

## Placing Calls

- Pick up the handset, or press **Headset Key** or **Speaker Key**
  - Enter the number and press **Send**
- Or
- Enter the number
  - Press **Dial**, pick up the handset, or press **Headset Key** or **Speaker Key**

## Answering Calls

- To answer with speakerphone, press **Speaker Key**
- To answer with handset, pick up the handset
- To answer with headset, press **Headset Key**
- To answer new call while on an active call, press **Answer**. The current call will be held.

## Ending Calls

- To end an active call,
- replace the handset or
  - press **Speaker Key** or
  - press **Headset Key** or
  - press **End Call**

## Holding Calls

- Press **Call Hold Button**
- To resume a held call, press **Resume** or **Call Hold Button** again

## Listening to Voicemail

- Press **Voicemail Button**
- Select **Message Center**
- Press **Connect** and follow the prompts
- Default password is "0000"

## Phone View Page 1

### Redial

Redial the last number

### Pickup

Pickup a call within the same group

### Mobile

Call pull from MobileOffice

### More

Go to phone view page 2

## Extension Display

## Executive Feature Key

Boss and secretary Intercom

Or

## One-touch Dial Key

Assign or dial a speed dial number

## Call Transfer

## Voicemail

## Call Hold

## Voicemail Indicator

## One-touch Dial Key

Assign or dial a speed dial number

## Home

## Call Log

Left: Received Calls  
Right: Placed Calls  
Down: Missed Calls

## Headset Key

## Speaker Key

## Mute Key

## Volume Control



Phone Set Model: Polycom® WX® 400

## Transferring Calls

### Select Default Transfer Type

- Press **Home** > **Settings** > **Basic** > **Preferences** > **9. Default Transfer Type**
- Select **Consultative** or **Blind**

### Consultative Call Transfer – to transfer a call after talking with the transferring party

- During a Call, press **Transfer**
- Enter another number
- Press **Send**
- When the party answers, press **Transfer** again

### Blind Call Transfer – to transfer a call WITHOUT talking with the transferring party

- During a Call, press **Transfer** and hold for 2 seconds
- Select **Blind**
- Enter another number
- Press **Send**

## Placing Conference Calls

- Dial the first number
- After connected, press **More**
- Select **Confrc**
- Dial another number
- After connected, press **Confrc** again

## Forwarding Calls

To enable call forwarding,

- Press **Forward Button**
- Select the forwarding type to enable
- Enter a forwarding number
- Press **Enable**

To disable call forwarding,

- Press **Forward Button**
- Select the forwarding type to disable
- Press **Disable**

## One-touch Dial Key

To assign a speed dial number,

- Hold the button for 3 sec
- Enter First Name or Last Name
- Enter a contact number
- Press **Save**

To dial a speed dial number,

- Press the assigned button

Phone View  
Page 2

**Forward**  
Enable Call Forwarding

**DND**  
Enable Do No Disturb

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For Detail User Guide of  
Polycom® VVX® 400

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