



Hosted VoIP Polycom VVX400, VVX401 & VVX411

Quick Reference Guide


Let's Get Started

Common Actions When Using Your IP Phone


Placing or Answering Calls

To place or answer a call, you can pick up the handset, press the Speaker  or Headset  button, or press a line button. When the speaker is on, the button glows green.

Putting a Call on Hold

To put a call on hold, press the Hold  button. The caller hears a series of three rapid beeps or music while on hold. To resume the call, press the Resume button for the call.



Muting a Call

To mute the phone, speaker, or headset, press the Mute  button. The button glows red when muted. Press the Mute button again to unmute.

Ending a Call

If you are using the handset, hang up or press the EndCall button. If you are using the speakerphone, press the Speaker button. If you are using the headset, either press the Headset button (wired) or replace the handset (wireless).



Adjusting Volume

To adjust the volume of your ringtone or during a call: Press  to increase the volume, or press  to decrease the volume. Press Save.

Call Forward

To enable call forwarding, press Forward from the Home or Lines view. Select the forwarding type to enable, enter a forwarding number, and press Enable. To disable call forwarding, press Forward from Home or Lines view, select the forwarding type to disable, and press Disable. To enable per-call forwarding: As your phone rings, press Forward, enter the forwarding number, and press Forward.

Call Transfer

From Calls view, press and hold Transfer soft key and , select Consultative, and dial the other party's extension or full 10 digit number. When you hear the ringback tone, or after you talk with the other party, press Transfer or  again to complete the transfer. To transfer a call without waiting for the other extension to answer, press and hold Transfer until the menu appears and then select Blind, dial the 10 digit number of the party or extension that will receive the call, and select Send. You can now hang up.

Parking Calls

To park a live call, select Park. Listen to the message which identifies the extension the call is parked on and note the extension number, then notify the intended recipient(s) of the extension number to pick up. Each phone subscribed to the same Park Orbit will then be updated with a off-hook icon and the key will have a flashing green light. To pick up the parked call, the recipient dials the extension that the call was parked on or select the Park soft key.

A detailed User Guide can be found at: <http://www.wowforbusiness.com/support>

Use of Call Recording is subject to your compliance with applicable law and the WOW! Business Customer Agreement General Terms and Conditions located at [wowforbusiness.com](http://www.wowforbusiness.com).

WARNING: You will not be able to access E911: (i) in the event of a power outage; (ii) in the event of a Company network outage; (iii) if you use your VoIP phone service outside of the Company's network; or (iv) during periods when your broadband connection is unavailable. Also, any E911 call placed from this phone will be linked to the authorized address where your VoIP phone service was originally provisioned. If you move the physical location of your VoIP phone from the original service location, a call placed to E911 from the new location will still be linked back to, and identify, the original service location.

➤ Continued on back.

Popular Features


#	Phone Feature	Description
1	Message Waiting Indicator	Flashes red when you have a new voice mail message.
2	Line keys	Indicates phone line status. When lit the color on the screen shows as: Green: Line is in use. Bright Blue: Line is active or in use. Dark Blue: Line is on hold.
3	Softkey buttons	Press a softkey button to perform the action shown on the label on the LCD screen above.
4	Messages button	Press to access voice mail.
5	Hold button	Press to place a call on hold.
6	Mute button	Press to mute or unmute the phone. When phone is muted, the button glows red.



The photo above shows the Polycom VVX400. Other models differ.

Getting Started

Setup Your Voicemail

1. Press the voicemail  button
2. Follow prompts to set password and personal outgoing messages

Access Your Voicemail

1. Look for lit red message indicator
2. Press the voicemail softkey
3. Enter voicemail password
4. Press "1" to listen to messages

Configure Online Voicemail Access

1. Visit <https://phone.wowforbusiness.com>
2. Login with the default password you were provided during training or from your system administrator
3. Immediately change your password. For instructions, view the Hosted VoIP Comm Portal User Guide found at <https://www.wowforbusiness.com/support/product-guides>

Common Shortcuts

- 7 Skip Back Through Prompts
- 8 Pause / Resume
- 9 Skip Forward Through Prompts
- * Cancel input or move up a level
- # End input or move forward in a list
- 11 Return to previous menu item or message

Voicemail Navigation Menu

Review Voicemails

(press)

1

- (press) _____
- 1** Repeat
 - 5** Reply
 - 6** Send a Copy
 - 7** Erase
 - 9** Save
 - #** Leave as New

Send Message

(press)

2

- (press) _____
- 1** Review Message
 - 3** Mark as Private
 - 4** Re-Record
 - 5** Delivery Report
 - 6** Request Read Report
 - 7** Add/Remove Recipients
 - #** Send As Is

Greetings

(press)

3

Mailbox Settings

(press)

4

Erased Messages

(press)

6

Leave Mailbox & Logon as Other Subscriber

(press)

7

Help

(press)

0

Enter phone number, then #