Polycom VVX 411 - Quick Start Guide

1 — Last update: 2017/03/07

Broad-Connect Telecom

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Welcome

Package Contents

Connect Cables

Connect Cables

Passthrough ethernet connection to PC
(optional; extra cable not included)

Cable groove
(Press straight part
of handset cable
into groove)

Cable groove
(Press headset cable
into groove)

AUX

Auxiliary port
(for future use)

AC power connection (optional accessory)
Use if Power over Ethernet (PoE) is unavailable

Optional PC port cable should be
rated CAT-5E.
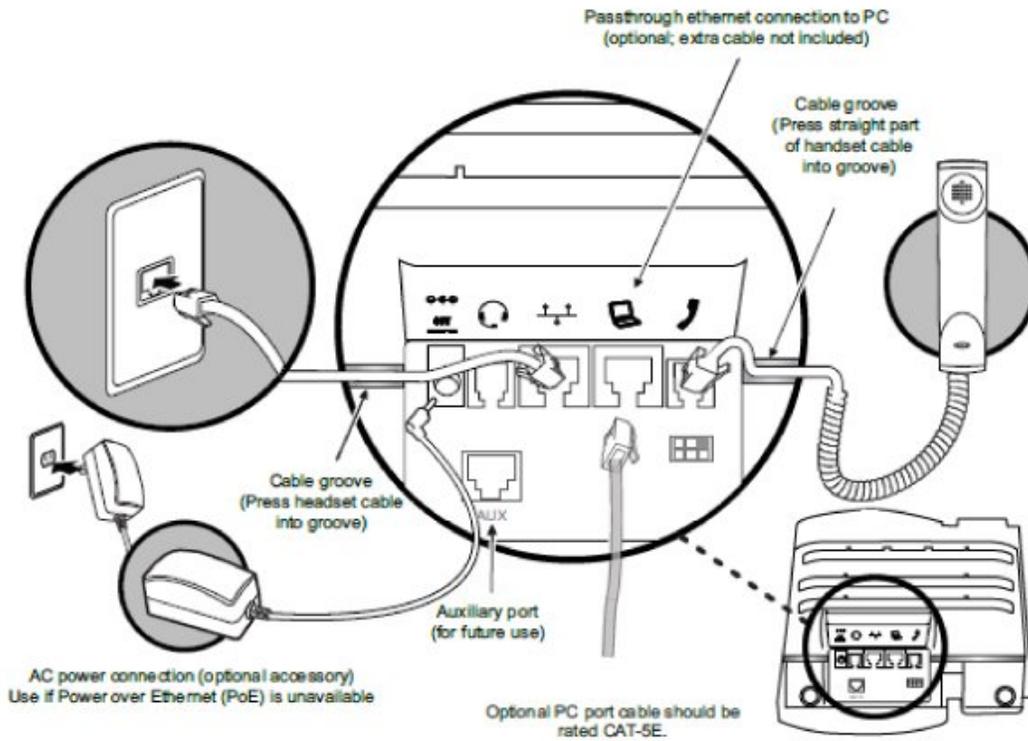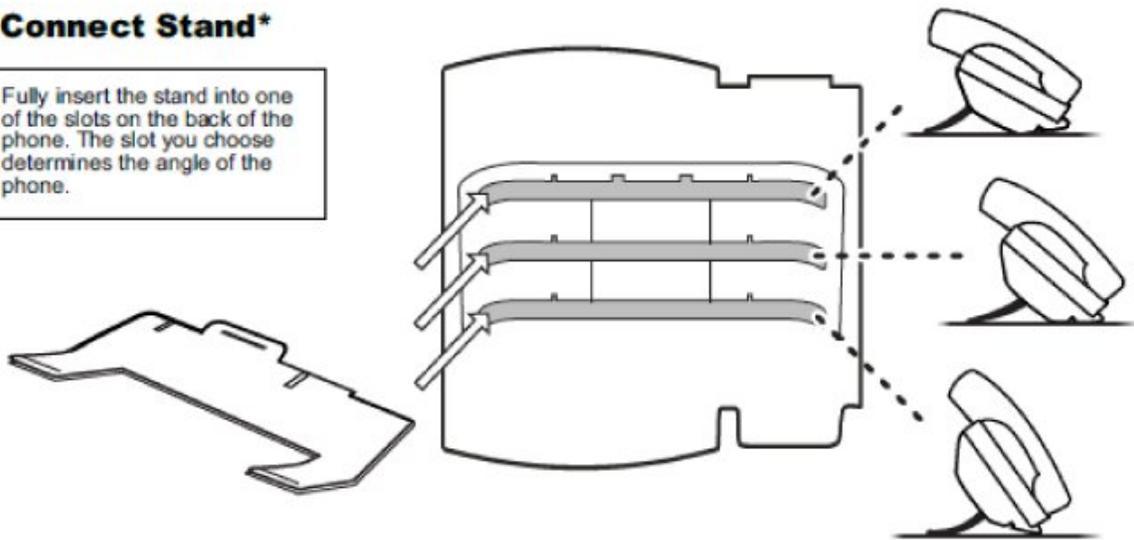
Connect Stand

Connect Stand*

Fully insert the stand into one of the slots on the back of the phone. The slot you choose determines the angle of the phone.

*For wallmount installation, an optional accessory is available. For more information, contact your reseller.

Connect Optional Headset

Connect Optional Headset

Note: Your phone supports wired headsets, including electronic hookswitch (EHS) headsets.

For connection directions, refer to your headset documentation. Standard headsets typically use the RJ-9, while EHS headsets use the RJ-9 and serial port.

RJ-9 port

Serial port
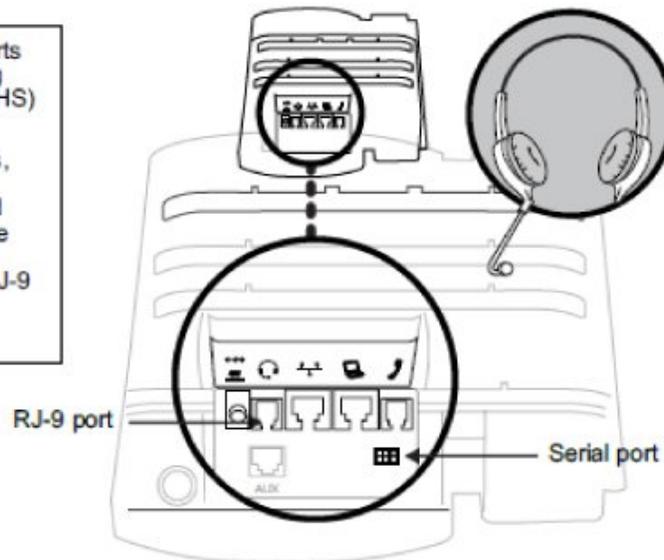
Getting to know your Device

Your Desktop Device

11. Speaker
Provides ringer and hands-free (speakerphone) audio output.

12. Dialpad
Enables you to enter numbers, letters, and special characters. You can also use the dialpad keys to select menu items that have index numbers.

13. Transfer
Press to transfer calls to desired extension or external number – calls are automatically placed on hold.

14. Messages
Press to see quantity of voicemail messages waiting, dial 1 then press connect.

15. Hold
Press to place current call on hold, press again to take off hold (or press held line key).

1. Message Waiting Indicator
Flashes red to indicate a new message.

2. Line Keys

3. Home Key
Enables you to press [home] from any screen to display Home view. From Home view, press [home] to display other phone views.

4. Soft Keys

5. Navigation Keyes/Select Key
Scrolls through information or options displayed on the phone's screen. Selects a field of displayed data.

6. Headset Key
Enables you to place and receive calls through a headset. The key glows green when an analog headset is activated.

7. Speakerphone Key
Enables you to place and receive calls using the speakerphone. The key glows green when activated.

8. Mute Key
Mutes your audio during calls and conferences. The key glows red when audio is muted.

9. Volume Keys
Adjusts the volume of the handset, headset, speaker, and phone's ringer.

10. Microphone
Transmits sound from your phone to other phones.

Setting up & Accesing Voicemail

To configure the VOICEMAIL for the first time

1. Press ✉ or dial our feature code *62 or your own extension.
2. The system will prompt you to enter your password. Your first-time password is **654123** and then press **#**
3. When prompted, enter and re-enter the new password (minimum 6 digits) and press **#**
4. Follow prompt to record your name, Busy and No Answer greetings

Your phone may indicate new voicemail messages by the following

- A message in the status bar, as shown next. The message indicates the number of new messages you have. The count is a total of all messages on all lines on the phone.

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

Access Voicemail from your phone

1. Press ✉ or dial our feature code *62 or your own extension.
2. The system will prompt you to **enter your password** and then press **#**
3. **Press 1** when prompted to access the message
4. The system will say how many messages you have
5. Follow prompt to listen to your messages accordingly

Access Voicemail remotely

1. Dial your **direct number** or call to your main number and **dial the extension**
2. Press * to direct to your voicemail
3. The system will prompt you to **enter your password** and then press **#**
4. **Press 1** when prompted to access messages
5. The system will say how many messages you have
6. Follow prompt to listen to your messages accordingly

If you **forgot your password** and wants to reset, call **1.877.228.6616** and Press **3** to let one of our representatives reset your voicemail password.

Important 911 Information

911

We want to make sure that you are aware of important differences in the way 9-1-1 service operates with a VoIP phone when compared with traditional telephone service. Here's what you need to keep in mind:

Differences between traditional 911 service and VoIP phone 911
With traditional phone services, your 911 call is sent directly to the nearest emergency response center. With VoIP phone service, your 911 call is forwarded to a third-party service provider that will automatically or manually route your call to the emergency response center.

Remember to provide your location
Because you can move your VoIP phone between locations and because, for technical reasons, the emergency operator may not have your name, location or contact information available, you must immediately inform the emergency operator of your location and contact particulars any time you call 911. Do not risk sending police or ambulance services to the wrong location.

Be prepared during any service interruption
VoIP phone service depends not only on your continued subscription (and payment) for the service, but also on Internet connectivity and power to function. In the event of power, network, or Internet outages (including congestion), or if your service is disconnected or suspended due to non-payment, you may experience a failure, disruption or delay in your 911 service. We recommend that you keep an alternative phone service (such as a cellular telephone) handy to increase the reliability of your access to emergency services during any service interruption.

Do not disconnect
Until you are told to do so by an emergency dispatcher, do not disconnect your 911 call. If you are inadvertently disconnected, call back immediately.

Customize VVX411 Phone

Volume Control

Call Volume

To adjust the volume while you are on a call, press **+** on the **Volume button** to increase the volume, or press **–** to decrease the volume. Press **Set**.

Ringer Volume

Pressing the **Volume button** while not on a call adjusts the volume of the phone **ringer**.

Mute / Unmute Call

To **mute** the phone microphone, press **Mute**. The button lights red. Press **Mute** again to unmute.

Updating Ringtones

Change ringtone

If you have one line

1. Press **Home** button
2. Hit **Settings** then
3. select **Basic** and **Ring Type**

If you have multiple lines

1. Select the **line** otherwise select **Default**
2. choose from the listed Ringtones.

✳ You can press **Play** to hear the sample of the ring.

Contact Directory

To find a contact within Organization

1. Press **Home** key and then press **Directory** .
2. Select **Corporate Directory** and **scroll** through the contacts.

To find the Saved Contact

1. Press **Home** key and then press **Directory** .
2. Select **Contact Directory** and **scroll** through the contacts.

> ✱ You can enter the last name once you select the Directory to quickly search through the contacts.

Touchscreen Views

Home View
Lines View
Active Call View
Calls View

Home View

| New Call	Messages
Place a call	Access your voicemail
Directories	**Forward**
Contacts	Allows you to forward your calls to another number or extension
DND	**Settings**
Do Not Disturb. Call will be directly delivered to voicemail when Enabled	Access Admin and Basic Settings to customize phone
Applications	**Calender**
List of Applications supported on VVX411	View calender

Lines View

Lines shows up on your phone by default. Your phone lines, your favorites, and conditional soft keys as shown at the bottom of the screen.

Active Call View
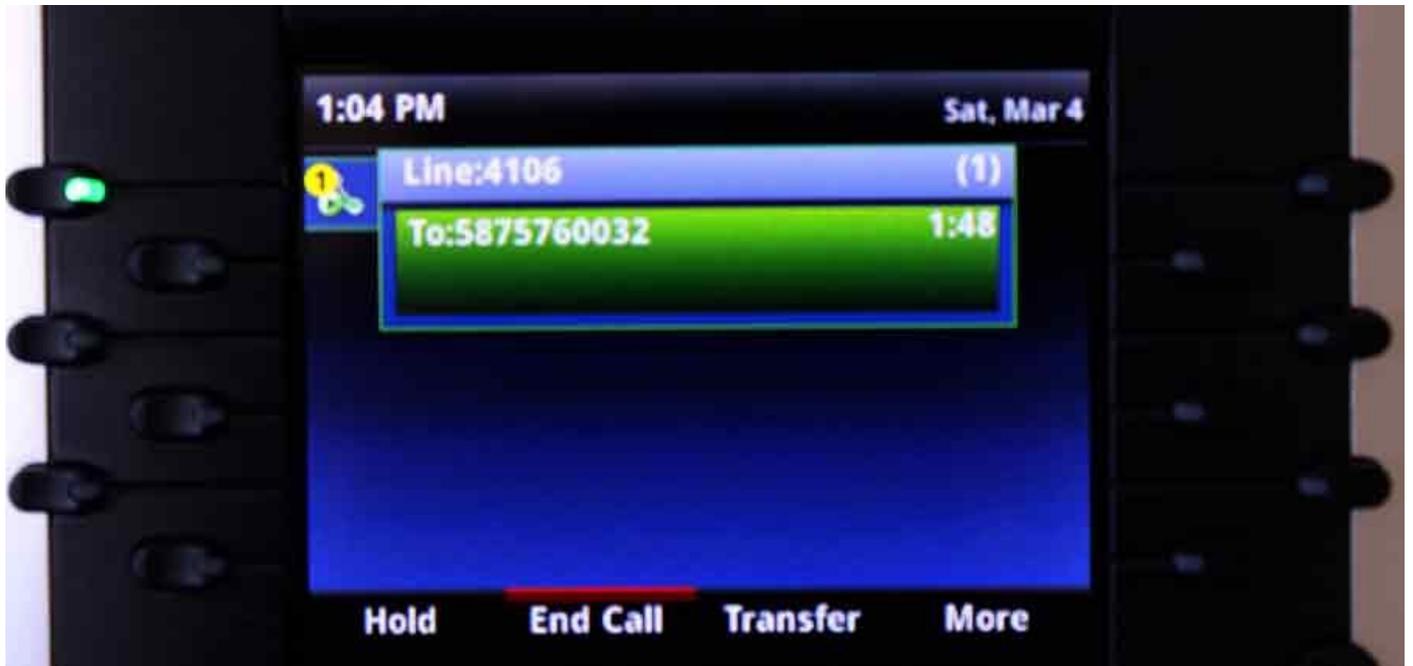
The active call will display as shown. It will show the timer on the top right and the calling party name is centralized on the screen. The soft keys will be available once the call is active.

Calls View
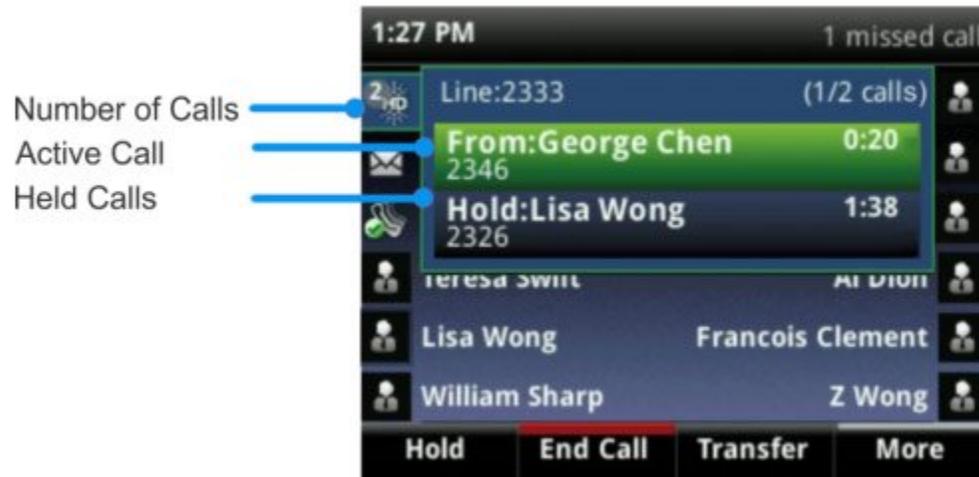
The following colors indicate the call statuses on your phone:

Dark green **Active call**

Bright blue **Incoming call**

Dark blue **Held call**

You can use the up and down arrow keys to check call status.

Using the VVX411 Phone

Making Calls

Internal

To call a person within your organization, lift the headset and dial the extension. Once you dial the number hit Send key to complete a call.

External

To call a number outside of your business, lift the headset and dial the number. You can any number in Canada or United States without adding 1 in the beginning of your phone number even if it is long distance call. If you want to call an international number you must dial **011** followed by the country code and the number you wish to reach. Once you dial the number hit Send key to complete a call.

Emergency

In the case of emergency, lift the headset and dial **911**. Once you dial the number hit Send key to complete a call.

Ending a call

To end a call, simply hang up or press the Drop or Cancel key on the phone screen.

*

You can use the headset   or speaker   phone to make / end call, simply hit the button on the phone accordingly.
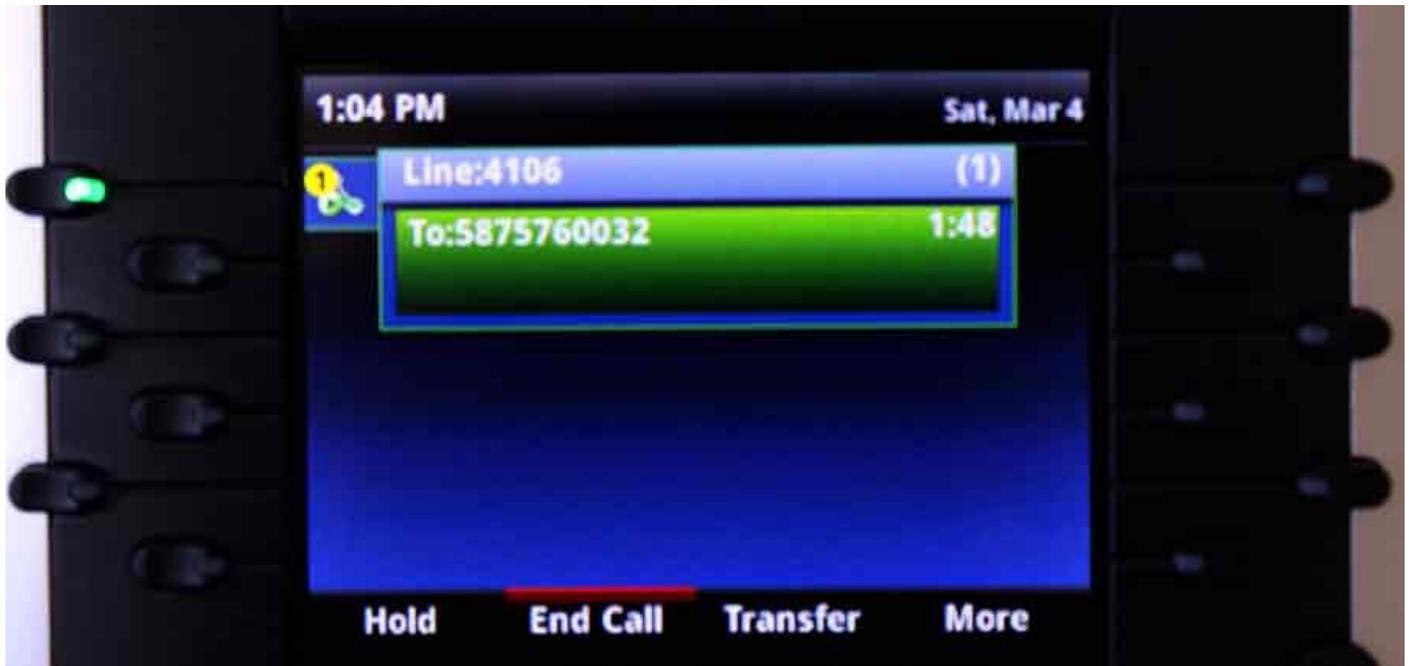
Answering Calls

Answer a call

To answer a call, you simply lift the receiver and answer. If you want to use the headset or speaker

 phone to answer, simply hit the answer button on the phone accordingly.

On the phone screen, you can see the caller's name.

Place a Call on Hold

Placing a Call on Hold

To put a call on hold, press the **Hold** button or .

Call Waiting

You can get more than 1 call depending on the setup. If you are on the call and another person calls, it will be ringing on the caller's end and it will flash on your phone screen.

1. Place the active call on **Hold** by hitting the hold key or press
2. Answer the waiting call by scrolling between calls and hit **Answer** on the phone screen.

✳ You can retrieve the call that you put on hold by scrolling between the calls and hit **Answer** or you can **Join** all calls by hitting on the phone screen.
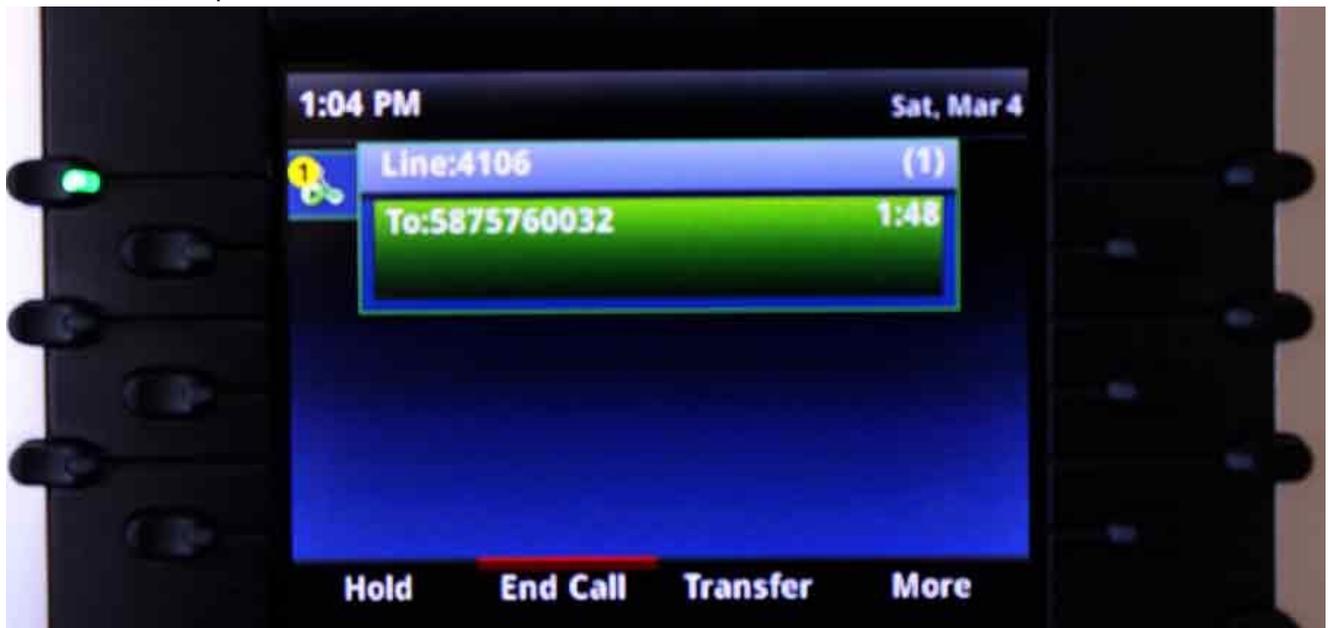
Transferring a CALL

To perform an attended transfer:

1. When on a call, press **Transfer** or press   The active call is held.
2. **Place a call** to the person you want to transfer the call to.

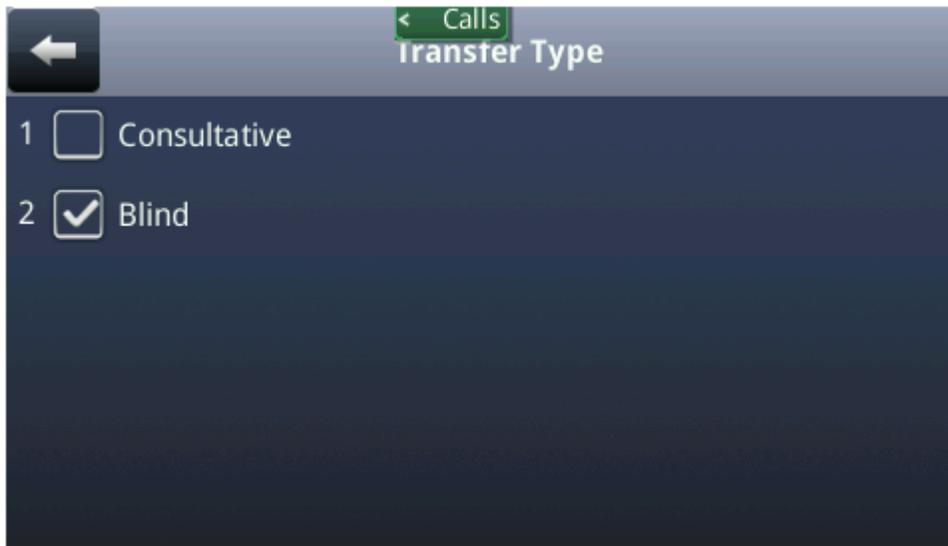3. Press **Transfer** button or   to complete the transfer.

To **cancel** the transfer before the call connects, hit Cancel.

To perform a blind transfer:

1. When on a call, press and hold **Transfer**.

2. Select **Blind**. The active call is held.

3. Place a call to the person you want to transfer the call to.
    The call automatically transfers to the person you specified.

To perform a direct transfer to voicemail:

1. When on a call, press **Transfer**   The active call is held.
2. Press **Blind** and place a * in front of the extension number (ex *62900).
    To see Blind, press More, and then Blind.

The call automatically transfers to the select voicemail box you specified.

3-way Calling
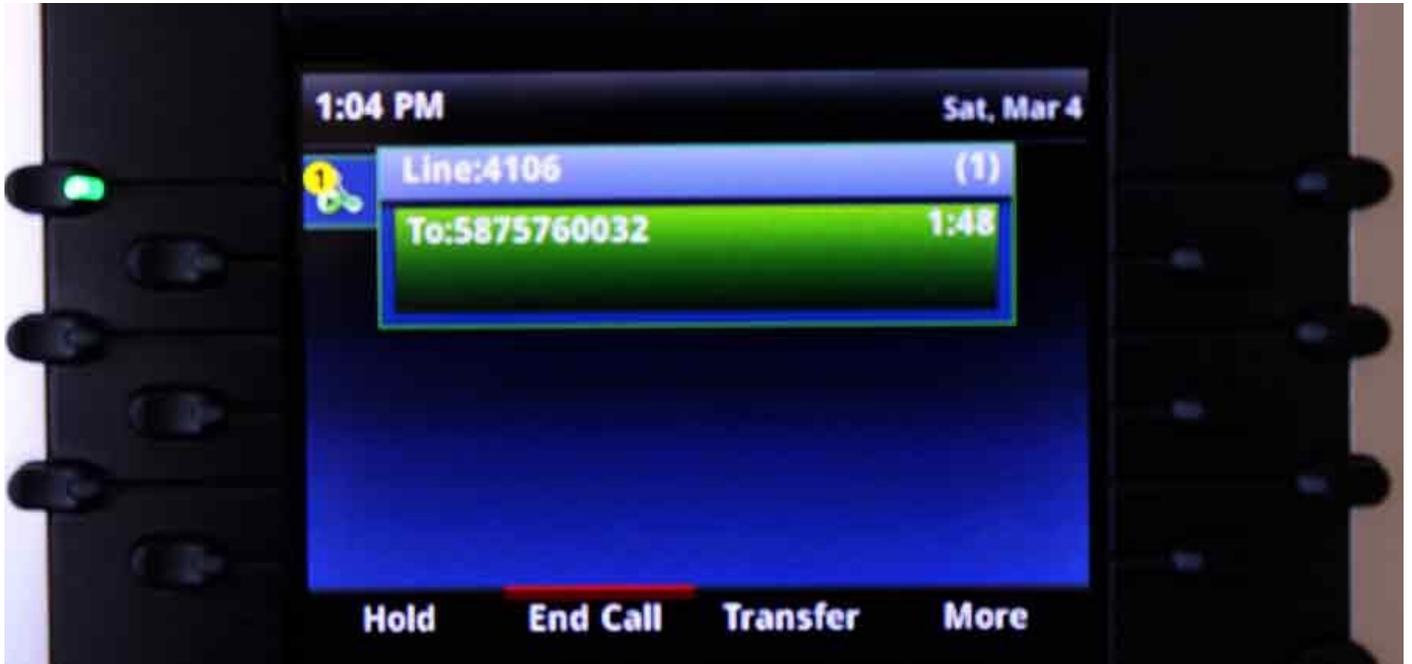
You can have 3 concurrent calls and make it an audio conference call between all 3 people.

Generate an audio conference

1. Call the first person ref

2. Hit **Confrnc** or and call the second person

3. Hit the **Confrnc** or key on the phone key again to connect all 3 people

If you received a call and you want another person to join the same call

1. Hit **Confrnc** or and call second person

2. Hit **Confrnc** or key on the phone key again to connect all people

Voicemail

To access or retrieve the voicemail, please [click here](#)

Once you logged into the voicemail, you will have the following choices based on your set up.

Key	Main Menu	Key	Message
1	Access Voicemail	1	Listen to Voicemail
2	Compilot express Profile	2	Busy
3	Greetings Menu	3	No Answer
4	Call Forwarding	4	Extended Away
5	New Announcement	5	Compose & Send new Message
6	Pass Code Reset	7	Delete Messages
9	Exit	✳	Compilot Voice Portal
✳	Repeat	#	Repeat

Key	Greetings Menu	Key	Options
1	Record your Name	1	Record a New Greeting
✳	Previous Menu	2	Review current greeting
#	Repeat	✳	Previous Menu
		#	Repeat

You can navigate based on your choice. If you **forgot the password** and wants to reset, you can call **1.877.228.6616** and Press **3** to let one of our representatives reset your voicemail password.

Call Logs (Received / Missed)

Using your handsets circular Navigation keys whilst in Lines view, you can quickly go to the following features:

Redial (Placed Calls List)

Press the **right** arrow key, select the number and press the Dial softkey on VVX411 to Redial.

Missed Calls

Press the **downwards** arrow key, select the number and press the Dial softkey.

Received Calls

Press the **left** arrow key, select the number and press the Dial softkey.

Do Not Disturb

Enabling Do Not Disturb (DND) stops your phone from ringing and sends all incoming calls directly to voicemail. All calls you receive while DND is enabled are logged to your Recent Calls list.

When you enable Do Not Disturb, the following happens:

The Do Not Disturb icon displays in the status bar, as shown next.

If your phone is idle, the Do Not Disturb icon, displays next to your phone line in Lines view, as shown next. If you have new messages or forwarding enabled, the messages or forwarding icon will display instead.

*The **DND** icon in Home view , changes to as shown next .*

Note: Do Not Disturb and Shared Lines

Enabling Do Not Disturb on shared lines disables ringing only. You'll still see a visual notification of the call and have the option to answer the call.

> **!** If you've set your presence status to Do Not Disturb, as well as enabled DND for your phone, the message My Status: Do Not Disturb will display instead the date display, and the DND icon won't display in the status bar.

To toggle Do Not Disturb on and off:

From **Home** view, select **DND**. Or, if your phone is idle, press **DND**.

Using Do Not Disturb with Multiple Lines

By default, the Do Not Disturb feature applies to all lines on your phone. However, your phone may be set up so that you can enable the feature on a per-line basis.

To enable or disable Do Not Disturb for a particular line:

1. From **Home** view, select **DND**.
2. From the **Line** Select screen, use the up and down arrow keys to select the line to enable or disable Do Not Disturb on.
3. From the Do Not Disturb screen, select **Enable** or **Disable**.

> **✳** Automatically Enabling or Disabling Do Not Disturb for All