



Polycom VVX410 OmniTalk User Guide

Placing Calls:

To place an external/out bound call, lift the handset or press the speaker button and dial the number that you wish to call. If you are only dialing using 7 digits (555-1234), you may wish to press the “dial” key to expedite the call. When dialing with 10 or more digits (228-555-1234 or 1-800-555-1234), pressing the “dial” key is not necessary.

To place in internal/intercom call, lift the handset or press the speaker button and dial the extension number that you wish to call, then press the “dial” key. (for Ext 1234, press 1234 “dial”)

Receiving Calls:

While the phone is ringing, either lift the handset, press the speaker button or press the headset button, if equipped with a headset.

Transferring Calls:

While on the call that you wish to transfer, press the soft “transfer” key located just below the LCD screen. Then, dial the extension number that you wish to transfer to, then press the “dial” key. At this point, there are 2 options:

1. Screened transfer – Remain on the line to speak with the person you are transferring to, perhaps to inform them of the call. If for whatever reason the recipient does not wish to take the call, they can hang-up. Once they hang-up, the call will be automatically placed on hold on your extension. To return to the call simply press the flashing line key.
2. Blind Transfer – Press the transfer button, then select “Blind” from the softkey just below the screen, then enter the destination extension number and press send.

Direct to Voicemail Transfer:

You can transfer a call directly into the voicemail of another extension. Depending on your firmware version from above will determine your transfer setup.

1. Press **Transfer**, navigate to the **Blind Transfer** option
2. Dial the recipient's mailbox number plus * (example: 400*)
3. Press Send



Placing Calls on Hold:

While on a call that you wish to put on hold, press the “hold” key. You will see that the line key will be flashing. This feature only places the call on hold on your phone and cannot be picked up on any other extension. (see transferring calls above)

Call History:

Access your Recent Calls list by doing one of the following:

- From Home view, select Directories, and select Recent Calls.

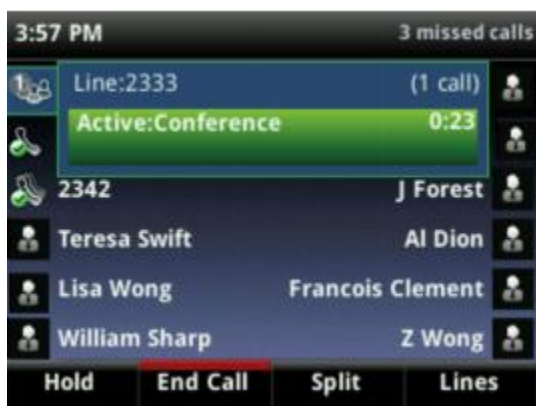
or

- From Lines view, press the right arrow key for the Placed Calls list, the down arrow key for the Missed Calls list, or the left arrow key for the Received Calls list.

Conference Calls:

There are two ways to set up a conference: the conventional way—by calling two people and using the Confnc soft key—or joining two existing calls using the Join soft key. To set up a conference call:

1. Call the first person.
2. From Lines or Calls view, press More and then Confnc. The active call is held.
3. Using the Dialer, call the second person.
4. When the second person answers, press More and then Confnc to join everyone in a conference. The Active: Conference screen displays, as shown next.





Checking your voicemail box from a phone on site

1. Press the Messages Button, or dial *(star) and Your extension
2. Enter your password + “#” (Default is 0000)
3. Follow the prompts

MAIN MENU OPTIONS:

1. **new/old messages** (*-asterisk=rewind; #=fast fwd.)

2. **change folders**

3. **advanced options**

1. leave msg. for another user

*. return to main menu

0. **mailbox options**

1. record unavailable greeting

2. record busy greeting

3. record name

4. record temporary greeting

5. change password

*. return to main menu

*. **help**

#. **Exit**

Mailbox Options after listening to a message:

3. **advanced options**

1. send reply

3. hear envelope (date/time, phone number of caller)

5. leave msg. for another user

*. return to main menu

5. **repeat current msg.**

6. **play next msg.**

7. **delete**

8. **forward to another user**

9. **save to folder**

0. new

1. old

2. work

3. family

4. friends

*. **help**

#. **exit**