



Start up guide

Polycom VVX400 / VVX410



Your quick start guide

Polycom VVX400 / VVX410

Installing Your Handset

The box for your handset will contain a number of items:

- **The main handset chassis**
- **A plastic ‘foot’ which should be attached to the base of the chassis**
- **A handset receiver**
- **A curly wire to attach the receiver to the main chassis**
- **An RJ45 Ethernet cable to connect the handset to your local network**

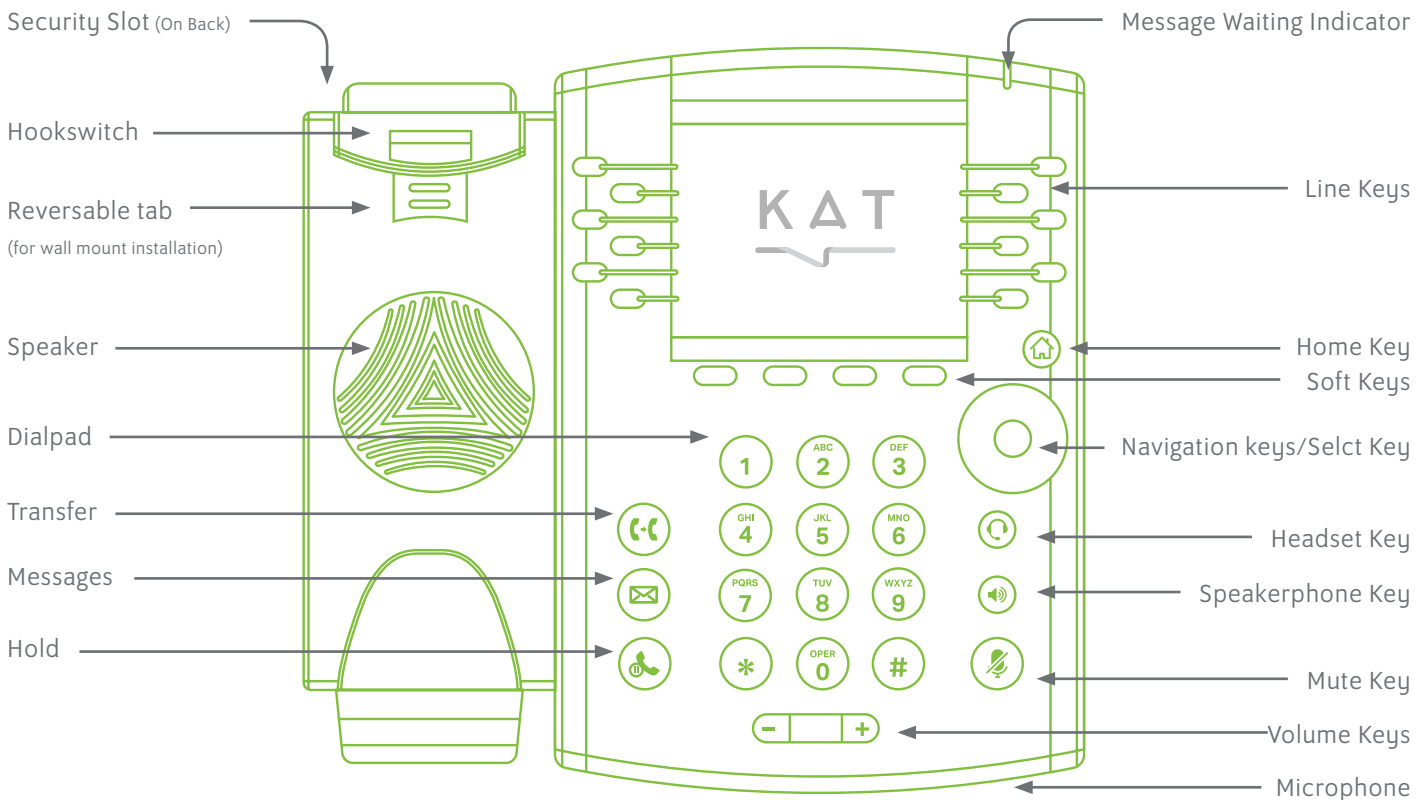
If you have ordered a power supply unit (PSU) then this will be provided separately. Note that the phone does not need a PSU if your network supports power over Ethernet (POE).

The phone has a second Ethernet port which can be used to attach another device (e.g. your PC) to the same network port in your office.

The phone also supports the use of a headset which should be attached using an RJ9 square type connecting cable to the appropriate socket on the rear of the chassis.

Once the handset is powered and connected to your network it should boot up ready for use, with the correct extension number, date and time displayed on the screen.

In the event that the handset does not boot up correctly then please contact our Support team.



Using Your Handset

To Make a Call

Lift the handset and enter the target telephone number or VoIP Extension number. If the handset does not auto-dial then press the **Dial** soft key to begin the call.

N.B. UK calls should be dialed using the full STD area code.

Speakerphone/Headset

Modes Dial a new call by pressing the speakerphone or headset buttons instead of lifting the receiver. While on an active call press the speakerphone or headset buttons to change the mode of the call.

On/Off Hold

Whilst on an active call press the Hold button. To resume the call press Hold again, or the **Resume** soft key.

Call Transfer

Whilst on an active call press the Transfer button or the **Trans** soft key, and the caller is placed on hold. Enter the target telephone number or VoIP Extension number of the new party. Wait for this call to connect, announce the call and press Transfer or **Trans** a second time to complete the call transfer.

N.B. You can press **Cancel** to cancel the transfer and return to the original caller.

Three-Way Call (Simple Conference)

Whilst on an active call press the **Conf** soft key, and the caller is placed on hold. Enter the target telephone number or VoIP Extension number of the new party. Wait for this call to connect, announce the conference and press **Conf** to join all three parties together. You can press **Split** to separate the two calls again.

N.B. If you choose to hang up on the three-way call then the other two parties will stay connected.

Call Lists & Redial

Press the **CallLists** soft key to see a list of the calls you have made recently. Use the Up and Down navigation keys to search through the list. To redial, select the appropriate call in the list and then press the **Dial** soft key.

Company Directory

Press the **Dir** soft key to view your directory of VoIP users. Press the **←** soft key twice to select the search box. Enter a name, press the Right navigation key, then the **→** soft key, and then the select key to search. If there are multiple matches use the **←** and **→** soft keys to scroll through the list. Press the select key to call the selected user.

Do Not Disturb

To reject calls from your handset press the **DND** soft key. To return the handset to normal ringing status, press **DND** again.

N.B. if you have active Follow Me or Voicemail then DND will send the caller directly to trigger these responses.

Handset Volume

When the receiver is on-hook press the – and + volume keys to change the ringing volume. When the receiver is off-hook press the – and + volume keys to change the volume of the receiver.

Group Call Pickup

If you see another VoIP phone within your Group ringing, but your phone is not ringing, you can dial ***98** to intercept that call on your handset.

Personal Voicemail

The handset display will change to alert you when you have voice messages waiting. You can retrieve these messages either by dialling **1571** or selecting the messages button and following the on screen prompts.

N.B. If you are away from your handset you can also check your messages by dialling **0845 6999 004** from any other phones and following the voice prompts.

myphone

Your individual voicemail, follow me and directory can all be managed through a web portal called **myphone.katcommunications.co.uk**

Contact **support@katcommunications.co.uk** for a user guide.

