

Keys Diagram



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POLYCOM VVX 411 Quick Reference & Features Guide

Inside you'll find easy-to-follow instructions and reference guides for all the features included with your Execulink Hosted Phone service.

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Local Conferencing

Your Polycom Phone allows up to 3 parties (including yourself) to participate in a single call. This is referred to as a Local Conference Call or a 3-Way Conference Call.

To create a local Conference Call with up to two other parties:

- Engage the second party by either calling them or answering their call.
- To contact the third party for the conference call, use the Function Keys and press **MORE**, then press **CONFRNC**. This will automatically place the active call on hold and you will hear a dial tone.
- Dial the number of the third party you wish to add to the call and, using the Function Keys, press **SEND**.
- Once the third party answers the call, using the Function Keys, press **MORE** and then press **CONFRNC**.
- All three parties are now joined in the Conference Call.

To place an active Conference Call on hold:

- Press the **HOLD** key. The other parties will hear your Music on Hold recording.
- To resume the Conference Call, using the Function Keys, press **RESUME**.

Ending the Conference Call:

To leave the conference call but keep both other parties connected, hang up your phone or press end call.

To end the conference call for all parties, press the **MORE** function key and then the **SPLT** function key. Press **END CALL** for each line you want to disconnect.

Call Transfer

Your Polycom Phone supports two types of Call Transfers, both Blind and Consultative (Warm) Transfers.

By default your Polycom phone will complete all transfers as Warm (Consultative) transfers. This can be modified in the phone settings (located using the **HOME** key).

To transfer an active call to another extension/external number using the default Consultative Transfer:

- During an active call, using the Function Keys, press the **TRANSFER** key. This will automatically place the active call on hold and you will hear a dial tone.
- Dial the number of the party you wish to transfer the call to and, using the Function Keys, press **SEND**.
- When you are ready to transfer the call, using the Function Keys, press the **TRANSFER** key.

To transfer an active call to another extension or external number using the Blind (Cold) Transfer:

- During an active call, using the Function Keys, press and hold the **TRANSFER** key. This will automatically place the active call on hold and you will hear a dial tone.
- Dial the number of the party you wish to transfer the call to and, using the Function Keys, press **SEND**.

Voicemail Guide

Initial Voicemail Setup:

Pressing ***98** will start the initialization process where you will:

- Setup up your PIN.
Record your Name.
Choose a Greeting (Personal or System Generated).

Local Access:

- Press ***98** on the phone.
- If the Skip PIN feature is disabled, you will need to enter your PIN.
- If the PIN feature is enabled, you won't have to enter your pin.

Remote Access:

- Call your extension (via direct call, assisted transfer or from the Auto-Attendant).
- Press the ***** key when you hear your voicemail greeting.
- Enter your pin.

Voicemail Menu Structure:

- Press 1 – Hear/Review Messages
- Press 2 – Send Messages
- Press 3 – Greetings Menu
- Press 4 – Mailbox Settings (Skip PIN Feature is located in Security Options sub-menu).
- Press 6 – Review Erased Messages
- Press 7 – Switch Account
- Press 0 – Help Menu
- Press ***** – Help

Sidecar Module

Call Transfer with the Sidecar Module

The sidecar module supports one-touch blind (cold) transfer to other extensions or external numbers on the sidecar.

To transfer an active call to another extension:

- During an active call press the appropriate **Extension key** on the Sidecar to which you wish to transfer the call to. This will automatically perform a blind transfer.

To cancel a transfer to a business group extension:

- After transferring the call, if the call has not been answered the status light next to the extension on the Sidecar will remain flashing. Press the flashing **EXTENSION** key to redirect the call back to your phone.

