



## Fuze for Poly VVX 400 Series Training

Fuze Enablement Team

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## Training Objectives

After attending this training, users should have a basic understanding of:

- Overview, layout, and available views of the Poly VVX 400 Series
- Call features including placing, receiving, and managing calls
- Setting up and accessing voicemail
- Contact directory features including searching and adding contacts and speed dials
- Additional features and capabilities

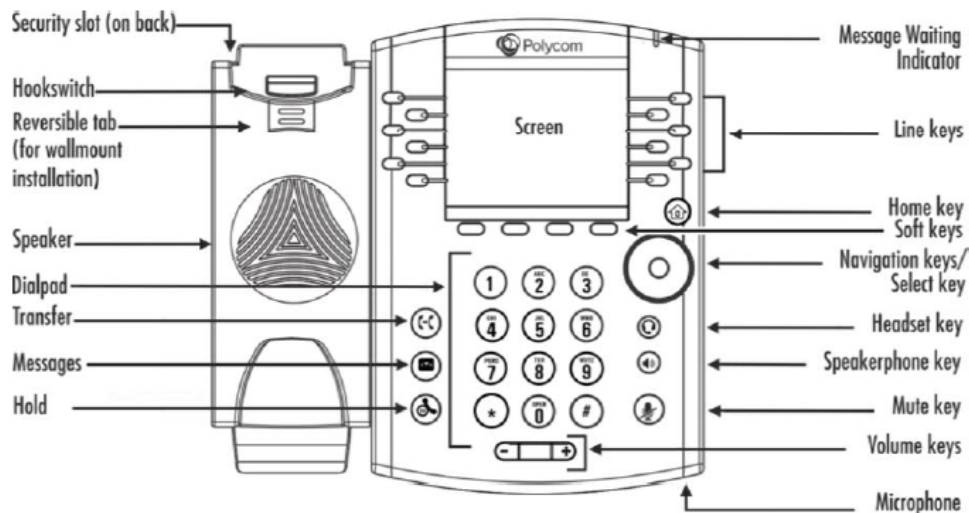
## Phone Overview

### Overview

The Poly VVX 400 Series desk phone has a color, graphical LCD screen. This desk phone supports twelve line appearances and high-definition (HD) voice on all audio paths (speaker, handset, headset). The device also has user-friendly navigation options.



## Phone Layout



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- **Message Waiting Indicator:** flashes red to indicate new messages
- **Line keys:** gives access to phone lines, parking lots, and favorites in Lines view
- **Home key:** press the key from any screen to display the Home view (from Home view, press once more to display other phone views)
- **Soft keys:** four keys below the screen used to select a function (available functions are context-sensitive)
- **Navigation keys:** scrolls through information or options displayed on the phone's screen
- **Select key:** selects a field of displayed data
- **Headset key:** enables the placing and receiving of calls through a headset (glows green when an analog headset is activated)
- **Speakerphone key:** enables the placing and receiving calls using the speakerphone (glows green when activated)
- **Mute key:** mutes audio during calls and conferences (glows red when audio is muted)
- **Volume keys:** adjusts the volume of the handset, headset, speaker, and phone's ringer
  - In standby mode the key will adjust the ringer volume
  - During an active call the key will adjust the speaker volume (handset, headset and speakerphone)
- **Microphone:** transmits sound from the phone to other phones
- **Hold:** press the key to place active call on hold


- **Messages:** press key to access the message center
- **Transfer:** press key to initiate call transfer
- **Speaker:** provides ringer and hands-free (speakerphone) audio output
- **Dialpad:** enables the entering of numbers, letters, and special characters
- **Security slot:** enables the connection at the back of the phone to a laptop cable lock so it can be secured it to a desktop

## Home View

To display Home view:

- Pressing the **Home** key 
- Use the right or left navigation key to find menu options
- Press the **Select** key to open the option



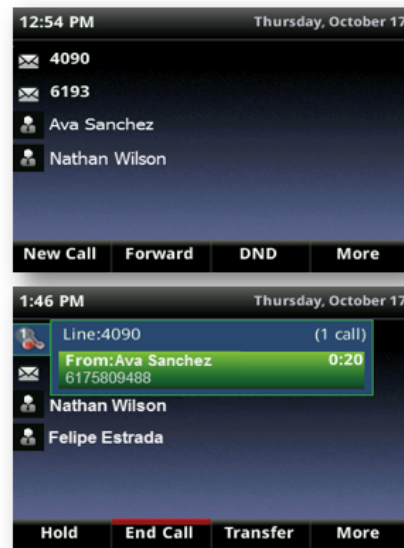
Page Indicator  displays how many pages of icons are available and the page selected.



## Lines View

The lines view is the default phone view and displays the phone lines and favorite contacts.

- Press the right navigation key for Placed Calls list
- Press the down navigation key for the Missed Calls list
- Press the left navigation key for the Received Calls list



Active call in Lines View

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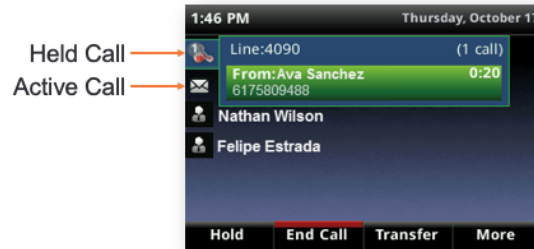


- In Lines view, a line key can be pressed to access the Dialer and view the number of active or held calls on the phone, as shown in the graphic above
- In Lines view, the order of appearance on the display would be, line appearance, parking lots, buddy lists, and speed dial
- If the phone line has an active call, the call color is green
- If the phone line has more than one held call, the call color is dark blue
- The number of total calls on the phone line is shown above the calls
- To select a call, use the up and down navigation keys

## Calls View

This is the default view while a call is active or on hold.

- Call status is indicated by color
  - Gray = Incoming call
  - Dark green = Active call
  - Bright blue = Held call



Calls view can be accessed if the phone has an active and held call in progress, or if one call is on hold. In Calls view, use the up and down navigation keys to see all the active and held calls. If the phone has more than one line, calls will display under the associated line, as shown. Use the up and down navigation keys to highlight a call. When a call is selected, available soft keys display for the call. If there's more than one call on a line, the held call will be a dark blue.





## Training Objectives

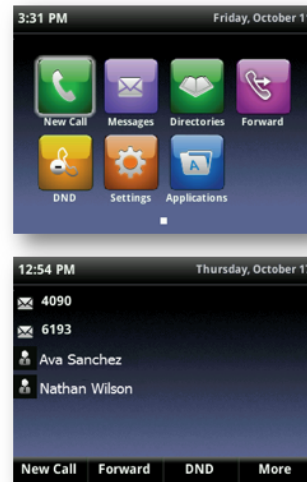
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## Placing Calls

From either the Home view or Lines view, dial the number to call, followed by:

- Picking up the handset
- Pressing the **Headset** key 
- Pressing the **Speakerphone** key 



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Calls can be placed in these ways:

- Manually from the Dialer
- Automatically by pressing favorite button in Lines view
- Automatically from the Favorites list, Recent Calls list, or Contact Directory



To make calls within the US dial the 10 digit number including the area code and local number.

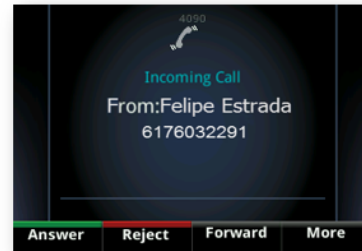
It is not necessary to dial 1 or 9 prior to the number.

\* For international calls (from the US), dial 011, the country code, the Area code, and the number.

## Answering Incoming Calls

Answer incoming calls by:

- Picking up the handset
- Pressing the **Answer** soft key
- Pressing the **Headset** key 
- Pressing the **Speakerphone** key 



If the phone is already in handset, speakerphone, or headset mode, press **Answer** and the phone will automatically use the mode that is currently being used.

## Rejecting Incoming Calls

To reject an incoming call:

- Press the **Reject** soft key to stop the phone from ringing
  - Rejected calls go straight to voicemail
  - Rejected calls display in the Recent Calls list



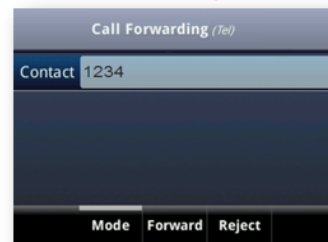
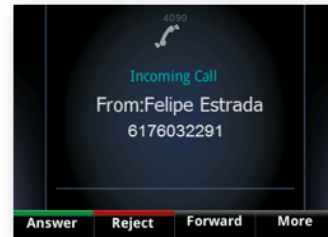
## Forwarding Incoming Calls

Forward allows an incoming call to be passed along to another number or extension without answering the call.

- Press the **Forward** soft key, enter the number to forward the call to, and then press the **Forward** soft key again



The caller has a limited amount of time to enter the forwarding number.



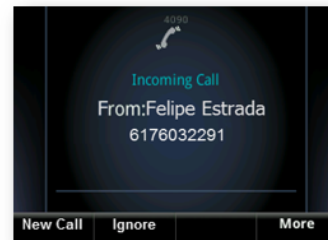
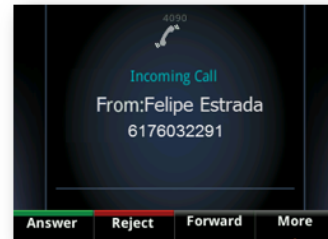
## Ignoring Incoming Calls

Ignore allows an incoming call to be silenced.

- Press the **More** soft key and then the **Ignore** soft key to silence the ringer during an incoming call
  - The phone will still display the incoming call notification, allowing the call to be answered



If the call is not answered, it will be sent to voicemail at the end of the ring cycle.



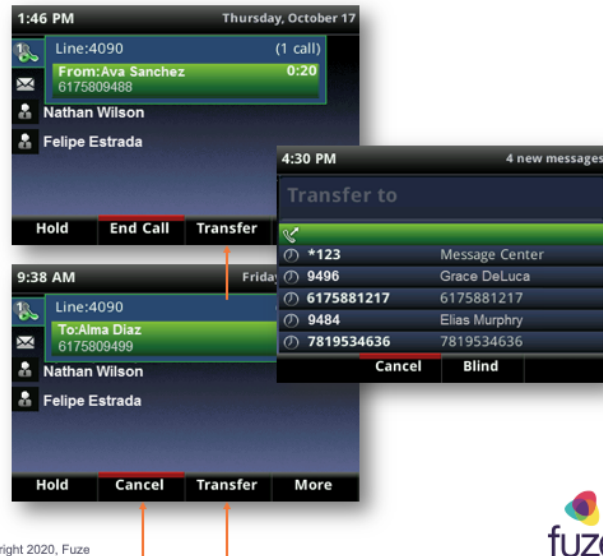
## Transferring Calls Attended

To begin the process:

- Press the **Transfer** soft key
  - While performing a transfer, the caller will be placed on hold
- Enter a number
- Press the **Transfer** soft key as soon as there is a ring-back tone or wait until after speaking to the recipient



Press the **Cancel** soft key to cancel the transfer.



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To transfer the call to another device, press \*\* then all devices will ring and the call can be picked up. The Caller will hear silence while waiting for the other device to ring.

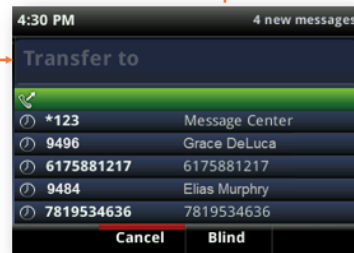
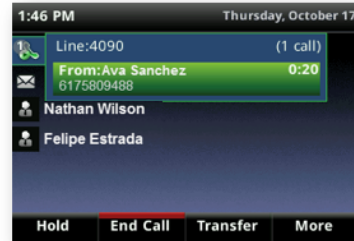
## Transferring Calls Blind

Blind transfer allows a call to be transferred without talking to the recipient first.

- Press the **Transfer** soft key
- Press the **Blind** soft key
- Enter a number to complete the transfer



The recipient will see the original caller's Caller ID.



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- Calls can be transferred internally and externally
- If **Blind** is not visible, press **More > Blind**
- The call automatically transfers to the person that was specified



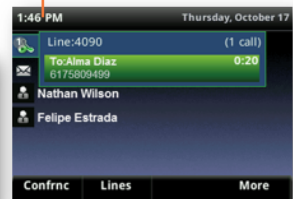
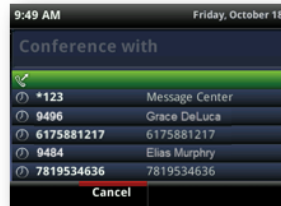
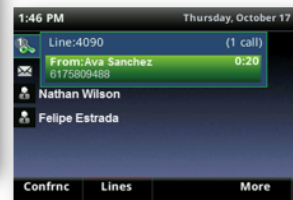
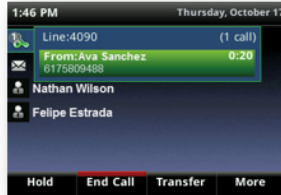
## Conferencing Calls

To initiate a conference with two other people:

- Press the **More** soft key from an active call
- Press the **Confnc** soft key
  - The caller will be placed on hold
- Enter a number, and once the recipient answers, press the **Confnc** soft key to join calls



Conference management features may be granted to the system administrator.



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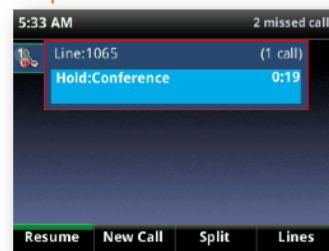
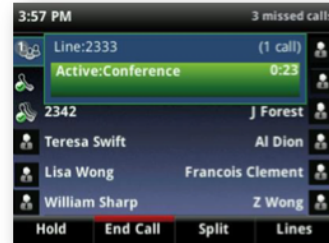


During a conference call, the conference management feature may be accessible. This feature enables management of each person in the conference call so that participants can be muted, placed on hold, and removed. The system administrator can enable/disable this feature for a device.

## Holding Conference Calls

When a conference call is placed on hold, all participants are on hold.

- No one in a held conference call can hear other participants
- Press the **Hold** soft key to place participants on hold
- Press the **Resume** soft key to resume a held call



In Calls view, be sure to highlight the conference before pressing **Hold**.

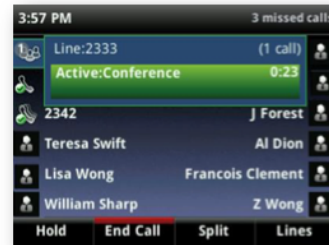
## Ending Conference Calls

To terminate participation in the conference call:

- Press the **End Call** soft key
- Request callers to hang up to fully terminate the conference call



When **End Call** is pressed, call participants remain connected to each other.



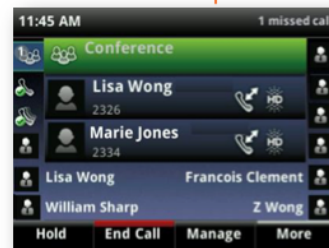
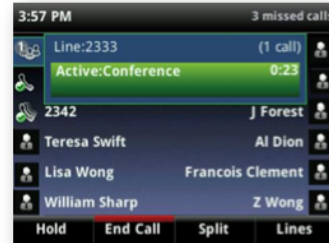
## Splitting Conferencing Calls

To terminate the conference and place the callers on hold:

- Press the **Split** soft key
  - Participants will not be able to speak to each other



Users can toggle between each call privately.

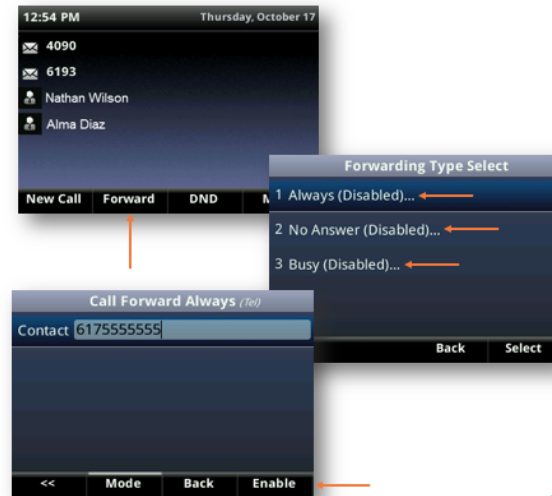


- From Lines or Calls view, press **Split** soft key
- After splitting the conference call, users can press **End Call** on selected line to end each individual call

## Forwarding All Calls

There are three distinct types of call forwarding:

- **Always** forwards all incoming calls
  - **No Answer** forwards all unanswered calls
  - **Busy** forwards calls that arrive when already on a call
- Press the **Forward** soft key
  - Enter the forwarding number
  - Press the **Enable** soft key to turn feature on



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There are different ways to initiate call forwarding. Choose a preferred method.

- From the Home view, select **Forward**
- From the Home view, select Settings and then select **Features > Forward**
- If the phone is idle, press the **Forward** soft key from the Lines view
- If the phone is set up with multiple lines, select the line to apply forwarding to

From the **Forwarding Type Select** screen, select the forwarding type that is desired:

- **Always** to forward all incoming calls
- **No Answer** to forward all unanswered incoming calls
- **Busy** to forward calls that arrive when already in a call and all available lines are busy
- Enter the forwarding number, and select **Enable**

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## Setting Up and Accessing Voicemail


To access the voicemail Message Center:

- Press the **Messages** soft key
  - This is also where voicemail is initially set up and can be configured at any time

The phone will indicate when there is a new voicemail by:

- Displaying a message in the status bar
- Flashing the Message Waiting indicator



Users can access the Message Center by dialing \*123 or by pressing the **Message** key  on the phone.

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### Voicemail Setup

- Access the message center
- Enter temporary PIN when prompted (extension)
- Follow prompts to record name and standard greeting (busy message is not necessary)
- Create a new permanent PIN (4-15 digits)
  - New PIN cannot be the extension number, a replicated digit (1111) or a sequential digits (1234)
- Follow prompts to record name and greeting messages

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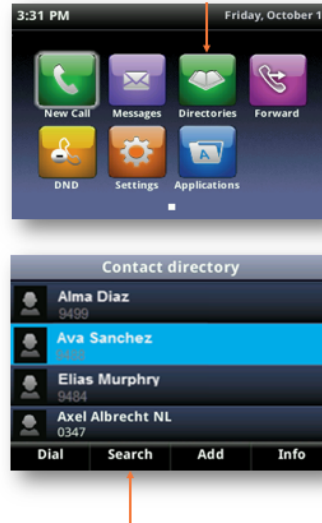
## Searching for a Contact

Use the navigation keys to view contacts.

- Select **Directories** from the Home View
- Select **Contact Directory**
- Press the **Search** soft key and enter criteria in fields by triple-tapping text
- Press the **Search** soft key when done



Contact is the phone number/extension.



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To search for a contact:

- From the Contact Directory, press **Search**
- Enter the search criteria and press **Search**

A list of search results displays, press **Back** to return to the Contact Directory

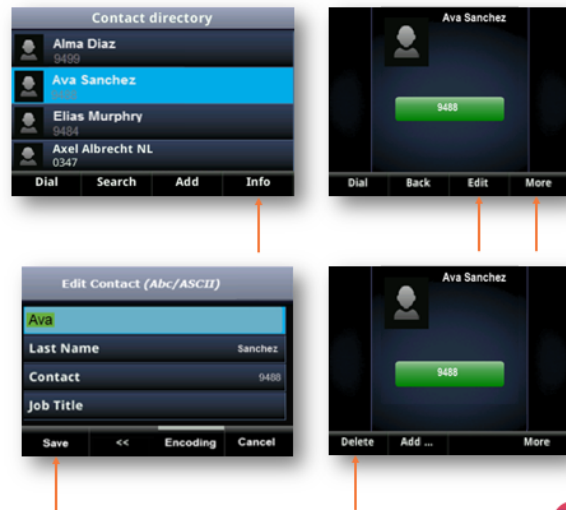
## Editing a Contact

Users can edit a contact from the **Contact directory**

- Press the **Info** soft key
- Press the **Edit** soft key and amend relevant fields
- Press the **Save** soft key
- Press the **Info** soft key, then the **More** soft key, and then the **Delete** soft key to delete a contact from the directory



If deleting, confirm if the contact should be deleted by responding with a Yes or No.



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To update a contact's information:

- From the Contact Directory, select the contact to be updated, and press **Info > Edit**
- Update the contact's information, and press **Save**

To delete a contact:

- From the Contact Directory, select the contact to be deleted, and press **Info > More > Delete**
- A confirmation message displays confirming that the contact is to be deleted
- Press **Yes** or **No**

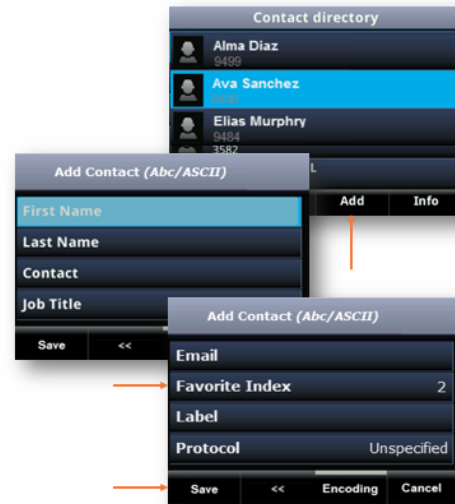
## Adding a Contact and Speed Dial

To add a contact:

- Press the **Add** soft key from **Contact directory**
- Add relevant information to fields
- Assign a number in the **Favorites Index** field to add contact as a speed dial
- Press the **Save** soft key



The Favorite Index number is automatic when entering a new contact. Remove the number if the contact should not be a Favorite/Speed Dial.



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To add a contact:

- From the Contact Directory, press **Add**
- Enter the contact criteria and press **Save**

**Favorite Index** is automatically added when entering a new contact.


## Training Objectives

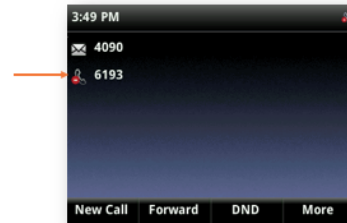
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## Utilizing Do Not Disturb

Do Not Disturb (**DND**) mutes the ring tone and sends all incoming calls to voicemail.

- Press the **DND** soft key to enable Do Not Disturb
  - A **DND** icon  will display in the status bar and to the left of extension in lines view
  - Calls received while **DND** is active are logged in the Recent Calls list



While on **DND**, there will be no visual indication that a call is being received, other than showing a missed call.

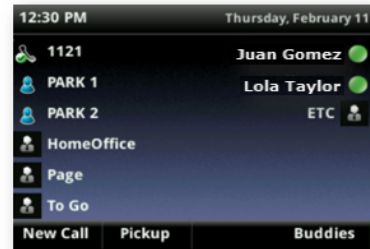
- From the Home view, toggle and select **DND**
- From the Lines view, press the **DND** soft key
- If the phone is idle, the Do Not Disturb icon, displays next to the phone line in Lines view
- If there are new messages or forwarding is enabled, the messages or forwarding icon displays instead

## Utilizing a Buddy List

A Buddy List is a list of speed dial users whose status can be monitored from the phone.

Buddy List options will allow a user to:

- Update presence status
- Set up and manage a buddy list
- Block people from monitoring user status



- It is possible to view contact's presence status, such as **Be right back**, **Out to lunch**, or **Busy**, from the phone's Buddy list.
- It is also possible to view buddies' statuses from Lines view and Home view
- Changing the order of speed dials does not change the order of the buddy list

## Utilizing a Buddy List

Monitor other people's status by adding contacts to the Buddy list.

- Select a contact and press the **Edit** soft key from the Contact Directory
- Navigate to Watch Buddy and select **Enable**
- Press the **Save** soft key



A buddy can be quickly dialed from the Lines view.



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To add a contact to the Buddy list:

- From the Contact Directory, select a contact
- From the contact's information screen, press **Edit**
- From the Edit Contact screen, navigate to Watch Buddy, and select enable or disable
  - When enabled, the contact is added to the Buddy list so it is possible to monitor the contact's status
  - When disabled, the contact is removed from the Buddy list, and it is no longer possible to monitor the contact's status
- Press **Save**

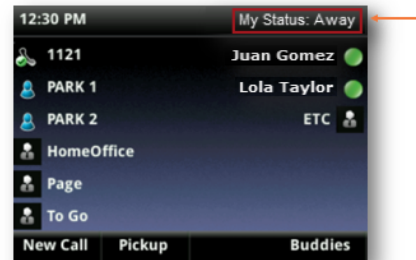
To dial a buddy from Lines view:

Select **More > Buddies**, select a buddy, and press **Dial**

## Setting Buddy List Status

**My Status** displays the current status for other users to see.

The phone will automatically update status information when on a call.



Buddy Status	Icon	Buddy Status	Icon
Available		Do Not Disturb	
Busy		Offline	
Away		No information	

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When the status is updated on the phone, that new status is visible to others.

Available statuses include:

- **Online**
- **Busy**
- **Be right back**
- **Away**
- **On the phone**
- **Out to lunch**
- **Do not disturb**

Update presence setting:

- Select **Settings** from Home view, and select **Features** > **Presence** > **My Status**
- From the My Status screen select desired status.
- The new status displays in the status bar on the phone and is visible to others
- It is also possible to enable the phone to automatically change status to **Away** when the phone becomes idle

Enable status to automatically change:

- From Home view, select **Settings** > **Basic** > **Preferences** > **Presence** > **Idle Timeout**

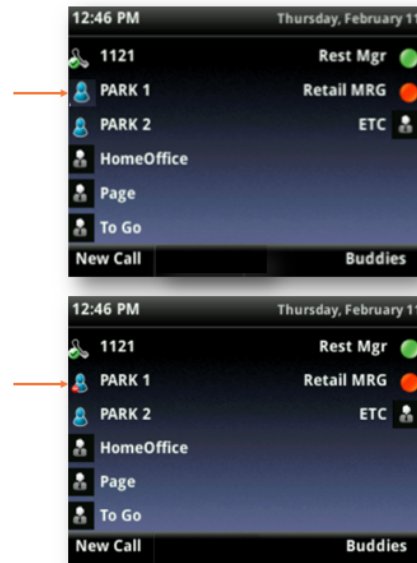


- From the Idle Timeout screen, enable an office hours or off hours timeout period, and enter the number of minutes the phone can be idle before the status changes to **Away**

## Utilizing Parking

Call parking is the ability to put calls on hold on one phone and then be able to pick up that call from another phone.

- Press one of the available park line keys on the phone to park call
  - The call will go into the selected parking lot
- Press the corresponding park line key to resume the parked call
  - The call will be connected through to the phone



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With visual parking, a user can see which lots are available. A red icon will appear on the corresponding line key, if the parking lot is in use.

Non-visual parking is also available. With Non-visual parking, the user will not see parking lots displayed as line keys.

To utilize Non-visual parking:

- Press the Transfer soft key, enter \*\*70 to hear the parking lot number, wait for the system to announce the lot number, and then press the **Transfer** soft key
- To retrieve a parked call, press the Pickup soft key, enter the digit of the parking lot that the call is in, then hit the **Enter** soft key

**OR**

- Dial \*\*7x, where x is the lot number, and then press the **Dial/Send** soft key

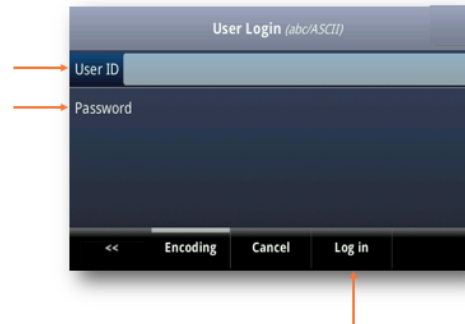
## Utilizing Hoteling

Hoteling allows users to move from phone to phone while maintaining the same configurations.

- Press the **Log in** soft key
- Enter **User ID** and **Password**
- Press the **Log in** soft key
  - User's extension and settings will appear on the screen



Users can sign out of a phone manually or automatically.



- The user will be signed out automatically at the end of the day
- The user will also have the choice to manually unbook when leaving the office

## Managing Queues

Queue calls will be presented with caller ID

Agents can use custom extensions to login, pause, and logout out of the queue



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## Knowledge Check

True or False?

1. There is only one way to answer an incoming phone call. **False**
2. Ignoring a call sends the caller immediately to voicemail. **False**
3. In order to transfer a call, a call must first be answered. **False**
4. In a conference call, End Call terminates the conference for all participants. **False**
5. The Message Center can only be accessed by dialing \*123. **False**
6. In Contact Directory, "Contact" field is the phone number. **True**
7. While on DND mode, all calls will be directed to voicemail. **True**
8. All Poly VVX 400 models can use the Parking and Hotel features. **True**

