

## Reference Guide



Polycom V V X 400/401/410/411

### Common Features and Functions

<p>Send a Call to Voicemail</p>	<p>Press the <b>Transfer</b> softkey and dial <b>*55</b> plus the extension number.</p> <p>As a call is incoming, you can press <b>Ignore</b> to send to your own voicemail.</p>	<p>Do Not Disturb</p>	<p><i>(Optional Feature*)</i> Press the <b>DND</b> softkey. The LCD screen indicates that Do Not Disturb is active on the phone. This sends calls to voicemail and will cause your phone to not ring. To deactivate, press the <b>DND</b> softkey again.</p>
<p>Transfer a Call</p>	<p>During an active call, press the <b>Transfer</b> softkey. Dial the number, announce the call, and press the <b>Transfer</b> softkey again to complete the transfer.</p>	<p>Favorites</p>	<p>Press the <b>Setup/Settings</b> button. Scroll to <b>Directories</b>, Select and go to <b>Contact Directory</b> select and you can <b>add</b> at the bottom or the <b>Edit</b> softkey to change the speed dial.</p> <p>To use hit the directory button and go to <b>Contact Directory</b>.</p>
<p>Call Forwarding</p>	<p>Press the <b>Forward</b> softkey and enter the access code and the number to which to forward calls. If you are forwarding calls to an external number, use the access and area code as required. Press <b>Dial</b>. The LCD displays <i>Calls Forwarded</i>.</p> <p>To cancel Call Forwarding, press the <b>Clr Fwd</b> softkey again.</p>	<p>Set Up a Conference Call</p>	<p>Dial the first party you want to conference. When the person answers, press <b>Conf</b> to place the person on hold. Dial the next number you want to include in the call and press <b>Conf</b> again.</p> <p>Repeat these steps to add more people to the conference. The total number allowed depends on individual phone setups. For larger calls, you may wish to call Harbor to have a call in number set up for your team.</p>
<p>Intercom (Push to Talk)</p>	<p>Pre-dial <b>*50</b> on your keypad to initiate the Intercom (Push to Talk) feature and pickup the handset. You will see <i>Enter Page Target</i> on the screen. Dial the extension number, and press <b>#</b>.</p> <p><i>(Optional Feature*)</i> To page all extensions, use Intercom in conjunction with a group dial code feature that can be set up by Harbor Communications.</p>	<p>Park / Retrieve a Call</p>	<p><i>(Optional Feature*)</i> While on an active call, press the <b>Transfer</b> key, and press <b>*96</b> and <b>#</b>. A message will give a code to use to pickup the call. Press <b>Transfer</b> and this will park the call.</p> <p>To retrieve a parked call, dial <b>*97</b> and <b>#</b>. Then <i>Enter More Digits</i> will display on the screen. Enter the code provided when placing on park and press <b>#</b>.</p> <p><i>(Optional Feature*)</i> For convenience, Harbor Communications can set up a limited number of parks as a one button push feature.</p>



Figure 1 Model vvx410

#	Phone Feature	Description
1	Handset	Pick up to answer or place calls.
2	Speaker	Speaker for phone.
3	Message Waiting Indicator	When indicator is: Flashing Red: You have a new voice mail.
4	LCD Screen	Your phone may vary, but commonly displays: <ul style="list-style-type: none"> <li>•Date and time</li> <li>•Phone station name</li> <li>•Line extensions</li> <li>•Softkey options</li> </ul>
5	Line Keys	Indicates phone line status: <b>Green (steady):</b> Line is active or in use. <b>Green slow blinking):</b> Line is ringing. <b>Red (Slow blinking):</b> Line on hold.
6	Softkey buttons	Located below the LCD Screen. Performs the action stated on the tabs that display on the LCD screen. (See Fig 1, #6)
7	Scroll Navigation Button	Press in any direction to scroll through the options on the LCD screen. Used to navigate menus and change softkey options.
8	Center Select	Press to select the highlighted option.
9	Messages Button	Press to access voice mail.
10	Hold Button	Press to place a call on hold.
11	Setup/Settings Button	Press to access a menu to configure features and preferences for this phone, access call history, and provide phone status.
12	Mute button	Press to mute and un-mute your phone. Flashing red means no network connection exists.
13	Volume Button	Use to adjust volume of ringer on speaker (when on hook) and headset (when off hook).
14	Speaker Button	Press to turn on speaker phone.
15	Headset Button	Press to activate the headset.
16	Keypad	Press to dial numbers.
17	Transfer	During an active call, press the <b>Transfer</b> softkey. Dial the number, announce the call, and press the <b>Transfer</b> softkey again to complete the transfer

## Core Calling Actions

Action	How to?
Place / Answer Call	To place or answer a call, pick up the handset or press the <b>Speaker</b> or <b>Headset</b> button, press a line button and dial from the keypad.  If the call arrives on your primary line, pick up the handset, press the <b>Speaker</b> or <b>Headset</b> button. If the call arrives on another line button, press that button.
End a Call	Hang up the handset or press the <b>EndCall</b> softkey. If you are using the speaker phone, press the <b>Speaker</b> button.
Adjust Volume	Lift the handset or press the <b>Speaker</b> button. Press + or - on the volume button to increase or decrease the volume. Press <b>Save</b> to maintain the new level.
Mute	Press the <b>Mute</b> button on the phone to mute and un-mute the speaker phone or handset.

## Advanced Functions — Softkeys



Figure 2 VVX 410 Button Illustration

While on Hook	
Softkey	Function
Redial	Calls last number dialed.
Directory	Accesses your personal or group directory.
Forward	Forwards all incoming calls to another number that you define. (Will only forward calls to your direct dial number.)
<i>(Optional Feature*) While on Hook</i>	
Intercom	Allows speakerphone to be used as an intercom. Pressing this button and dialing the extension will cause the caller's voice to broadcast over the receiving phones speaker.
DND	Do Not Disturb. Prevents incoming calls from ringing to your phone. Calls forward to voicemail or to next rollover automatically.
VM	Access can be given to alternate voicemail boxes. Typically, this button is added to give access to the Main number's voicemail box.
Park	Park allows you to set a call on hold and pick the call up on any other phone that has the same park button.

While on a Call	
Softkey	Function
Hold	Places the call on hold.
End Call	Ends the call.
Conf	<p>Links two or more calls. To conference a call:</p> <ol style="list-style-type: none"> <li>1. Dial the first party.</li> <li>2. Press the <b>Conf</b> softkey.</li> <li>3. Listen for dial tone.</li> <li>4. Dial the second party.</li> <li>5. Press the <b>Conf</b> softkey again.</li> </ol> <p>If you hang up, the conference call disconnects.</p>
Transfer	<p>Places the call on hold while you dial the number to which you want to send the call.</p> <ol style="list-style-type: none"> <li>1. While on an active call, press the <b>Transfer</b> softkey and dial the receiver's phone number.</li> <li>2. When the receiver answers the phone, introduce the call by letting them know who is calling.</li> <li>3. Press <b>Transfer</b> key and hang up.</li> </ol> <p>If the caller doesn't want to accept the call, you may use the arrow keys to navigate to the old call and press the <b>Resume</b> softkey.</p>
BlindTrans	See <b>Transfer</b> softkey function for steps. <b>Blind Trans</b> means you do not introduce the call before hanging up.
PrivHold	For lines with Shared Call Appearance, PrivHold holds the call privately for this extension only.
Alternate Softkeys While on a Call or on Hook	
Resume	Rejoins the call on hold.
Answer	Answers currently ringing call. Appears both while on hook and while on a call. Pressing while on a call puts first call on hold immediately.
Ignore	Sends caller directly to voicemail.

## Advanced Functions — Softkeys (Continued)

While on Hold		While on a Second Call with Another Call on Hold	
Resume	Restarts a call on hold.	Hold	Put current call on hold immediately.
End Call	Ends the call.	End Call	Ends the current call.
New Call	Places a new call.	Conf	Allows creation of a conference call with the current caller.
Redial	Calls the last number dialed.	Transfer	Sends a call to another extension or line (functions the same as single call).
Directory	Opens a pre-configured address book.	BlindXfer	Transfer a call without introducing the caller (functions the same as single call).
Forward	Re-routes all incoming calls to another telephone number.	Conf Line	Conference a held call with an active call. Merges second call with first call to form a 3-way call with you.
<b>While in a Conference</b>		Xfer Line	Merges second call with the first call. Unlike Conf Line, you will not be a participant and the second call is handed off to the first call.
Hold	Places highlighted line on hold. Calls will split and no longer be a conference.	PrivHold	For lines with Shared Call Appearance, PrivHold holds the call privately for this extension only.
End Call	Ends the highlighted call only. When in calls larger than 3 people, the End Call feature can be used to kick people out of the conference individually.		
Join	Merges the calls in conference so that you are removed but the other callers can still talk.		

## Commonly Used Feature Access Codes

Description	Code	Description	Code
Call Forward Always - Activate	*72	Call Return	*69
Call Forward Always - Deactivate	*73	Do Not Disturb - Activate	*78
Call Forward No Answer - Activate	*90	Do Not Disturb - Deactivate	*79
Call Forward No Answer - Deactivate	*90	Direct Voice Mail Transfer	*55[Ext number]#
Call Park	*96	Intercom (Push to Talk) <i>(Optional Feature*)</i>	*50[Ext number]#
Call Park Retrieve	*97	Voice Mail Retrieval	*98
Group Call Pickup <i>(Optional Feature*)</i>	*11 picks up any ringing extension (in your group) or *12[Ext number]# will pick up a specific extension.	Caller ID-Off	*67 (Must be done per call)

**Pro Tip:** Pressing the # symbol will complete any dialing for faster connection.

## Changing Your Ringtone

Press the **Setup/Settings** button.

Scroll to and select the **Settings**.

Scroll to and select **Ring Type**.

Press the **Right Arrow** key.

Scroll through ringtones and press **Play** to hear.

### **Why doesn't my main line forward when I forward my phone?**

When you forward your phone, you forward calls that are called directly to your phone. While your main line may currently be directed to your phone, it (for most companies) remains a virtual number that we are able to move around as needed. This means that while you may have forwarded your phone number of xxx-xxxx, the main line of yyy-yyyy still needs to be told where to go separately. If you need your main line forwarded, the best thing to do is call Harbor Communications and we can forward the line for you, go over options custom to your business for you to forward the main line, and program any consistent forwarding you may need (such as going to an answering service at night).

### **I don't see all the softkeys listed in this guide.... How do I see them?**

The navigation buttons (See Fig. 1 #7) will allow you to scroll left and right to see the current available softkeys.

### **How do I set up or change line appearances?**

Some business choose to opt-in to Harbor Communications' phone administrator portal and change these themselves. However, Harbor Communications will gladly set these up for your convenience. Call us with the phone number of the phone you need changed and what you need added and we will handle the rest.

### **What steps should I take when I hire an employee?**

When you hire new staff, they will need new training. Harbor Communications provides video resources online to help your new hire as well as the resources you already have with your staff that have already received training or have been using the phones.

Additionally, there may be some new needs for the new hire. Here are some things to look for in order to report to Harbor:

- Does this person have a phone or do you need to add new phones to your account?
- If a phone is being reassigned, report the number and name of the person to change the name to?
- Does the new hire's phone have appearances or speed dials that need to be changed on other phones?
- Does the new hire's phone and name need to be added in my auto attendant?
- Have I wiped the old phone owner's voicemail and had my new hire record greetings?

### **What steps should I take when I fire/lose an employee?**

Basically, do the opposite of a new hire (as seen below). Please report any needed changes to Harbor customer service.

- Are you keeping the phone or are you removing phones from your account?
- If a phone is being reassigned, report the number and name of the person to change the name to?
- Does the person's phone have appearances or speed dials that need to be changed on other phones?
- Does the person's phone and name need to be removed from my auto attendant?
- Have I wiped the old phone owner's voicemail?

## FAQs (Continued)

### How do I set up a new auto attendant to direct calls for me?

Harbor Communications' VoIP team will set up the call routing for you the way you need it. We do assist some by doing initial recordings from a provided script. However, we do ask that your team learns how to change recordings so that your team can customize it for your business. For example, you may wish to add holiday greetings specifically for your business. More complex attendants may incur fees.

### How do I change my existing auto attendant?

Harbor's VoIP team will have to give individualized instructions to your team. These recordings are able to be changed through your phones but each business has an individualized setup to meet their needs. While the recording can be changed freely, it is important to note that the routing (ex. "Press 1 to go to *Name*") cannot change without the assistance of Harbor Communications' staff.

### How do I conference with more than 3 people?

While the conference button on your phone does have the potential to add more than a 3-way call, the number allowed varies per the individual business and the setup of each phone. The best thing to do is to call Harbor to set up a conference bridge for your business. Every business can have 1 free conference bridge that gives your team dial codes to hand out to manage a conference.

### Why can't I put a call on hold and pick it up on another phone?

This feature is just a change in terminology. On older systems where the lines tied to all phones, placing a call on hold stayed on the same line ("There's a call on line 1."). Today's phones are far more advanced. Each phone has its own lines and several of them. These lines are independent of each other. This means when you put someone on hold on line 1, they will stay on line 1. However, each phone has its own line 1. So when they are on hold on line 1, this is line 1 for you and you only.

To accomplish the same goal, we have an optional feature\* called *Call Park* that allows you to set the person on a virtual line that you can then call into and pick the call back up from any other phone. This can even be simplified to be a 1 button push process, but we recommend using transfer whenever possible as it is much simpler and will help your team not pick up someone else's parked call.

### What is the USB for?

Most commonly, people use this to charge their cell phones. However, there are more advanced features (such as loading your own ringtones) that are available. Harbor Communications does not provide support for these features and making them function. They will be up to your team's internal IT to assist with any additional needs you may want.

### What are the items notated as *Optional Feature*\*?

Items notated as *Optional Feature*\* in this handout are items that Harbor may need to set up for your phones individually. However, it is important to know that some features may require additional fees. Please call Harbor Communications' customer service to investigate the feature for your team that you may be needing.

### How can I contact Customer Service?

Call Toll-free at **866-414-9090**.

**Mobile County** - 251-662-1532

**Baldwin County** - 251-923-1532

**New Orleans** - 504-300-1532

**Email** - [cs@harborcom.com](mailto:cs@harborcom.com)