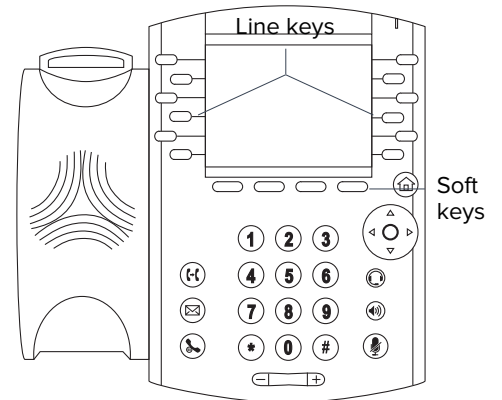


Cheat Sheet | Polycom VVX 400/410

- Phone Views**
1. Your phone has four main views: Home, Calls, Active Call and Lines view (the default).
- Place a Call**
1. Lift handset or press **Speaker** or **Headset** button.
 2. Enter phone number and press **Send soft key**.
- Answer a Call**
1. Lift handset or press **Speaker** or **Headset** button.
- Answer a Call while on Another Line**
1. Press **Answer soft key**. The current call will be held.
- Place a Call on Hold**
1. From Calls view, press **Hold** button. (Call must be highlighted first.)
- Resume from Hold**
1. Press **Resume soft key** or the **Hold** button again.
- Create a Conference****
1. Press **More > Confrc soft key**.
 2. Dial second party (extension only or complete number) and press **Send soft key**.
 3. Press **Confrc soft key** again.
- Split Conference Call**
1. Press **Split soft key** to split conference into two separate calls on hold.
- Transfer a Call**
1. From Calls view, press **Transfer soft key** or button.
 2. Enter the number to transfer call to and press **Send soft key**.
 3. Press **Transfer soft key** when ringback is heard or party answers, then you may hang up.
- Blind Transfer a Call**
1. From Calls view, press **Transfer soft key** or button.
 2. Enter the number to transfer call to and press **Send soft key**.
 3. Press **Blind soft key** before waiting for ringback tone, then you may hang up.
- Forward Calls**
1. From Home or Lines view, press **Forward soft key**.
 2. Select forwarding type to enable.
 3. Enter forwarding number.
 4. Press **Enable soft key**.
- Disable Call Forwarding**
1. From Home or Lines view, press **Forward soft key**.
 2. Select forwarding type to disable.
 3. Press **Disable soft key**.



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Glossary of Menu Features

- Conference** Set up a local conference
- Directories** Access local directories and call lists
- Do Not Disturb** Cancel ringing and direct incoming calls to your voicemail
- Favorites** Contacts you call most often - a small number of Favorites display in Lines view
- Menu** Access local (your phone) and global (your organization) features
- Messages** Retrieve text and voice messages
- Redial** Dial most recently dialed party
- Services** Access special services
- Transfer** Transfer current call to third party