

Quick User Guide

Polycom VVX 400



Hold/Resume a Call



Press the **Hold** softkey* or button on lower lefthand side. Press again to resume call.

Messages

Press the **Messages** button on the lower lefthand side.

3-Way Calling

1. While on a call, press the **More** softkey* and then the **Conf** softkey*.
2. Dial the Extension or 10-digit number of the 3rd party.
3. After the call is answered, press the **Conf** softkey to join all parties.

Speakerphone/Handsfree



Press the **Speakerphone** button on the bottom right. For optional headset, press the headset button directly above the speakerphone button.

Call Forwarding

Call forwarding is best implemented via our Web Portal. See your accompanying Web Portal guide for more information.

Transfer a Call

Select the **Trans** softkey* (active call will be placed on hold)

For an Announced Transfer

1. Dial the Extension or 10-digit number you wish to reach.
2. After announcing the call, press **Trans** to complete the transfer.

For a Blind Transfer

1. Select the **Blind** softkey* before entering Ext. or 10-digit number
2. Enter Extension or 10-digit number, call will transfer & hang up.
Cancel and return to original call by selecting the **Cancel** softkey.

Call History



1. Press the **Home** → **Directories** → **Recent Calls**.
2. All calls will be listed.
3. Select **Type** softkey* to view Missed, Received, & Placed Calls.

Call Waiting

1. When Call Waiting beeps, a 2nd Caller ID box will appear beneath your original active call.
2. Use the arrow keys to scroll down & highlight 2nd call.
3. Use the softkeys* to answer or silence the call.

Questions? Contact Globalgig Support at 855 483 5474 or support@globalgig.com