



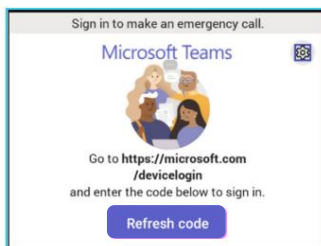
Poly CCX 350 business media phones support audio-only conference calls with Microsoft Teams voice platforms along with point-to-point and bridge calls. Combining your MS Teams profile to access call lists, contacts and voicemail.

### Signing in

1. Tap **Sign in**
2. Enter your username and password and tap **Sign in**.

### Signing in from another device

1. In a Web Browser, enter the URL provided.
2. Enter the code provided and sign into your Microsoft account.

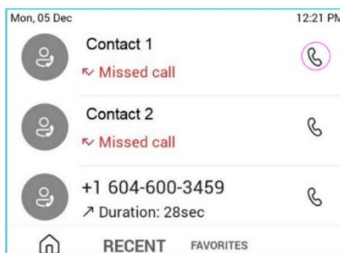


### Signing out

1. On your screen, go to the Menu option.
2. Tap Settings and then tap Sign out.

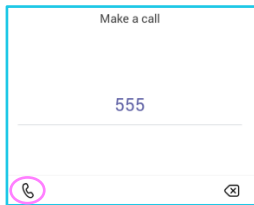
### Making Calls from the Phone

1. Lift the **Handset** to start a call.
2. Alternatively, use the **Headset** or **Speakerphone** icon on the and select **Make a Call**.



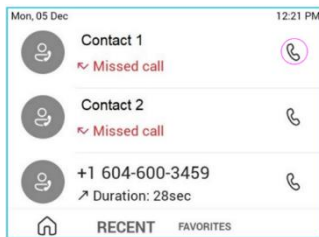
## Dialling a Phone Number

1. On your screen select the **Make a Call** icon and then select the **Dialpad** icon.
2. Dial the number and select the **Call** icon to place the call.



## Making a call using your contact list

1. On your screen, select the **Make a Call** icon.
2. Using the **Favourites**, **Speed Dial** or **Recent Calls** list **Search** for a contact.
3. Click on the contact and select the **Call** icon besides the contact.



## Answering a call

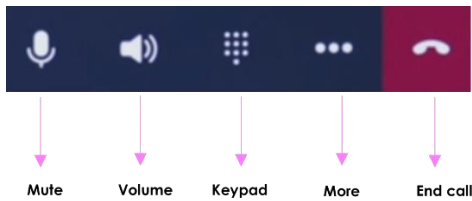
1. You will receive a notification asking you to either accept or decline a call.
2. To answer lift the **Handset** and press the **Headset** key or the **Speakerphone** key.
3. Tap the **Call** icon on the screen to accept the call.
4. Alternatively, decline the call to redirect the call to **Voicemail**.

## Disconnecting a call

1. Press the **End Call** icon on screen and replace the **Handset**.
2. If active press the **Headset/Speakerphone** icon.

## While on an active call

You can use the In Call options for additional call handling.



## Putting a call on hold

1. During a call, tap on **More** options.
2. From the list click on **Put Call on Hold**, this is where the caller will hear music or the hold tone.
3. Tap on **Resume** to return to the call.

## Transferring a call (unannounced)

1. In a call, tap **More** options and select **Transfer**.
2. Click on **Transfer Now** and type a number or select a contact to transfer the call.
3. You will be disconnected once the call is answered or alternatively tap on the **End Call** icon.

## Transferring a call after consulting (announce transfer)

1. During a call, tap **More** options and tap on **Transfer**.
2. Tap on **Consult First** then type a number or select a contact to initiate the call.
3. Once your colleague has answered the call, tap **Transfer** and then **OK** to complete the call transfer.

## Forwarding a call

1. Go to the **Menu** then settings and click on **Calling**.
2. Enable call forwarding and tap the **Forward** to field to select **Voicemail** to send calls to mailbox or select **Contact/Number** or **My Delegates** (if programmed).

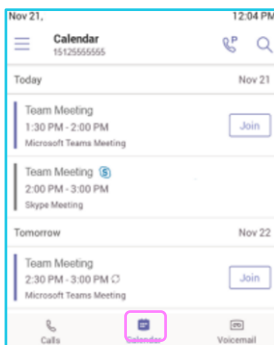
**Note:** Some steps, screenshots and options may differ slightly depending on the application, browser, operating system and software version you are using.

## Conference calling

1. While active on a call, tap **Add People**.
2. Then tap on **Add User** and search for the user and click on the **Tick** to initiate the call. Repeat the process to add more participants.
3. Using the **Conference Key**, you can view the participant list, re-invite participants, mute and remove participants.
4. Tap **End Call** to leave without cancelling the conference. This will keep the other participants connected to the call.

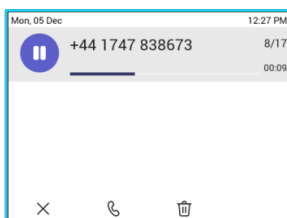
## Calendar and meetings

1. Schedule, join and view meeting information go to the calendar through the **Calendar** menu.
2. To go to the calendar, select the **Teams** button or click on the **Calendar** icon.



## Checking your voicemail

1. To view your voicemails, tap the **Voicemail** menu, select a message from the list.
2. If enabled, you can read the transcribed message from your phone.



## People and contact lists

1. Tap the people **Menu** and then tap the **Arrow** key, select a group to view all users in that group.
2. Add a new contact by tapping on the **Add New** icon, search for a user in your directory, select the group to add them to and save the change.
3. Contacts can also be saved as speed dials or favourites.

## Updating presence status

1. To show if you are available or not for a call select **Menu**.
2. Tap on your current status and choose a new status from the list.

## Setting a status message

1. To add a status message, select **Menu** and click on **Set status message**.
2. Enter a message and select **Submit**.

## Phone lock

1. To lock your phone while you are away from your desk, click on **Menu** and go to **Settings** then **Device Settings**.
2. Enable the option and set a 6-digit PIN, then select the timeout period required.

## Learn more

- [Getting started with CCX400 >](#)

Discover more at the [BT support centre >](#)

