Enterprise Centrex – Polycom VVX400 phoneset quick reference

Updated: Jul 2018

Features	Instructions
Dialing out	Lift the handset + (Phone no.) + [#] Note: Need to dial [9] before the phone no.
Intercom dialing	Lift the handset + (Extension no.) + [#]
Intercom dialing (using "busy lamp")	[Busy lamp for that ext.]
Last number redial	[Redial]
Speed dialing	To dial: Lift the handset + [*] + [*] + ([0][0] – [9][9]) + [#] * Customer needs to define speed dial in user portal first
Volume adjustment	Ringtone: ⊖▭⊕ to decrease or increase Voice: Lift the handset + ⊖▭⊕ to decrease or to increase
Holding call	To hold: (Call connected) + 🕭 To retrieve: (Call held) + 🕭
All call forwarding	To set: [*] [0] [5] + (Phone/Extension no.) + [Dial] To cancel: [#] [0] [5] + [Dial]
Busy call forwarding	To set: [*] [2] [5] + (Phone/Extension no.) + [Dial] To cancel: [#] [2] [5] + [Dial]
No answer call forwarding	To set: [*] [3] [5] + (Phone/Extension no.) + [Dial] To cancel: [#] [3] [5] + [Dial]
Call transfer - Blind transfer	(Call connected) + ⟲ + (Extension no.) + ⟲
Call transfer - Consultation transfer	(Call connected) + ⟲ + (Extension no.) + [#] + Answer and Talk ⟲ + Hang up
Conferencing call	(Call connected) + [Confrnc] + (Phone no.) + [#] + answer + [Confrnc]
Call park and retrieve	Call park: (Call connected) + [another line key] + [*] [8] [4] + [#] + [#] + Hang up Call retrieve: Lift the handset + [#] [8] [4] + [#] + (Self extension no.) + [#]
Boss Sec Transfer	Sec Transfer to Boss 1. Sec presses "Hold" to hold the call and the boss line flashes 2. Boss presses the flashing boss line to pick call 3. Sec hang up

a **PCCW** Group member

Listen to voicemail	[Voicemail] + (Lift handset) or (Lift handset) + [*] [9] [0]
Listen to voicemail (outside office)	From other phone: (Dial 2562 0111) + (Your phone no.) + [#] + (Your voicemail password) + [#]
Group pick-up	Lift the handset + [*] [1] [1] + [#]
Call pick-up	By feature access code, applicable to ALL extensions: Llift the handset + [*] [2] [1] + (Ringing extension no.) + [#] By "busy" lamp field, applicable to preset extensions: Lift the handset + [Busy lamp for that ext.]
Paging	Lift the handset + (Group Paging no.) + [#] + Announce *IAD user plan or analog phone don't support Paging function
Boss and secretary	Sec makes outgoing call using Boss line: Lift the handset + [Boss line key] + (Phone/ extension no.) + [#] Sec picks up incoming call on Boss line: Lift the handset + [Boss line key]
Directory	[Directory]+ Choose [BroadSoft Directory] + Select + AdvFind + Submit
Call List	[Call List]+ Choose [Type] + Choose [All Calls] / [Missed Calls] / [Received Calls]/ [Placed Calls]
IDD & chargeable call password	To lock: [*] [0] [4] + [#] + (System will prompt to enter password) + (Password) + [#] To unlock: [#] [0] [4] + [#] + (System will prompt to enter password) + (Password) + [#]
Menu	To view information menu: ⊚

*** Management/Secretary/Receptionist plan phone set model: Polycom VVX400**

Service hotline number: 1833 133
Enterprise Centrex help link: http://www.pccwone.com/eng/ec_help.html
Voice mail box ad email reminder: customer is recommended to clean up voice mail box and email regularly.