



Polycom VVX 300 and 400 series

A guide to using your phone with Cloud Voice.



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General info

Need help?

If you have any problems with your phone, call us on **0800 389 0537** and we'll be happy to help.

Calling 999 or 112

Your Cloud Voice number is registered to a specific address, so when you make a **999** or **112** call from your phone number, that's the address the emergency services will see.

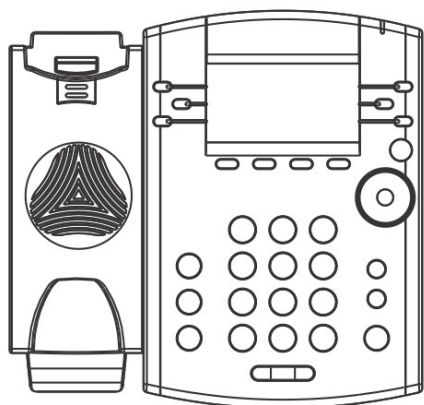
If you use Cloud Voice at a different address, the registered address won't automatically change. So if your work location changes, please let your administrator know so they can update your registered address.

What's in the box

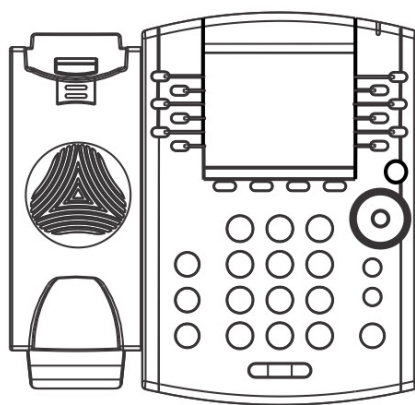
We're here to help you get the best out of your new phone.
So let's get set up. Just follow the instructions below.

Got everything?

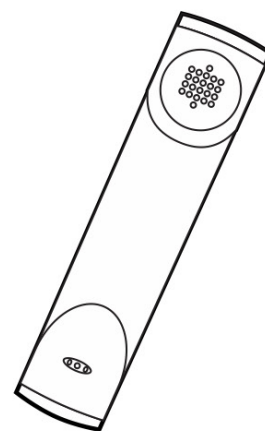
- IP phone
- Handset
- Handset cord
- Mains power adapter
- Ethernet cable
- Phone stand
- Quick start user guide



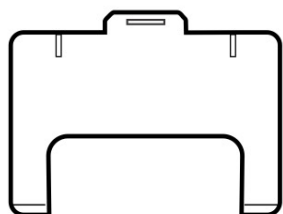
VVX 300 series
(VVX 300 & 301)



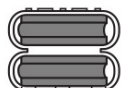
VVX 400 series
(VVX 400 & 411)



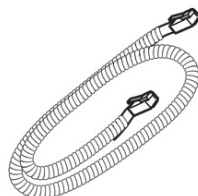
Handset



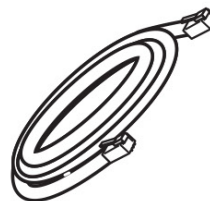
Phone stand



Mains power
adapter



Handset cord



Ethernet cable



Quick start
user guide

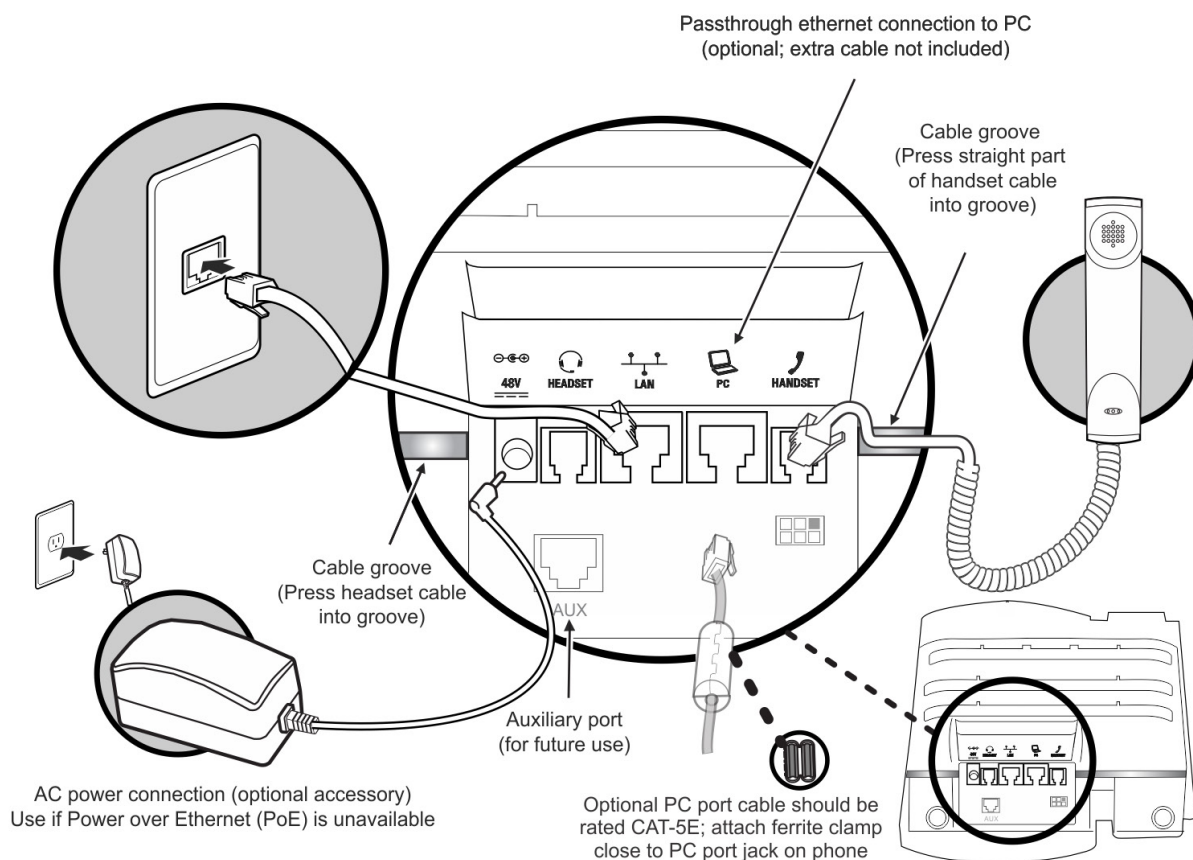
Let's get started

Set up your phone

Once you've unpacked it, turn it upside down so you can see the ports. Then slot the phone stand into one of the slots, depending on the angle you want.

Get connected

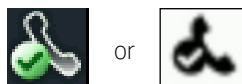
Here's how to connect your cables. If you've got the VVX 411, you'll have a USB port too.



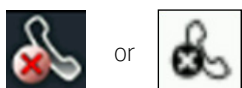
Check you're set up on Cloud Voice

Your phone comes with everything you need to get set up on Cloud Voice.

- Once your phone is connected to the network, it will update its firmware. This might take some time, so please be patient.
- Once it's finished, it'll show this symbol:



If something has gone wrong, you'll see this symbol:

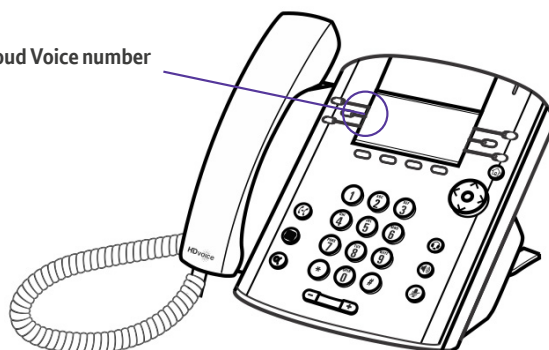


If this happens, just give us a call on **0800 389 0537** and we'll be able to help.

Once everything is updated and ready to go, your Cloud Voice number will show on the screen.

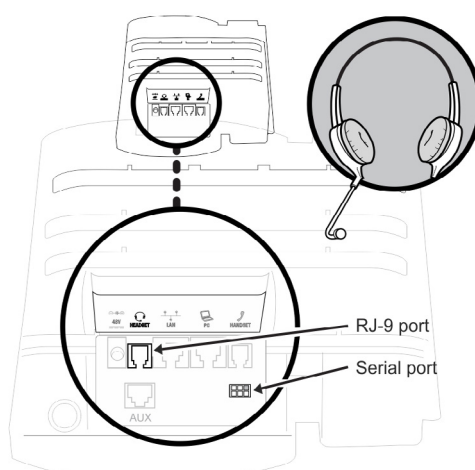
During future firmware updates, your phone might run through these same steps.

Your Cloud Voice number



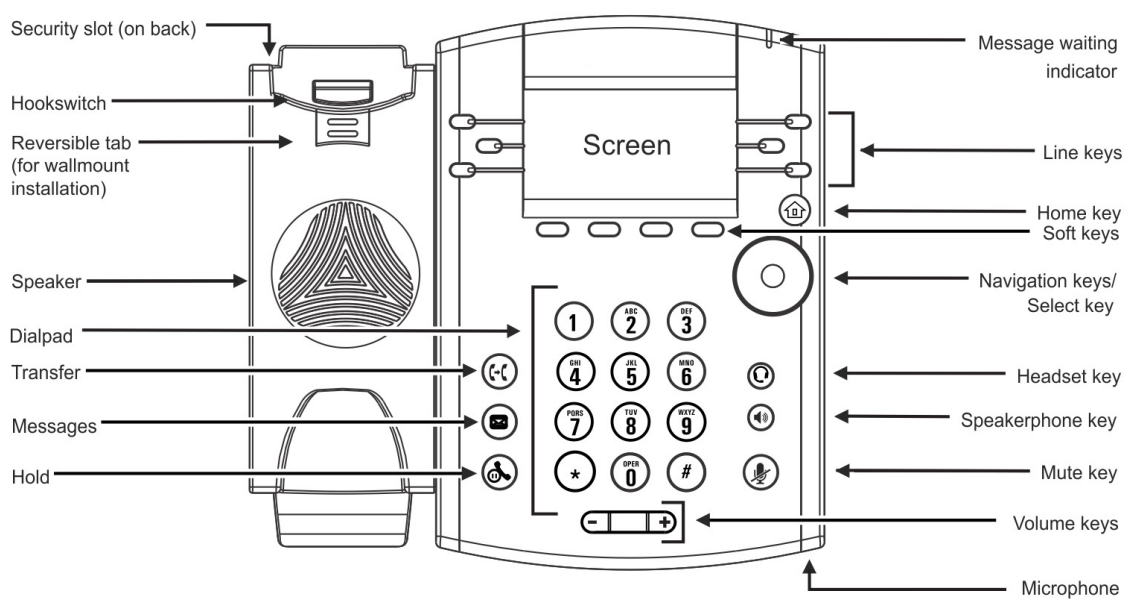
Connect your headset

Your phone works with wired headsets, which usually connect through the RJ-9 port shown below. It also works with electronic hookswitch headsets, which tend to connect with the RJ-9 and serial ports. To add a headset, just follow the instructions that come with it.

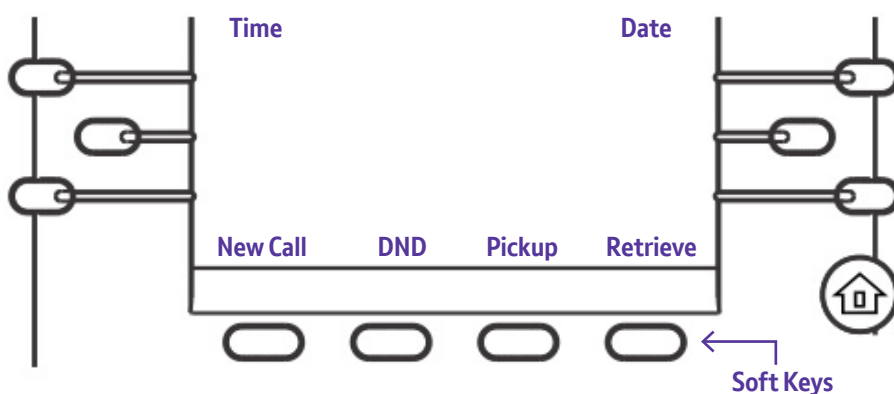


Getting to know your phone

Phone features and keys



Phone display – lines view



Soft keys

The four buttons below the screen are called soft keys, and you can change what they do depending on what you use your phone for. Just check the screen above each button to see the options.










Phone display – views

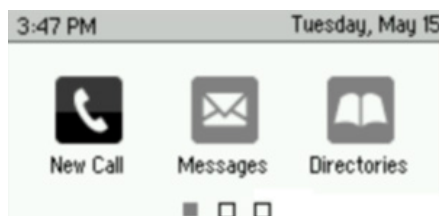
Your phone has three main views: **home**, **calls** and **lines**. Lines is your default display. You can switch to the home or lines views whenever you want, too.

- To get to the **home** view, press the **home** key.
- To change to the **lines** view, press the **home** key again.
- To get back to **home**, press the **home** key one more time.
- When you're making or receiving a call, you'll also see the **calls** view. You can switch between the three screens whenever you want using the **home** key.

Home view

You can get to the different phone functions from the **home** view. Just use the navigation key to scroll through the options, then press the **Select** key when you find the one you want.

		VVX 400 series	VVX 300 series
New Call	Make a new call and see your call history		
Messages	See urgent, new and old messages		
Directories	Your contact directory, recent calls and favourites		
Settings	Basic and advanced phone settings		
Applications	Web apps like Google		



On the **VVX 300 series**, the display icons are across three separate pages. Use the navigation key to scroll left and right.

Page 1 – New call, messages and directories

Page 2 – Forward, DND and settings

Page 3 – Apps

Lines view (VVX 400)

The **lines** view is your phone's default display. It shows your phone lines, your favourite contacts and the different options for your soft keys.

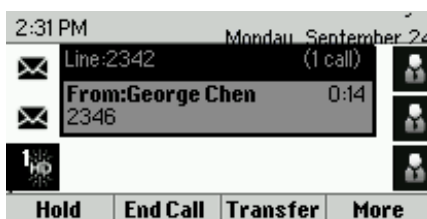
Call view

When you make or receive a call, you'll see the **call** view. It shows you the phone number, the call length and how many calls you've got in progress.

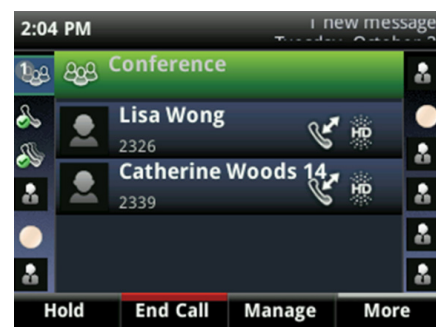
Using the soft keys, you can:

Hold	Put a call on hold (there's default hold music)
End Call	Finish the current call using the soft key
Transfer	Pass the call on to someone else's extension
More	Choose from other soft key options, including conference and lines
	Confnc – add your call to a conference
	Lines – go back to the main lines view

VVX 300 series



VVX 400 series



Using your phone

Time and date

Your phone's time and date is set by Cloud Voice, but you can change the format by going to **settings** and updating your preferences.

Making calls

When you're ready to dial, pick up the handset, press **speakerphone** (or **headset** if you're using one) and enter the phone number. Then press the **send** soft key.

If you're in the **home** view, tap **new call**, enter the phone number and press the **send** soft key.

Answering calls

To pick up a call, press the **answer** soft key and pick up the handset, or press **speakerphone**. If you're using a headset, press the **headset** key.

If you're already on a call when you receive another one, press the **answer** soft key and the call you're on will be put on hold. Both calls will show on your display. You can go back to the first call by selecting it on the display and pressing the **resume** soft key.



Transferring calls

To transfer a call, first press the **transfer** soft key. Then dial the number the call is being transferred to and press the **send** soft key. To forward the call straight away, press **transfer**. If you want to announce the call beforehand, wait until the person picks up so you can talk to them and then press **transfer** to connect it.

Ending calls

You can end a call in four different ways. Either put your phone down, press **speakerphone**, press the **headset** key if you're using one, or press the **end call** soft key.

To end a held call, navigate to **calls** view and highlight the held call. Press **resume**, then press **end call**.

Conference calls

If you want to set up a conference call, dial the first person then press the **more** soft key and select **confnc**.

Dial and connect with the second person and press **confnc** again.

While you're on a conference call with the lines or calls view, you can:

Press the **hold** soft key to put everyone on hold

Press **end call** to leave the call, but keep the others connected

Press the **split** soft key to end the conference and put everyone on hold.

Favourites

Your favourites are the people you call most often. Their numbers will show in your **favourites** list and in the **lines** view.

To see your favourites list, press **home**, then select **directories** and press **favourites**.

To add someone to your favourites, go to your **contact directory** and use the **select** key to select them. Press **more**, then **add** and press **yes** to confirm.

To dial a favourite, call directly from the **lines** view or from the **favourites** list.

To change the order of your **favourites**, update the person's **favourites** index number in the **contact directory** to move them up or down the list.

Contact directory

Your contact directory is managed by Cloud Voice. Have a look at the user feature guide to find out more.

You can also manage your contacts from your phone. To do this, select **directories** from home view, highlight **contact directory** and press **select**.

- You can add a contact by pressing the **add** soft key. Type in the details and press **save**.
- To add them to your **favourites** list, enter a **favourite** index number.
- If you need to update any of their details, select the contact, press the **edit** soft key, make the changes and then press **save**.
- To delete a contact from the directory, select them, press the **more** soft key and then press **delete**. Press **yes** to confirm.
- To search the contact directory, press the **search** soft key, enter your search term and then press **search**.
- To call one of your contacts, highlight their details using the **select** key and press **dial**.

Changing your ringtone

If you'd like to change your ringtone, select **settings** from the home view, go to **basic > ring type**. Choose the ringtone you want and then press **back**.

To set a ringtone for a contact, choose them from your contact directory, press the **edit** soft key, update the ring tone and press **save**.

Update your phone settings

Sometimes your phone settings might need to be updated. To do this:

- Tap **settings** from home view, and choose **basic > update configuration**.
- You'll see a message saying 'Are you sure?'
- To go ahead, choose **Yes**.

Your phone might need to restart, depending on the settings you've changed.

Listening to your voicemail

Go to messages from the home view and select **message centre**. You'll be able to see the number of messages in your mailbox. To listen to your messages, tap **connect** and follow the instructions.

General info

999 or 112 emergency calls

- Your Cloud Voice number is registered to a specific address, so when you make a 999 or 112 call from your phone number, that's the address the emergency services will see.
- If you use Cloud Voice at a different address, the registered address won't automatically change. So if your work location changes, please let your administrator know so they can update your registered address.
- You might not be able to make 999 or 112 calls if there's a power or network failure, or you're using the service from an app or mobile phone.

Headset compatibility

Your VVX 300 and 400 series phone works with the following Jabra and Plantronic headsets:

Jabra

Corded headsets:

Jabra Biz 2400 headsets with GN 1200 Quick Disconnect Cable – setting 1.

Cordless headsets:

Jabra Pro 920 with Jabra Polycom EHS Adapter.

Plantronics

Corded headsets:

SupraPlus HW251N / HW261N and
EncorePro HW710N / HW720N with U10p cable

Cordless headsets:

CS504A Convertible Dect with APP-51 (Polycom EHS Cable).

Safety information

- Opening your handset or the base of your phone could be dangerous. If your phone needs to be repaired, call us on 0800 389 0537 and we'll be able to help.

Cleaning

- Clean the handset and base with a damp (not wet) cloth, or an anti-static wipe. Never use household polish as this will damage the product. Never use a dry cloth as this may cause a static shock.

Environmental

- Don't expose your phone to direct sunlight.
- Make sure your phone is on a dry, flat surface, not on a carpet or anything which has fibres. Make sure it can always get a free flow of air over its surfaces.

- Don't expose your phone to water, and don't use it in damp or humid conditions like bathrooms.
- Don't expose your phone to fire, explosive or other hazardous conditions.
- If there's an electrical storm, there's a slight chance your phone might be damaged.

Getting rid of your phone



The symbol shown here and on your phone means your product is classed as electrical or electronic equipment. You shouldn't throw it away with other office waste once.

The Waste of Electrical and Electronic Equipment (WEEE) Directive (2002/96/EC) has been put in place to recycle products in the best ways for the environment, making sure we manage anything that's hazardous and don't increase the amount of landfill we produce.

You should get in touch with your supplier to check the terms and conditions of your contract and make sure your phone isn't thrown away with other commercial waste.

Guarantee

Your phone is guaranteed for 12 months from the date you bought it.

Your guarantee covers the repair or replacement of your phone or any of its parts (other than batteries) if they're faulty or below standard, or they break because of bad workmanship or materials. If your product is more than 28 days old, it might be replaced with a refurbished or repaired product.

The conditions of this guarantee are:

- The guarantee only applies to issues that arise during the 12 month guarantee period.
- You'll need to show us your proof of purchase.
- You'll need to return your phone to us according to our instructions
- We don't cover any faults or problems that are caused by accidents, misuse, fair wear and tear, neglect, or if you've tried to repair the equipment yourself.
- This guarantee won't affect your statutory rights.

Offices Worldwide

The services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to British Telecommunications plc's respective standard conditions of contract. Nothing in this publication forms any part of any contract.

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