

Don't hesitate to contact us with any other questions or concerns about your new phone system.

## Calling Tips

- For outside calls, dial the 7 or 10-digit number you are calling.
- You do not need to dial '9' to place an external call.
- It is not necessary to dial '1' when placing domestic long distance calls.
- For extension calling within your company, simply dial the extension number.
- You must dial '011' to call international numbers (outside of the U.S. and Canada)
- Press the 'Dial' soft key after you have entered the number to initiate the call
- If calling restrictions are enabled, you may be required to enter a PIN before placing a long-distance call
- To access directory information dial '411'.
- Where available, dial '911' to contact emergency services

## Placing a Call

- Lift the handset and dial the number OR
- Dial the number and press the 'Dial' softkey OR
- Press the 'New Call' softkey and dial the number

## Placing a Call on Hold

1. Press the 'Hold' softkey or the Hold hard button
2. To pick up the call, press the 'Resume' softkey or the Hold hard button



## Answering a Call

- Lift the handset OR
- Press the Headset button OR
- Press the Speaker button OR
- Press the 'Answer' softkey
- NOTE: the Answer softkey can be set up for headset or speakerphone

## Ending a Call

- Hang up the handset OR
- Press the 'End Call' softkey


## Muting the Microphone

- During a call, press  so other parties can't hear you.
- To disable Mute, press  again. This applies to calls using handset, headset, and speakerphone.

## Voicemail

### How to Connect to Your Voicemail

From Your BroadConnect IP Phone – Using the Messages Hard Key

**STEP 1** Press the  key.

From Your BroadConnect IP Phone – Using your Extension Number

**STEP 1** Dial your own extension number. Press the "Send" softkey

From Someone Else's BroadConnect IP Phone

**STEP 1** Dial \*62

**STEP 2** Press \* to interrupt the recorded message.

**STEP 3** Dial your extension number (also called "Mailbox ID").

## From Any Phone

**STEP 1** Dial your number.

**STEP 2** Press \* to interrupt your recorded greeting.

## Configuring your Voicemail for the first time

**STEP 1** Connect to your Voicemail using one of the methods listed above.

**STEP 2** Enter your default passcode, usually "654123", then press #.

**STEP 3** You will then be prompted to enter a new passcode, at least 6 digits in length. †

**STEP 4** When prompted, re-enter your passcode and press #.

**STEP 5** When prompted, record your name and press #.

**STEP 6** Dial \* to save your name recording; to re-record your name press 1; to listen to your name recording, press 2.

**STEP 7** • To record your busy greeting, dial 2, record your message and press #.

- To record your no answer greeting, dial 3, record your message and press #.

† For security reasons do not use a generic passcode such as 123456, 000000, 111111, 654123, etc...

## Using Your Phone's Features

### To Transfer a Call - Assisted or Supervised

Transfers the call to another party while you stay on the line to announce the call. The receiving party sees your Caller ID information

**STEP 1** While on a call press the "Transfer" softkey.

**STEP 2** For a supervised transfer simply dial the number or extension followed by the "Send" Soft Key.

**STEP 3** After the receiving party has answered, introduce yourself and the caller, and hit the "Transfer" softkey again to complete the transfer.

### To Transfer a Call - Blind or Unsupervised

Instantly hands-off your call to another party. The receiving party sees the originating party's caller ID information.

**STEP 1** While on a call press and hold the "Transfer" softkey.

**STEP 2** Select the Transfer Type "Blind"

**STEP 3** Dial the extension or number, then press the "Send" softkey. You will be disconnected and the call will instantly be redirected to the appropriate party.

### To Use 3-Way Conferencing

**STEP 1** While on a call press the "Confrnc" softkey.

**STEP 2** Dial the number of the next party you want to join the call.

**STEP 3** When the party answers, press the "Confrnc" softkey to create a 3-Way conference call.

### To Forward Incoming Calls to Another Number


**STEP 1** Press the "Forward" softkey.

**STEP 2** Select the Forwarding Type (Always, No Answer, or Busy)



**STEP 3** Enter the number to which you would like calls forwarded and press the 'Enable' softkey.

**STEP 4** To disable call forwarding repeat steps 1 and 2 and press the "Disable" softkey.

## Using Do Not Disturb


- To enable or disable ringing, press DND from the Home or Lines view.
- When Do Not Disturb is enabled, the DND icon  displays in the status bar and beside the appropriate Line key

## Adjusting Volume

- To change call volume, press  during a call.
- To change the ringer volume, press  when the phone is idle or ringing.

## Viewing Recent Calls

From Lines View, do one of the following.

- Press , select **Directories**, and select **Recent Calls** to view your Recent Calls list.
- Press the right arrow key to view the recent Placed Calls.
- Press the left arrow key to view the recent Recieved Calls.
- Press the down arrow key to view the recent Missed Calls.
- Press the up arrow key to view Favorites
- From the Recent Calls list, press **Sort** to sort and order calls, press **Type** to display only certain calls, or select a call record to call the person.

For more interactive guides, browse to

[MyPhoneTraining.com](http://MyPhoneTraining.com)



UNIVERSITY OF  
TORONTO

 Polycom™

# VVX 411

## QUICK START GUIDE



Step-by-step instructions to set up and use your new phone.

**Set Up | Voicemail | Phone Features**