

Poly VVX 411 Quick Guide

Deskphone Features





Feature Description

1. **Line keys**—enables you to select a phone line, view calls on a line, or quickly call a favorite contact.
2. **Back key**—enables you to return to the previous screen.
3. **Transfer key**—transfer an active call to a contact.
4. **Voicemail key**—enables you to access voicemail messages.
5. **Hold key**—holds an active call or resumes a held call.
6. **Volume keys**—adjusts the volume of the handset, headset, and speaker.
7. **Soft keys**—enables you to select context-sensitive keys that display along the bottom of the screen.
8. **Home key**—displays the home screen.
9. **Navigation keys**—scrolls through information and options displayed on the phone screen.
10. **Headset key**—enables you to place and receive calls through a headset.
11. **Speakerphone key**—enables you to place and receive calls using the speakerphone.
12. **Mute/Unmute key**—mutes audio during calls and conferences.



Placing a call

Dial the number and do one of the following:

- Lift the receiver.
 - Press  to use the headset.
 - Press  to use the speakerphone.
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Answering a call

Options:

- Lift the receiver.
 - Press  to answer a call via headset.
 - Press  to answer a call via speakerphone.
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Placing a call on hold

- Press  or   while on an active call.
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Retrieving a held call



- Press  or  to retrieve a held call.
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Starting a Three-Way call



1. While on an active call, press the **Conf** soft key.
 2. Dial the extension of the other party that you would like to add to the call.
 3. Once the other party answers, press the **Conf** soft key to merge the two calls.
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Transferring a call




Warm Transfer:

1. While on an active call, press  or the transfer softkey.
2. Dial the number of the other party.
3. When the destination party answers, provide the information, and confirm that they would like to take the call.
4. Press  or the transfer soft key.

Blind Transfer:

1. While on an active call, press  or the transfer soft key.
2. Press the **Blind** soft key.
3. Dial the extension of the other party.
4. Press  or the **Transfer** soft key.

Voicemail Transfer:





1. Press  or the transfer soft key.
 2. Press the **Blind** soft key.
 3. Dial   plus the extension number of the voicemail where you want to transfer the call.
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Parking a call

Option 1:

1. While on an active call, press the **More** soft key until the **Park** soft key is displayed.
2. Press the **Park** soft key.
3. Listen to the prompt indicating that the call has been parked. The prompt will also announce the extension where the call is parked.
4. Note the park location. Example *802.

Option 2:

1. While on an active call, press     .
 2. Listen to the prompt indicating that the call has been parked. The prompt will also announce the extension where the call is parked.
 3. Note the park location. Example *802.
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Retrieving a Parked Call

- Press , followed by the park location.
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Paging

- Press   , then follow the prompt.
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Initiating an Intercom call

- Press   , then follow the prompt.
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Hot Desking

- Press the **Login** soft key then follow the prompt.
 - Enter your extension number, then press .
 - Enter your voicemail pin, then press .
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Recording a call

- While on an active call, press   to start the recording.
 - Press   to end the recording.
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