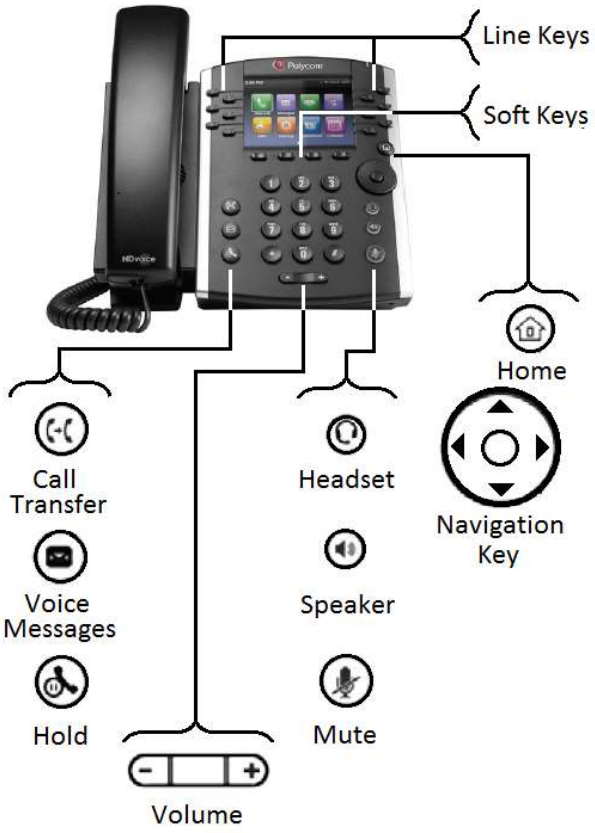
Royal Veterinary College
University of London

Polycom VVX 411 Handset



Log-In/Out

- Press **More > Sign In**, Press **2 - PIN Authentication**
- Enter your **Extension**, arrow down (Navigator), enter your **PIN** press **Sign In**.
- To sign out press **More > More > Sign Out**, select **Yes** to confirm.

Presence

Contacts searched or those added to your Line Keys, will display colour scheme consistent with Lync/Skype for Business indicating their Presence.

Icon	*Description*
	Presence status (Available)
	Presence status (Busy)
	Presence status (Away)
	Presence status (Do Not Disturb)
	Presence status (Offline)
	Presence status (No information)

Make a Call

- Via Handset: Pick up the handset. Enter phone number, press **Send**.
- Via Hands-free: Enter phone number, press **Dial**,
- Via Headset: Press , press **Dial** *
- Via Favourites: Press associated **Line Key**.

Receive a Call

- Via handset: Lift the receiver
- Via Hands-free: Press or press **Answer**.
- Via Headset: Press .
- To answer a new call whilst on an active call, press **Answer**. The original call will be placed on **hold**.
- To return to original call, either press **End** then **Resume** or
- Arrow Down (Navigator) to original call, press **Resume**

Hold a Call

- Press **Hold** or .
- To resume press **Resume** or again.

Mute a Call

- Press , the other party will not be able to hear you.
- To disable Mute, press again.

Ending a Call

To end an active call, press **End Call**.

Transfer - Announced

- Press **Transfer** or , either type the number, press **Send** or
- Press **Contacts > Search**, type name of contact (via Numeric Key pad), press **Dial**.
- When you have announced your caller, press **Transfer** or , to transfer the call ending your participation.
- Press **Cancel**, to go back to your original caller.

Transfer - Blind

- Press and hold the **Transfer** or button.
- Press number **2 - Blind**, press **Select**, either type the number press **Send** or
- Press **Contacts > Search**, type name of contact (Numeric Key pad) press **Dial**.

Lync Scheduled Conference Call

- Dial the Lync conference number
- Follow the voice prompts, the meeting information is held within the Outlook invitation.

Meet Now (Conference - available from idle)

- Press **Meet Now**.
- Participants are added via the **Invite** button.
- Press **Invite**, either type number press **Send** or
- Press **More > Contacts > Search** type name of contact (Numeric Key pad), press **Dial**.

You can only add one contact at a time.

Conference Call - Ad-Hoc (3+ Party)

- During an active call, press **More > Confrnc**, either type number press **Send** or
- Press **More > Contacts > Search** type name of contact, press **Dial**. There will be a short pause whilst all parties are bridged together.
- To add more participants press **Invite**, either type number press **Send** or
- Press **More > Contacts > Search** type name of contact (Numeric Key pad), press **Dial**.

Call Forward (Call Divert)

- Press **Forward** from Home or Lines view.
- Arrow down (Navigator) to highlight forwarding option to enable press **Select** to **Enable**.
- To **disable** call forwarding, press **Forward** from Home or Lines view
- Select option **1 - Disable Call Forwarding** and press **Select**.

Note: - Team Call and Delegates must be set up initially within the Lync client application to allow activation form the handset.

Voice Mail

- An envelope, adjacent to a Line key as well as the lamp flashing, indicates that you have voicemail.
- Select , or **Messages** from Home view, select **Message Center**, press **Select** and follow the audio prompts.

Ring Tones

- To change the incoming call ringtone, select right arrow (Navigator) to **Settings**, select **Basic** (**Ok.** Centre Navigation button) arrow down (Navigator) to **Ring Type**, select number **1 - Normal Ring Type.**
- Arrow Up/Down (Navigator) highlight ringtone you require.
- Press **Play** to listen to the tone
- Press **Select** to accept or
- Press **Back** to cancel

Directories - Lync Search

- Press , arrow right (Navigator), select **Search**. Type name of contact (use Numeric Key pad), arrow Up/Down (Navigator) to ensure correct contact is highlighted, press **Dial**.

Favourites

- To view your Favourites list, press , right arrow (Navigator) to and select **Directories** arrow down (Navigator) to select **Favourites**.
- To add a contact to Favourite, press arrow right (Navigator) to **Search**, type name of contact (use Numeric Key pad), Up/Down arrow (Navigator) to ensure correct contact is highlighted
- Press **More > View > Save > Save**.
- To dial a Favourite, press , right arrow (Navigator), select **Directories**, arrow down (Navigator) select **Favourite.**
- Arrow Up/Down (Navigator) to highlight contact to dial
- Press **Dial**.

Note: - Under certain conditions Favourite Lync contacts configured on the Lync client maybe synchronised to your phone.

Adjusting Volume

To change **call volume**, press during a call.
To change the **ringer volume**, press when the phone is idle or ringing.

Headset Settings

* In order to use a headset the handset needs to be in headset mode. The headset itself is plugged into the back of the handset.

- To enable/disable, press , arrow right (Navigator) to **Settings**, select **Basic** (**Ok.** Centre Navigation button)**,**
- Select **Preferences** (**Ok.** Centre Navigation button) arrow down (Navigator) to **Headset,** press **Select**.
- Select number **1 – Headset Memory,**
- Select number **1 – Disable** or **2 – Enabled**