

### **Creating a Speed Dial Key**

The **Polycom VVX 400** telephone allows you to create your own speed dial keys. To create a speed dial, press and hold one of the empty soft keys at the top of the telephone (figure 1 below) until the “Add Contact” screen appears.

Using the dial pad (figure 4 below), enter the first and last name of the contact in the appropriate fields. Use the up and down arrows (figure 5 below) to navigate through the fields. Enter the telephone number of the contact in the “Contact” field. Select “Save” and the contact will now populate on your telephone.

On the **Polycom VVX 500**, press the home key (figure 6 below) until you get to the menu screen. Select the “Directories” button. Select the + button to add a contact. Using the dial pad (figure 4 below) enter the first and last name of the contact in the appropriate fields. Enter the telephone number of the contact in the “Contact” field. Select save to save the contact.

Now you must navigate back to the “Directories” screen. Select the contact that you have just added. Select “Add To Favorites” to add the contact as a speed dial key.

### **Blind Transfer**

While in a call, press the transfer key (figure 2 below). Enter the telephone number or extension of the person who you would like to transfer the call to, then press the transfer key again, and the call will be sent directly to that person.

### **Attended Transfer**

While in a call, press the transfer key (figure 2 below). Enter the telephone number or extension of the person who you would like to transfer the call to, then press the “Send” key. When the third party answers, announce that you would like to transfer a call to them. Press the transfer key again, and the call will be sent directly to that person.

### **Three Party Conference Call**

While in a call, press the “More” key at the bottom of the display screen. Then, press the “Confrnc” key at the bottom of the display screen. Enter the telephone number or extension of the person who you would like to conference in, and press the “Send” key. When the third party answers, press the “More” key again. Then press “Confrnc” again and you will be in a three party conference call.

### **Placing a Call on Hold**

While in a call, press the hold key (figure 3 below) and the call will be placed on hold. Select the line key where the caller is located (figure 1 below) to retrieve the call again.

### **Callers Lists & Contacts**

(Figure 5 below)

- The down arrow brings you to Missed Calls.
- The left arrow brings you to Recently Received Calls.
- The right arrow brings you to Placed Calls.
- The up arrow brings you to Favorite Contacts.

### **Send A Call Directly To Voicemail**

Press Transfer (XFER) + Extension number + (\*) + Transfer (XFER) and hang up.

### **Call Pickup**

Dial \*8 + Extension number will pick-up another ringing extension.

### **Global Voicemail Access**

Dial \*5000 from any phone to access voicemail system.

### Directory Assistance

Directory Assistance can be obtained by dialing your <local area code> + 555-1212  
Directory usage may apply.

