



VoIP User Guide

Polycom VVX400/410



Hosted VoIP Services

Welcome to GCI Hosted VoIP services. Detailed below is a basic user guide outlining the simplicity of the service. Depending on the type of handset you use, some of the functions will be visible on a “soft key” (a button on the handset with the service already registered). The “soft keys” are normally associated with digital handsets whereas analogue handsets will require a manual input of access codes to use the service. Common features of the Polycom VVX400/410 digital handset are detailed below:

Polycom SoundPoint VVX400/410

Phone Feature Description

1. Handset Pick up to make or answer a call.
2. Line keys, 12 Line Keys on the VVX400/410
3. LCD COLOUR Screen Displays date and time, line extensions, and softkey options.
4. Menu Key. This provides multi options as follows: Directory, Call history, Phone settings etc
5. Menu Scroll wheel, quick search for call history or selecting options from menu. LEFT key =back, UP key = favourites, RIGHT Key = placed calls, DOWN key = missed calls. From right and down key you can also select ‘type’ to view alternative call options or clear call history.
6. Headset Key, if preferred audio device is handset, you can use a headset ad-hoc by pressing this key.
7. Speaker key, pressing this key will put a private call onto speakerphone.
8. Mute button: Press to mute/unmute the phone. When phone is muted, this button changes to ‘RED’
9. Alphanumeric keypad
10. Volume button Press + to increase the volume and - to lower the volume of the handset, headset, speaker (when the handset is off the phone), or ringer volume (when the handset is on the phone).
11. Hold Key, press during a call to put caller on hold, press again (or resume key) to retrieve caller.
12. Message Centre, voicemail retrieval key (also soft key option or simply dial your extension).
13. Transfer key, can be used to transfer calls blind and announced (also soft key option).
14. Soft keys, these will change depending on the status of handset in idle or busy modes. Options are New Call, DND, answer/ignore, pickup messages etc.





Additional screen shots in idle and busy views:



In Idle state softkey reads as:

- A = New call
- B = Do not disturb
- C = Pickup
- D = Retrieve



In busy state softkey reads as:

- A = Line status (green in call)
- B = Call details
- C = Hold
- D = End Call
- E = Transfer
- F = More Options

How to use your handset:

Once you have dialled a number, there will be a 3-5 second delay before connecting the call. This is due to the service awaiting a further command. **If you complete the dialled number then pick-up the handset, press the “dial” key (left key below screen), press the headset/speakerphone or # key, this tells the system your number range is complete and will connect the call without any further delays ie: 0161 123 4567 dial (#)**

Answer a Call

Pick up the Handset, or press the **Speaker** button, or press the **Headset** button.

Place a call

Dial the number with the handset on hook and after the completion of the dialled number, pick up the handset/press the headset key/press the dial key or press the speaker key. Alternatively, pick up the handset (or press the **Speaker** or **Headset** button), dial the number followed by the # or dial button.

Receiving a second call with a call in progress

While first call is active, press the flashing red line button or press the **Hold** button (see below) to put first call on hold and answer the second call.

Call Hold

To put a call on hold, press the **Hold** button. The caller hears a series of three rapid beeps or Music on Hold.



To resume the call, press the **Resume** soft key or the **Hold** key again.

Call Transfer

Announced Transfer – Press either transfer key, dial the extension number and press dial key, announce the call then press transfer key again.



Blind Transfer – Press either transfer key, dial the extension number, select dial, once ringing press transfer key once more.



Feature Access Codes

When using the codes, you will be guided through the process by an automated service.

For example, if you want to access your voicemail, Messages key OR dial your extension, you will then be asked to enter your pass code followed by the # key. Once entered, you will have a choice to listen to new messages, reset your greeting etc. Set up code for Voicemail is **1379**, this will need changing on first login and then every 60 days.

The internal transfer/extension number is the last 3 or 4 digits of your DDI as displayed on the handset (this will be determined by your company administrator).

Description	Code	Additional instructions (attended announcement)
All codes should be finished by pressing the dial key or # key to activate the command.		
Call forward always on (to another number):	*72	Followed by forward number and # when prompted
Call forward always off (to another number):	*73	Announcement confirms deactivated
Call forward always on (to voicemail):	*21	Announcements confirms applied
Call forward always off (to voicemail):	#21	Announcement confirms deactivated
Call Park:	*68	Press hold key, followed by *68 then follow instructions
Call Park Retrieve:	*88	Dial code then follow instructions
Call Pickup:	*98	When other phone is ringing, press soft key or dial code
Call Return:	*69	Dial code
Do Not Disturb on:	*78	Dial code or use soft key
Do Not Disturb off:	*79	Dial code or use soft key



Feature Description:

Call Forwarding Always

Call Forwarding Always enables a user to redirect all incoming calls to another phone number. Users have the option to activate and deactivate the service by dialling the feature code.

Call Park/Retrieve

Enables a user to hold a call and to retrieve it from another station within the group. To park a call, a user depresses the hold key and dials the call park feature code. The call is parked and the caller is held. To retrieve the call, the user goes to any phone in the group and dials the call retrieve feature code, followed by the user's extension. The call is retrieved and connected to the retrieving user.

Call Pickup

Enables a user to answer any ringing line within their pick up group. To pickup a ringing call, a user dials the call pick up feature code. The user is then connected to the caller. If more than one line in the pickup group is ringing, the call that has been ringing the longest is answered.

Call Return

Enables a user to call the last party that called, whether or not the call was answered. To call back the last party that called, the user dials the call recall feature code. The system stores the number of the last party to call, and connects the user to that party.

Do Not Disturb

Allows users to set their station as unavailable so that incoming calls are given a busy tone. Users have the option to activate and deactivate the service by dialling a feature code or configuring the service via their web interface. A status indicator on the Toolbar identifies whether this service is enabled.

Voicemail

By accessing the Voice Portal from any phone, users can listen to, save, and delete each message, as well as move to the previous or next message. During the playback of a message, users have the option of skipping forward, skipping back, or pausing. Replies to message senders can be sent, and messages can be forwarded with an introductory message to one or more group members, or to the entire group. The Voice Portal also enables users to record their name and multiple personal greetings for busy and unavailable.

For further information please contact your account manager in the first instance or our helpdesk as below:

Email: service.desk@gcicom.net | **Service desk direct dial:** 0844 443 3538

