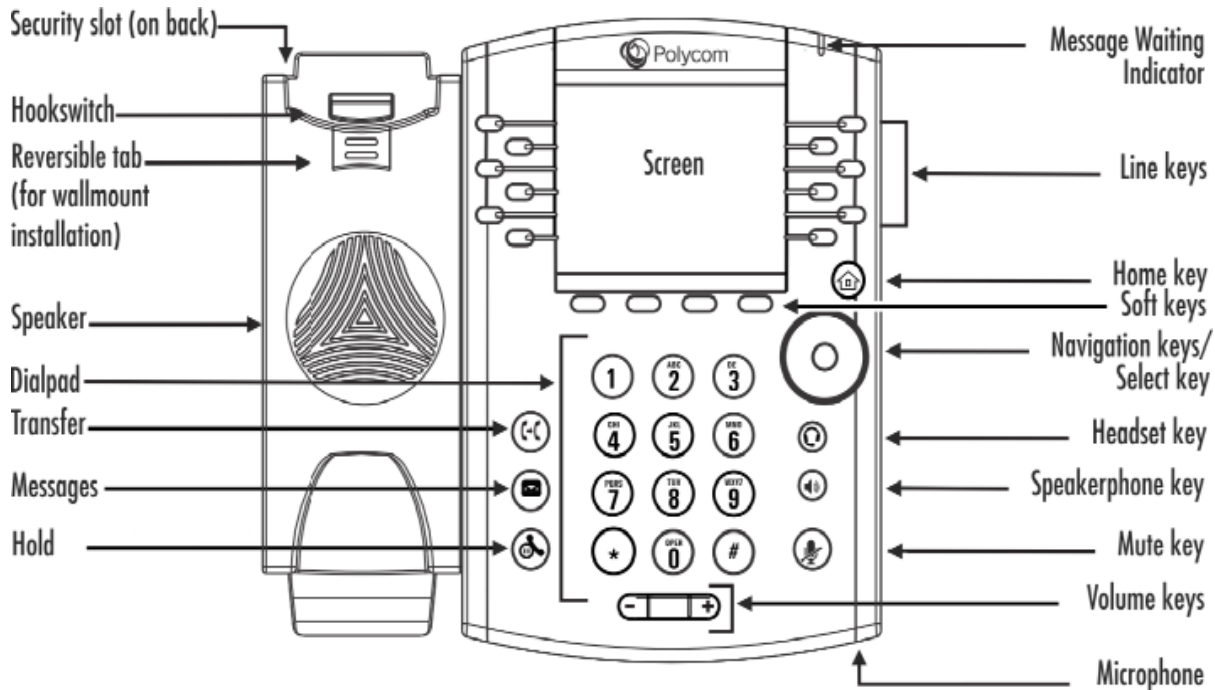


## \*\*Polycom 411



Button	Functions
Speaker	Provides ringer and hands-free (speakerphone) audio output.
Dialpad	Enables you to enter numbers, letters, and special characters.
Transfer	Transfers an active call to a contact
Message	Enables you to access and manage instant and voice messages
Hold	Holds an active call or resumes a held call.
Message Waiting Indicator	Flashes red to indicate new messages.
Home Key	Press from any screen to display Home view. From Home view press button to display other views.
Soft Key	Enable you to select context sensitive keys that display along the bottom of the screen.
Navigation Keys/Select Key	Scroll through displayed information or options. Select a field of displayed data.
Headset Key	Enables you to place and receive calls through a headset. The key glows green when an analog headset is activated.
Speakerphone Key	Enables you to place and receive calls using the speakerphone. The key glows green when activated.
Mute Key	Mutes local audio during calls and conferences. The key glows red when activated.
Volume Keys	Adjust the volume of the handset, headset, speaker, and phone's ringer.
Microphone	Activated when the speaker phone function is enabled.

\*\* Click for Video Tutorial

## \*\*Placing a Call:

1. Pick up the **handset** enter extension or phone number
2. Press **Speaker** button and then dial extension or phone number
3. Press **New Call** soft key and dial accordingly

## \*\*Mute a Call

1. While active on a call press the **Mute Key**
2. Press the **Mute key** again to unmute the microphone.

## \*\*Holding a Call

1. Select the **Hold soft key** from your screen or press the **Hold** button while active on call.
2. Select **Resume** from your screen or press the **Hold** button.

## \*\*Transfer a Call Using Extension

**Consultative** (ability to notify recipient prior to completing a transfer) \***Default**

1. While active on a call
2. Select the **Transfer button** or **Transfer Soft Key**
3. Input **Extension** you wish to transfer call to
4. Notify recipient, then select **Transfer** or **hang up Blind** (transfers the call automatically without notifying the recipient)

1. While active on a call
2. Select the **Transfer button** or **Transfer soft key**
3. Select **Blind** soft key
4. Input **Extension** you wish to transfer call to
5. The call is now transferred

## \*\*Transfer into Voicemail

1. While active on a call select **Transfer**
2. Select **Blind** soft key
3. Type in the **Extension** plus \* (asterisk)
4. Then **SEND**; example (101\*)
5. Call is transferred directly to voice

## \*\*Accessing Voicemail

Message Waiting Indicator will be **flashing** until Voicemail is cleared. Also, mail icon will appear next to your extension/name.

- Select **Messages** button
- Or
- Dial **\*** plus **your extension**; example (\*101).

## \*\*3-Way Calling

1. When active on a call.
2. Press **More**
3. Press **Confnc**. The active call is held.
4. Using the **Dialer**, call the second person.
5. When the second person answers,
6. press **More**
7. Then **Confnc** to join everyone in a conference. The Active: Conference screen displays

## \*\*Transfer a Call using Speed Dial (Line Keys)

**Consultative** (ability to notify recipient prior to completing a transfer) \***Default**

1. While active on a call
2. Select the **Transfer button** or **Transfer Soft Key**
3. Select **Lines** on Soft Key
4. Press **Line** key you wish to transfer to
5. Notify recipient, then select **Transfer** or **hang up Blind** (transfers the call automatically without notifying the recipient)

1. While active on a call
2. Select the **Transfer button** or **Transfer soft key**
3. Select **Blind** soft key
4. Select **Lines** on Soft Key
5. Press **Line** key you wish to transfer to
6. The call is now transferred

## \*\*Place Call in Park (if applicable)

1. While on an active call,
2. Select **More** on soft key
3. Select **Lines** on soft key
4. Select **Line Key Button** accordingly to match **Park** destination

## \*\*Pick a Call Up from Park (from different phone)

1. Identify Park location
2. Select **Line Key** of Call on Park

## Intercom

1. Select **More** on soft key
2. Select **Intercom soft key**
3. Select **Extension**
4. Select **Intercom** soft key
5. Wait for **beep**, and then start talking.
6. Select **End Call**

## \*\*Call Forwarding

Forwarding calls internally or externally.

1. From the main screen select **Forward**, then define your preference
  - **Always** - forwards all calls
  - **No Answer** - forwards calls after defined rings with no answer
  - **Busy** - will forward calls when active on the phone or in DND
2. Input the destination Extension or External number
3. Select **Enable** to save the settings

## \*\*Favorites

Navigation Keys while at default screen

Up = Favorites

Down = Missed Calls

Left = Received Calls

Right = Placed Calls

## \*\*Transfer a Call Using Directory

**Consultative** (ability to notify recipient prior to completing a transfer) \***Default**

1. While active on a call
  2. Select the **Transfer button** or **Transfer Soft Key**
  3. Select **Directory** on Soft Key
  4. Select **Contact Directory**
  5. Enter **Circle** button of Navigation Keys
  6. **Arrow Down** on Navigation Key to extension you which to transfer the call
  7. Press Soft Key **"Dial"** button once you have user you wish to transfer the call
  8. Notify recipient, then select **Transfer** or **hang up Blind** (transfers the call automatically without notifying the recipient)
1. While active on a call
  2. Select the **Transfer button** or **Transfer soft key**
  3. Select **Blind** soft key
  4. Select **Directory** Soft Key
  5. Press Soft Key **"Dial"** button
  6. **Dial**
  7. The call is now transferred

## \*\*Transfer with Sidecar

1. While active on a call select **Transfer**
2. Select the **User button** on the side Car
3. Notify recipient, then select **Transfer** or hang up
4. The call is now transferred

## \*\*Blind Transfer with Sidecar

1. While active on a call select **Transfer**
2. **Select Blind**
3. Select the **User button** on the side Car
4. The call is now transferred

# Polycom VVX 411 Guide

For Support please email  
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