

# Quick Start Guide

Intermedia Hosted PBX | Polycom VVX 400/410



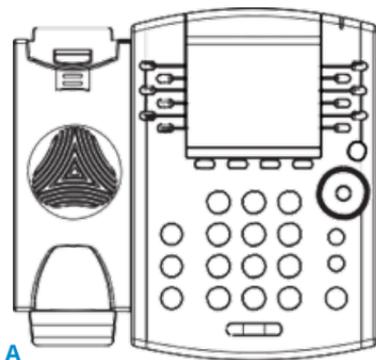
**INTERMEDIA** The Business Cloud™

Welcome to your Hosted PBX Service.

## What's in the box?

Polycom VVX 400/410

- A. Phone
- B. Ethernet Cable
- C. Handset Cable
- D. Handset
- E. Stand
- F. Ferrite Clamp
- G. Quick Start Guide



## Guided Setup

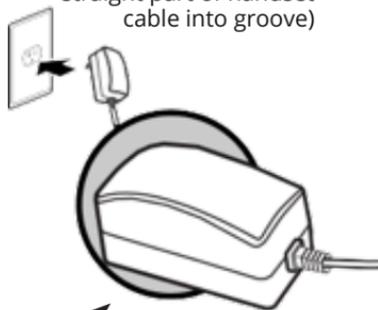
### Connect Cables

Please follow the diagram to install your phone. Once plugged in, the phone will automatically download its configuration and start to work.

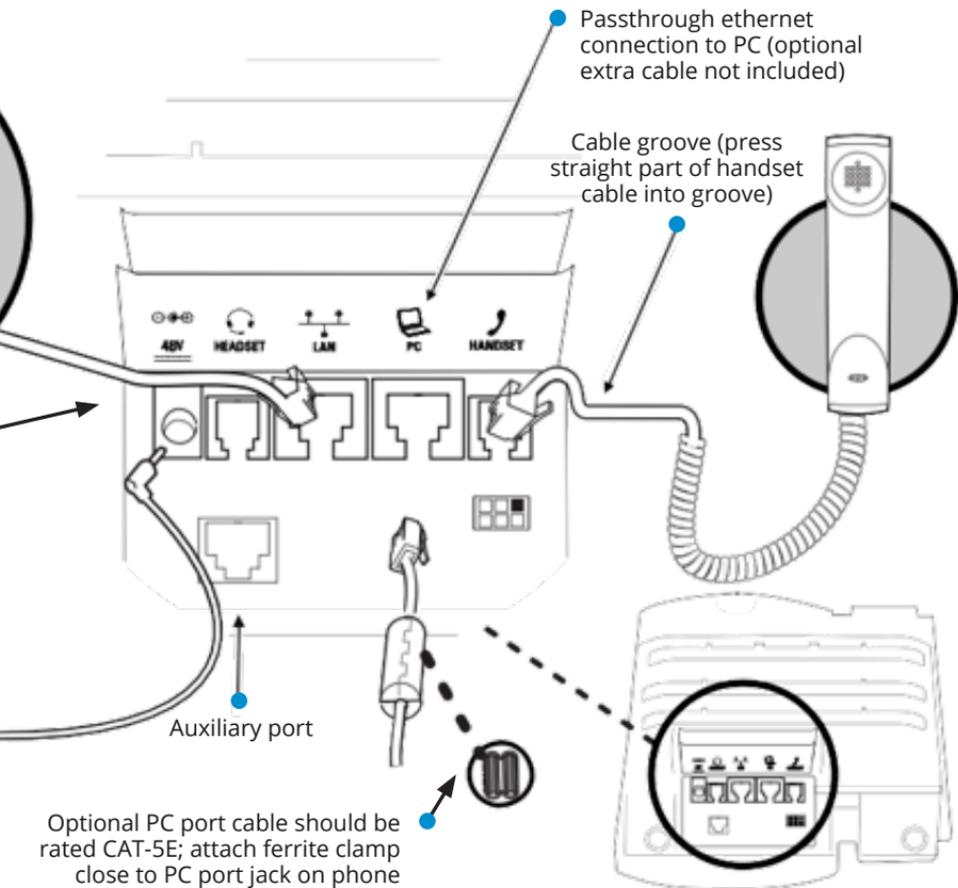
Once the phone has been plugged in and is operational, the voicemail box is functional with a default greeting.



Cable groove (press straight part of handset cable into groove)



AC power connection (optional accessory); use if Power over Ethernet (PoE) is unavailable



## **Voicemail Box Setup**

### **RECORDING YOUR PERSONAL VOICEMAIL GREETING**

1. Press the Messages button , and press the "Connect" soft key.
2. Enter the default PIN of 0000.
3. Select option 8 for User Options.
4. Select option 1 to record the Unavailable greeting.
5. Follow the voice prompts to record and check your greeting.

### **CHANGING THE PIN FROM THE PHONE**

1. Press the Messages button .
2. Enter the default PIN of 0000.
3. Select option 8 for User Options.
4. Select option 3 to change the PIN.
5. Enter the new PIN when prompted.

Your new PIN:

- Must be between 6 and 10 digits and must not start with "0".
- Must not contain sequential or repeating digits, such as "123" or "111".

### **LOGGING INTO YOUR VOICEMAIL BOX VIA THE WEB**

1. Go to [www.intermedia.net/login/voice](http://www.intermedia.net/login/voice).
2. Enter your Phone Number and PIN/Password.
3. Click LOGIN.

 Polycom™

2:08 PM

2 missed calls



New Call



Messages



Directories



Forward



DND



Settings



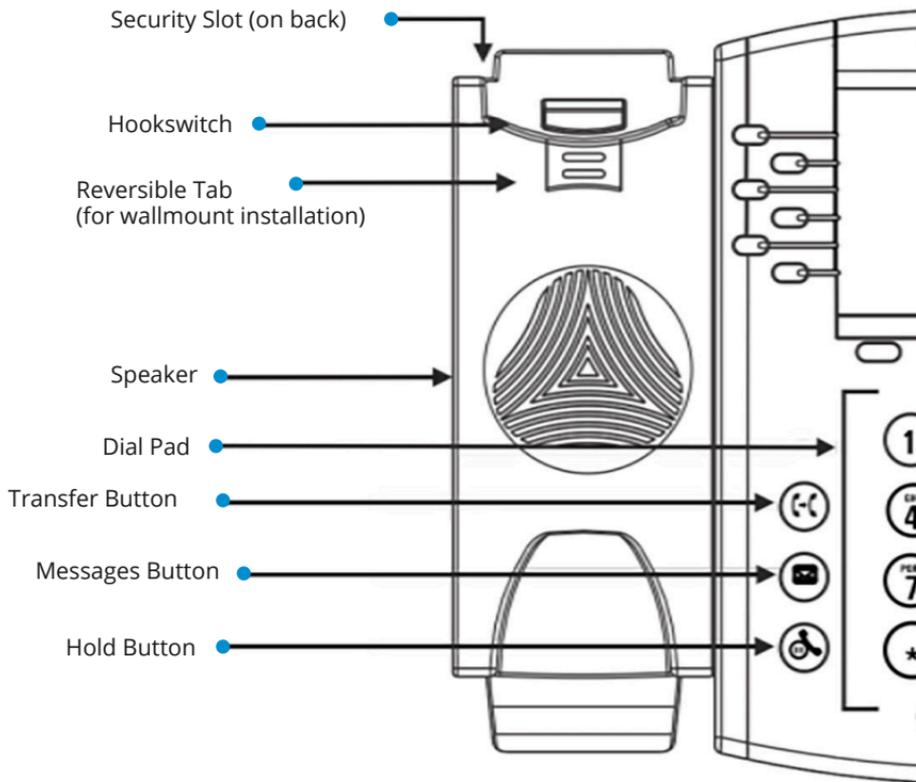
Applications

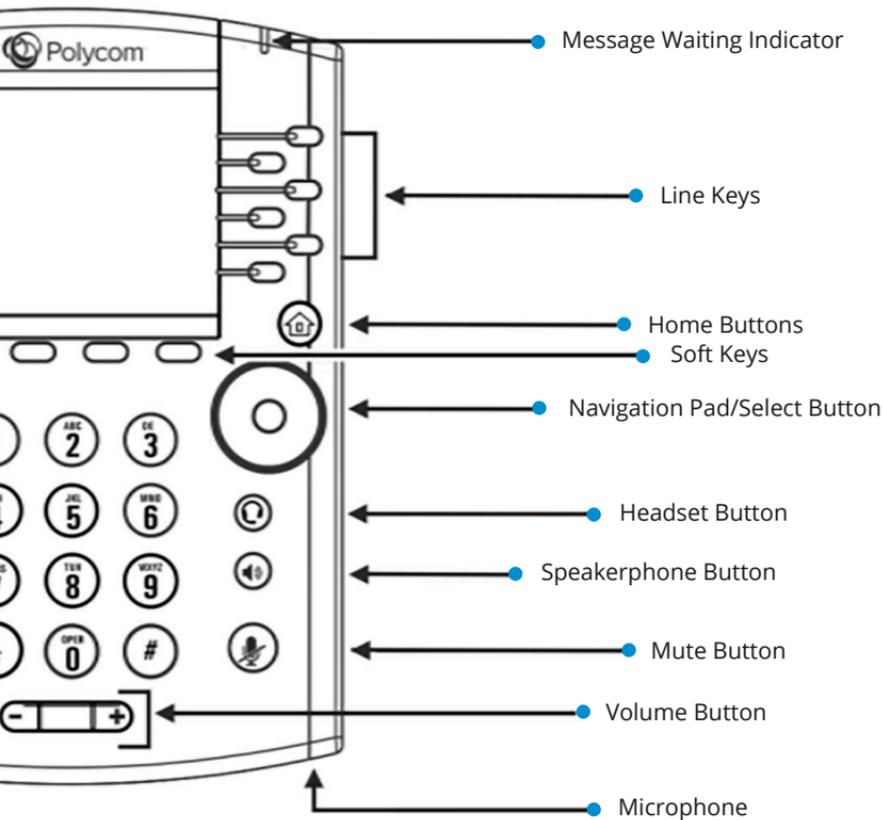


Calendar



## Features





## Commonly Used Features

### **PLACING OUTGOING CALLS**

When the phone is not in use:

1. Pick up the handset or press the “Speakerphone” button.
2. Dial a 3-digit extension or telephone number.

When you are already on a call:

1. Press the “Hold” soft key.
2. Press the “New Call” soft key.
3. Dial a 3-digit extension or telephone number.
4. Resume the original call by pressing the “Line” button that corresponds with that call.

### **ANSWERING AN INCOMING CALL**

...On the Handset:

Pick up the handset to answer the call.

...On a Headset:

When a headset is connected, press the “Headset” button (or the “Answer” soft key) to answer the call.

...On Speakerphone:

Press the “Speaker” button (or the “Answer” soft key) to answer the call.

## **REJECTING AN INCOMING CALL**

Press the “Reject” soft key to immediately send the caller to voicemail.

## **IGNORING AN INCOMING CALL**

Press the “More” soft key, then press the “Ignore” button to send the caller to voicemail.

**Note:** The caller will continue to hear ringing for the specified amount of time, defined in the phone’s “No Answer Forwarding” setting.

## **ENDING A CALL**

...On the Handset:

Press the “End Call” soft key.

...On a Headset:

Press the “Headset” button.

...On Speakerphone:

Press the “Speaker” button.

## **HOLD**

Placing a Call On Hold:

- While on a call, press the “Hold” soft key.

Retrieving Calls On Hold:

- Press the “Resume” soft key to resume the holding call on that line.

## **TRANSFERRING CALLS**

### Blind Transfers:

1. While on a call, press the “Transfer” soft key.
2. Tap the “Blind” soft key.
3. Dial the desired phone number or extension number.
4. The call is automatically transferred.

### Attended (Consultative or Warm ) Transfers:

1. While on a call, press the “Transfer” soft key.
2. Dial the desired phone number or extension number.
3. Wait for the party to answer, and announce that you are transferring a call to them.
4. Hang up the phone to complete the transfer.

## **MUTE**

1. To mute the microphone on an active call, press the “Mute” button.
2. To un-mute the microphone, press the “Mute” button again.

## **VOICEMAIL**

1. Press the “Messages” button , and press the “Connect” soft key.
2. Enter your PIN when prompted.

## **VOLUME ADJUSTMENT**

In-Call Volume:

- While on a call, press the “+” and “-” buttons to raise or lower the volume.

Ringer Volume:

- While the phone is not in use, press the “+” and “-” buttons to adjust the ringer volume on the phone.

## **CALL WAITING**

When an inbound call rings in, you will hear a beep tone emitted by your phone.

To Answer the Second Call:

1. Press the flashing “Line” button to access that call. The current call will be placed on hold.
2. Once the second call has ended, resume the original call by pressing the “Resume” soft key or pressing the flashing “Line” button.

To Reject the Second Call:

- Press the “Reject” soft key to immediately send the caller to voicemail.

## **CALL WAITING (CONTINUED)**

To Ignore the Second Call:

- Press the “Ignore” soft key to send the caller to voicemail

**Note:** The caller will continue to hear ringing for the specified amount of time, defined in the phone’s “No Answer Forwarding” settings.

## **SPEAKERPHONE**

While the phone is not in use:

- Press the “Speakerphone” button to activate the speakerphone and get dial tone for an outbound call.

While on a call on the handset / headset:

- Press the “Speakerphone” button to continue the current call on the speakerphone.

While a call on speakerphone is active:

- To hang up the current call, press the “Speakerphone” button.

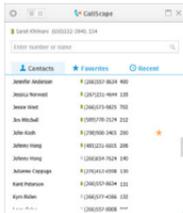
## FORWARDING CALLS

1. Press the “Forward” soft key OR
2. Press the “Home” button and the “Right Arrow” button to navigate to “Forward”, and select it.
3. If “Always Forward” is currently disabled, “Always (Disabled)” will be displayed.
4. Press 1 for “Always”.
5. Enter / verify the contact number where calls will be forwarded.
6. Press the “Enable” soft key.

### Disabling “Always Forward”:

1. If “Always Forward” is currently enabled, “Always (Enabled)” will be displayed.
2. Press 1 for “Always”.
3. Press the “Disable” soft key.

“Forward On Busy” and “Forward On No Answer” can be set in a similar manner.



# FREE

Download CallScape for increased desktop productivity:

[www.intermedia.net/callscape](http://www.intermedia.net/callscape)

We are here to help.



[www.intermedia.net/knowledgebase/voice](http://www.intermedia.net/knowledgebase/voice)



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