

UNDERSTANDING POLYCOM® VVX® 411

TABLE OF CONTENTS:

COVER : UNDERSTANDING POLYCOM® VVX® 411	1
FORWARDING CALLS	2
LISTENING TO VOICEMAILS	3
MANAGING CONFERENCE CALLS	4
TRANSFERRING CALLS	6



FORWARDING ALL CALLS TO ANOTHER PERSON

You can set up your phone to forward all calls to another number, even if the Do Not Disturb feature is enabled on your phone. Call forwarding is not available on shared lines.

To forward all calls to another person:

- Do one of the following:
- From Home view, select **Forward**.
- From Home view, select **Settings** and select **Features > Forward**.
- If your phone is idle, press the **Forward** soft key from Lines view.
 - If your phone is set up with multiple lines, select the line to apply forwarding to.
 - From the Forwarding Type Select screen, select the forwarding type you want:
 - **Always** - To forward all incoming calls.
 - **No Answer** - To forward all unanswered incoming calls.
 - **Busy** - To forward calls that arrive when you're already in a call.
 - Enter the forwarding number, and select **Enable**. If you selected the **No Answer** option, you can enter the number of rings before your phone forwards the call. Polycom recommends that you enter a value of 2.

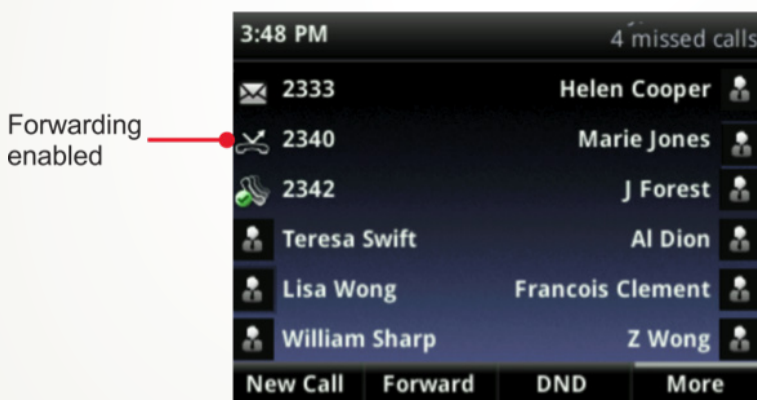
The forwarding number you chose displays in the status bar, as shown next. In this example, the line is forwarded to 2327.

Figure 13: Displaying the Call Forward Number in the Status Bar



If a phone line is idle, Lines view displays the forwarding icon, , next to the phone line, as shown next.

Figure 14: Viewing the Call Forwarding Icon in Lines View



To disable call forwarding:

- 1 From Home view, select **Forward**.
- 2 If your phone is set up with multiple lines, select the line to disable forwarding for.
- 3 From the Forwarding Type Select screen, select the forwarding type to disable, and select **Disable**.

LISTENING TO VOICEMAILS

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


- A message in the status bar, as shown next. The message indicates the total number of new messages you have.




- A flashing Message Waiting Indicator, located at the top-right of your phone.
- An audible alert, if your phone is on-hook.



Note: Temporarily Removing Message Indicators

To temporarily remove the message counter, press , select **Message Center**, and press clear. You can also select **Messages** from Home view, and select **Message Center > Clear**. The message indicators doesn't display again until after a period of time, which is set by your administrator.

To listen to voicemail messages:

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

MANAGING CONFERENCE CALLS

You can initiate a conference call with two other people. Depending on your phone system, you can add more than two people to a conference call. Ask your system administrator about the maximum number of conference call participants.

You can hold and resume conference calls. You also have the option to split a conference call by ending the conference and placing the people you were talking with on hold.

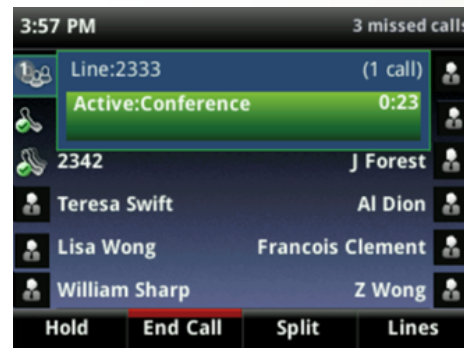
During a conference call, you have access to the conference management feature. This feature enables you to manage each person in the conference call so that you can mute, hold, and remove participants. Your system administrator enables this feature on your phone. For more information, see [Managing Conference Call Participants](#).

Initiating Conference Calls

You can initiate a conference by calling two people and using the **Confrnc** soft key or by joining two existing calls using the **Join** soft key.

To initiate a conference call:

- 1 Call the first participant.
- 2 From Lines or Calls view, press **More > Confrnc**. The active call is held.
- 3 Using the Dialer, call the second participant.
- 4 When the second participant answers, press **More > Confrnc** or press **Join** to add everyone in a conference call. The Active: Conference screen displays, as shown next.

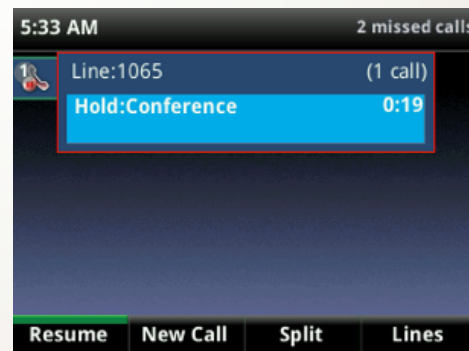


Holding and Resuming Conference Calls

When you place a conference call on hold, you place all the participants in the call on hold. No one in a held conference call can hear other. To hold just one person, see [Managing Conference Call Participants](#).

To place a conference call on hold:

- From Lines or Calls view, press **Hold**. If you're in Calls view, be sure to highlight the conference first. The other two people in the conference are held. The following example shows a held conference in Calls view.



To resume a held conference call:

- From Lines or Calls view, press **Resume**.

Ending Conference Calls

To end a conference, press **End Call**. By default, when you press **End Call**, the other people remain connected unless your Systems Administrator sets your phone to end all connections when you end a conference call.

To end a conference call:

- From Lines or Calls view, press **End Call**.
The conference call ends. By default, the other two people remain connected.

Splitting Conference Calls

You can split an active or held conference call. When you split a conference, you end the conference and place the call participants on hold.

To split a conference call:

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

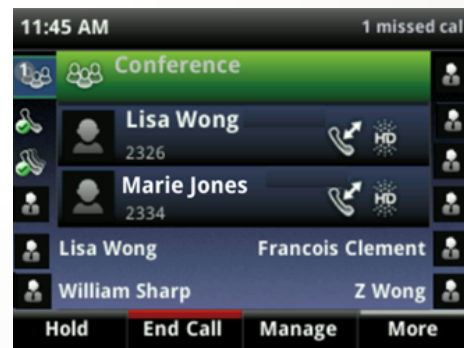
Managing Conference Call Participants

When you initiate a conference call, you can manage call participants in a variety of ways:

- Mute a participant.
- Hold a participant.
- Remove a participant from the conference.
- List information and call details about a participant, such as the participant's name, number, and whether the call is muted, held, or is video-enabled.

To manage a person in a conference call:

- Set up an active conference call.
- From Active Call, Lines, or Calls view, press **Manage**. If you're in Calls view, be sure to highlight the conference before pressing **Manage**. The following figure shows the screen that display when you manage a conference
- Use the up and down arrow keys to highlight the person you want to manage.
- Do one of the following:
 - Press **Far Mute** to mute the person. The muted person can hear everyone, but no one can hear the muted person.
 - Press **Hold** to hold the person. The held person can't hear anyone, and no one can hear the held person.
 - Press **Remove** to remove the person from the conference, end the conference call, and create an active call between you and any participants still in the call.
 - Press **Info** to view information about the person and his or her call status. When you press Info, a popup displays listing the person's information, as shown in the following figure. You can navigate through the popup using the up and down arrow keys.
 - Press **Back** to exit the conference management function.



TRANSFERRING CALLS

When you transfer a call to another person, you have the option to talk to the person before the transfer completes.

If your phone supports a blind transfer, you can automatically transfer a call without talking to the other person. The call is automatically transferred after you dial the number you're transferring the call to.

To transfer a call:

- 1 From Lines or Calls view, press **Transfer**. The active call is held.
- 2 From the Dialer, place a call to the person you want to transfer the call to.
- 3 When you hear the ring-back sound, press **Transfer** to complete the transfer. Or, if you want to talk with the person before the transfer completes, connect and talk with the person, and 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 person you want to transfer the call to. If you don't see **Blind**, press **More > Blind**.

The call automatically transfers to the person you specified.