# Polycom VVX300/VVX400/VVX500 Phone User Guide

## Make a Call – Internal
- Dial the **extension** plus #
- **Note:** You may temporarily need to dial a 10-digit number until all sites are converted

## Make a Call – External
- Dial the **10-digit number**
- **Note:** **ALL** external calls require 10-digit dialing, including local; there is no access code (i.e., ‘9’) required. Include 011 if applicable

## Hold
- Press the [Hold] key
- To return to the caller press the [Resume] key
- **Note:** You can press [Answer] to answer another incoming call and automatically put the first caller on ‘hold’ without using the [Hold] key

## Transfer
- **Note:** For both Transfer options you can press Cancel to return to the original caller

### Transfer To Extension or External Number
- **Announced Transfer**
  - While on a call press [Transfer]
  - Dial the extension plus # or an external number
  - Announce the caller
  - Press [Transfer] again to complete the transfer
- **“Blind” Transfer**
  - While on a call press [Transfer]
  - Dial the extension plus # or an external number
  - Press [Transfer] again immediately

### Transfer To Voicemail
- While on a call press [To Vmail]
- **Note:** You may need to press the More key to access this feature
- Dial the party’s extension, then press Enter
- The caller is immediately transferred to the employee’s mailbox

### Conference
- While on a call press [Conference]
- **Note:** You may need to press the More key to access this feature
- Dial the extension plus # or the external number of the party you wish to add
- Press [Conference] again; all parties are connected
- **Note:** You can repeat these steps to add up to 15 parties, service permitting

## Do Not Disturb – Activate
- Press [Do Not Disturb]
- **Note:** This will disable ringing and forward your calls to voicemail (if available)
- Press [Do Not Disturb] again to cancel

## Do Not Disturb – Cancel
- Press [Callers]
- Select Missed, Received, or Placed Calls...
- Scroll through entries to review or press [Dial] to call

## Forward – Activate
- Press [Forward]
- Select Always (most common – Forwards ALL Calls),
- In “Contact” field enter extension or 10-digit number
- Select [Enable]

## Forward – Cancel
- Same instructions as above, but select [Disable] to cancel

## Pickup
- **If applicable**
- To answer a pickup group member’s ringing phone, lift the handset and press the [Pickup] key
- **Note:** You may need to press the More key to access this feature

## Park
- **If applicable**
- Press the [Park] soft key then enter an employee’s 5-digit extension, followed by the # key; the call is now Parked
- With the handset down press the [Retrieve] soft key or *88
- Lift the handset and enter the 5-digit extension followed by #
- You are now connected to the caller

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