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Polycom VVX 410/411 Handset User Guide

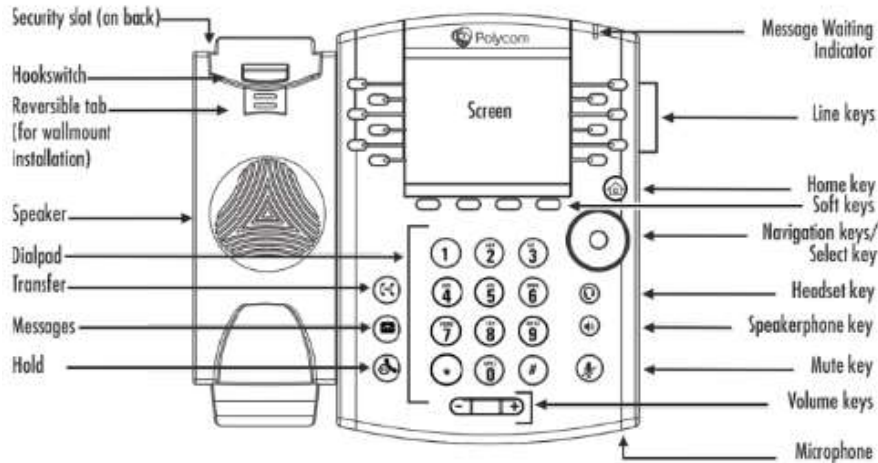
(Horizon Guide available in Administration Tab)

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PHONE KEYS & HARDWARE

The following figure shows the important phone features, which are described next.




Your phone has three main views: Home, Calls, and Lines view (the default).

To change views:

- For Home view,  press .
- From Home view,  press to display either Lines or Call view.

HOME VIEW

You can display Home view (shown next) by pressing  . Home view displays your phone line, and messages, settings, and information. At the bottom of Home view is a Page Indicator that shows how many pages of icons Home view displays.



To change the highlighted icon, press the up, down, right, or left arrow key. Press Select to access the desired menu.

Home view displays the following icons:

- **New Call**—Select New Call to display the Dialler so you can place a call.
- **Messages**—Select Messages to access your voicemail.
- **Directories**—Select Directories to access your Contact Directory, Favourites, and Recent Calls list. You may also be able to access a Corporate Directory and Buddy Status List if they're set up on your phone.
- **Forward**—Select Forward to set up forwarding options for incoming calls.
- **DND**—Select DND to toggle DND (Do Not Disturb) on or off. When DND is enabled, your phone won't ring and incoming calls will go to voice mail. You must only enable DND when authorised by your line manager.
- **Settings**—Select Settings to access phone features and settings to customize your phone.

Additional icons may include:

- **Applications**—Select Applications to access a menu of custom applications. See your administrator for information about any specific applications listed in this menu.
- **Calendar**—Select Calendar to show a calendar with your meeting details. Using the Calendar feature, you can join meetings directly from your phone

LINES VIEW

Lines view (shown next) is your phone's default display. Lines view displays your phone line(s), your favourites, and soft keys in the soft key area.



If your phone is idle, you can press a line key to access the Dialler.



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If your phone has calls, the phone line indicates the number of calls you have, and if they're active or held. If the phone line has an active call, the call colour is dark green, as shown next. If the phone line has one or more held calls, the call colour is dark blue, as shown next. The number of total calls is shown above the calls. To select a call, use the up and down arrow keys.



CALLS VIEW

You can access Calls view (shown next) if your phone has multiple calls in progress, or you have one held call. Use the up and down arrow keys to see all your calls. If your phone has multiple lines, calls display under the associated line.

Call colour indicates status:

- Dark green—Active call
- Bright blue—Incoming call
- Dark blue—Held call

Use the up and down arrow keys to highlight a call. The soft keys apply to the highlighted call.

UNDERSTANDING PHONE ICONS AND STATUS INDICATORS

The following icons and indicators indicate phone, call, or buddy/contact status, or to indicate that a feature is enabled.


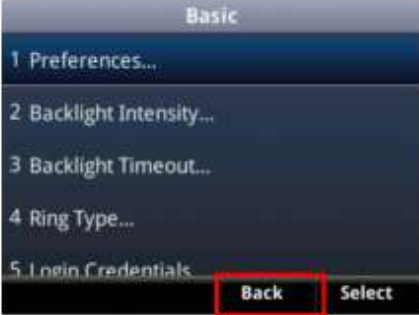


Icon	Description	Icon	Description
	Registered line		Phone warning
	Held call		Call forwarding is enabled
	Incoming call		You have messages
	Placing a call		



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NAVIGATING YOUR PHONE INTERFACE

The following table shows you how to navigate your phone's screens, as well as select and highlight options.


<i>If you want to...</i>	<i>Do this...</i>
Return to Home view from any screen	Press  .
Return to the previous screen	Press Back , as shown next. Or press the left arrow key.
	
Switch phone views	Press  to display a different view (from Home view to Lines view to Calls view, if there is an active call).
Place a call	Press Dial or use the right arrow key from a call list.
Highlight calls in Calls view	Use the up and down arrow keys to select a call. The soft keys, like Hold or Resume , apply to the highlighted call.
Select a menu item or option	Use the up and down arrow keys to highlight the menu item or option, and press Select . If the menu is numbered, press the dialpad key to enter the corresponding menu. For example, press 4 to enter the Backlight Timeout menu as shown above. Use * to page up and # to page down in the menus.
Close an option box without selecting anything	Press the left arrow key.
Select a soft key, menu item, or option	Use the up and down arrow keys to highlight the menu item or option. Press the appropriate soft key. If an item in a list has a number next to it, you can press the corresponding number on the dialpad to select the item.
Select a soft key that's not in view	If a More soft key displays in the far-right of the soft key area (as shown next), there are additional soft keys available, but you can't see them. Press More to view the additional soft keys.
	



USING THE DIALPAD KEYS ON THE PHONE CONSOLE

You can use the dial pad keys on your phone console to update field information. If a field requires data input, select Encoding or Mode to specify how you want to enter data.

Use the tips in the following table to enter information using the dial pad.

Data Type	Action
Enter numbers, or characters in uppercase, lowercase, or title case mode	Select Encoding or Mode , and select ABC , ᄇᆞᆯᆯᆞᆯ , or Abc .
Enter only numbers	Select Encoding or Mode , and select 123 .
Enter text in another language	Select Encoding , and select one of the language options.
Enter a character	Press a dial pad key repeatedly to view the character options and stop when the character you want to enter is displayed in the field. Wait one second, and enter the next character.
Enter a number	Select Encoding or Mode , and select 123 , or press a dial pad key repeatedly to enter the number that displays on that key.
Enter a special character	Select Encoding , and select Abc , ABC , or abc . Press the 1 , 0 , asterisk (*) , or pound (#) key one or more times to enter one of the following special characters: <ul style="list-style-type: none">• 1 key: ! ' ^ \ @ : 1• * key: . * - & % + ; ()• 0 key: / , _ \$ ~ = ? 0• # key: # > < { } [] " ' " You cannot access special characters when you are in numerical (123) mode.
Enter a space	Select Encoding , and select one of the alphabetic Abc , ABC , or abc . Press the 0 key. You cannot enter a space when you are in numerical (123) mode.
Delete one or more characters	Use the arrow keys to position the cursor to the right of the character, or drag your finger across the characters until the cursor is positioned to the right of the character(s) you want to delete. Press the Delete key, press the Backspace << soft key, or tap the Delete soft key  .



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HOW YOUR PHONE HANDLES



Your phone can handle multiple calls at a time. However, only one active call—the call that has audio associated with it—can be in progress at any given time. In addition to the active call, your phone may have multiple other calls that are either held, or in an incoming or ringing state. Your phone can handle a maximum of 2 calls at one time.

Your administrator can set up your phone to have up to 2 lines. Lines can have unique extension numbers, or they can have the same extension number as other lines. Your phone can have supported a maximum of 24 calls.

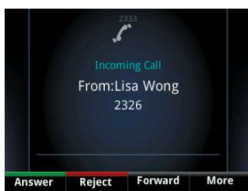
You can place and answer calls in these ways:

- Using the handset
- Using the speakerphone
- Using a headset

During a call, you can alternate between handset, headset, or speakerphone modes by picking up the handset, or pressing  or . For example, if you're using the handset, you can switch to headset mode by pressing , or switch to speakerphone mode by pressing .



When you're in speakerphone mode,  glows green. When you're in headset mode,  glows green if an analogue headset is connected.

ANSWERING CALLS



All incoming calls display in an Incoming Call window, as shown next.

To answer the call, do one of the following:

- To use the handset, pick up the handset.
- To use the speakerphone, press  or press Answer.
- To use your headset, press .

If you're already in handset, speakerphone, or headset mode, press Answer, and the phone will automatically use the mode you're in.

To answer the call, pick up the handset, press , or press . Or, from Calls view, press Answer to use the speakerphone.

Answering Another Call

If you have a call and an incoming call arrives on the same or a different line, a call waiting tone beeps, and the Incoming Call window displays. To answer the call, press Answer. The call you were in is held.

Ending Calls

To quickly end an active call, replace the handset. Or from Lines or Calls view, press End Call. If you're in Calls view, be sure to highlight the call first.

Forwarding Incoming Calls to Another Person

While your phone rings, you can forward the call to another person. To forward an incoming call to another person:

- 1 While your phone rings, press Forward.
- 2 From the Call Forwarding screen, enter the forwarding number, and press Forward

Initiate a Conference Call

You can initiate a conference call with up to two contacts.

Note: When your phone is set up for single key press conferences, you do not need to select the Conference soft key a second time to join parties to a conference call.

1. Call a contact.
2. When the contact answers, select the **Conference** soft key.

The call is held.

3. Enter another contact's number or select a contact from the directory or the call lists.
4. When the contact answers, select the **Conference** soft key.

All call participants are added to a conference call.

Join Calls to Create a Conference Call - You can join one active call and one held call into a conference call.

1. Do one of the following
 - When you have an active call and a held call, select the **Join** soft key.
 - When you have an active call and more than one held call, select a held call and then select the **Join** soft key.
 -

The active call and the selected held call are joined into a conference. If you have multiple held calls, the other held calls on the line remain held.

End a Conference Call - When you end a conference call, your connection to the call and all other participants will end

1. During a conference call, select **End Call**.


Hold a Conference Call - When you place a conference call on hold, you place all conference participants on hold.

1. Select **Hold** 

Resume a Conference Call - Resuming a held conference call enables all participants to hear the audio of everyone on the call.

1. Select **Resume**.

Mute and Unmute Audio - You can mute the microphone so other parties cannot hear you. Microphone Mute applies to the handset, headset, and speakerphone. You can still hear all other parties when you mute your microphone.

1. During a call, including a conference call, press the mute key 

The other parties cannot hear you.

2. Press again to unmute the microphone.



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LISTENING TO VOICEMAILS

If you are part of a main office group, your voicemail will not be available on your telephone. These will be sent to a designated email address as a WAV file for you to listen to.

If this is your own personal phone and not part of a main office group, 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).

To listen to voicemail messages:

1 Press , and select Message Centre. Or, from Home view, select Messages, and select Message Centre.

2 If multiple lines are configured on your phone, the Line Select screen displays. Use the up and down arrow keys to select the line that has the message.

3 From the Messages screen, press Connect and follow the prompts.



WHO DO I CONTACT?

If you have any questions about the Horizon service, or want to report a fault with your phone please contact:

Support Desk: **JP IT SOLUTIONS LTD**
Support Email: **SUPPORT@JPITSOLUTIONS.CO.UK**
Telephone: **01672 552340**