your first call.
- Press the **Conference** soft key (**K**); the party you have been speaking to will be put on hold and you will hear the dial tone.
- Dial an additional contact and wait for them to answer so you can notify them that you are bringing them into a conference call.
- Press the **Conference** soft key (**K**) again; all parties are now on the call.

Do Not Disturb

- Press the **DND** soft key (**K**) -or- press the **Home** (**G**) button and follow the steps.
- Use the arrow keys to scroll through and select **DND**. The Do Not Disturb icon will appear on the screen to confirm that Do Not Disturb is enabled.
- To turn off, simply press the **DND** soft key (**K**) -or- follow the same steps as above. The Do Not Disturb icon will disappear when it is disabled.

Warm Transferring Calls

A warm transfer (attended) allows users to speak privately with the receiving party before transferring the call. A warm transfer also confirms the availability of the receiving party.

1. During an active call, press the **Transfer** (**A**) button.
2. Dial the phone number or extension.
3. After the receiving party answers the call, press the **Transfer** (**A**) button or simply hang up.

Blind Transferring Calls

A blind transfer (unattended) allows users to send calls to an alternate extension or phone number without waiting for an answer or confirming the availability of the receiving party.

1. During an active call, press the **Transfer** (**A**) key.
2. Press the **Blind** soft key.
3. Dial the phone number or extension.
4. Press the **Send** soft key.

Forwarding Calls on an Extension

- With the handset on the hook, dial *72 followed by the 10-digit number.
- Press the **Dial** soft key (**K**). The phone will produce two ascending tones. After the call is answered, forwarding is setup.

Forwarding Calls on an Extension

After the initial setup, use *73 to deactivate forwarding. Note: You can use *72 alone to enable forwarding again to the same number that you previously entered.

Technical Support/Repair
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866.330.4630
support@prtc.us

- A** Transfer
- B** Hold
- C** Volume Up / Down
- D** Voicemail
- E** Back
- F** 5-Way Navigation
- G** Home
- H** Headset (optional)
- I** Speakerphone
- J** Speakerphone Mute
- K** Soft Keys

