BUSINESS SOLUTIONS

BUSINESS+

INTEGRATED COMMUNICATIONS SOLUTION

QUICK START GUIDE

Polycom VVX® 410

Business Media Phone

cogeco

Switch on amazing

With **Business+** you now have access to the latest phone service.
Get ready to experience the power of **Business+**.

Now that you're set up, be sure to review the features on these pages to help you get started. If at any time you have questions about your new **Business+** solution, please don't hesitate to contact one of our dedicated technical support representatives at **1-855-399-2469** or visit **Cogeco.ca/BusinessPlus.**

Sincerely, the Business+ Team

Getting Started with BUSINESS+

SETTING UP VOICE MAIL GREETINGS FROM YOUR PHONE

1. Dial feature code ***98** or press
2. Enter a PIN of your choice (at least 6 digits)
3. Re-enter PIN to confirm
4. Upon hearing the system voice prompt, record your name
5. Press **#** to confirm
6. Setting up the Greetings

Choose one of the following options:

Press 1 to record a personal greeting. Follow the voice prompts to complete the recording.

Press 2 to select system generated greetings that include your name. Greeting is automatically created.

Press 3 to select system generated greetings that include your phone number. Greeting is automatically created.

Press 4 to select system generated greetings that include both your name and telephone number. Greeting is automatically created.

Press the pound key **(#)** to confirm.

After 3 unsuccessful attempts to log in, you will be locked out.
Please contact technical support at **1-855-399-2469**.

Accessing the Voice Portal from a remote location is not offered.

For use with Polycom® UC Software 4.1.4 or later
For detailed information on how to use your phone, see the Polycom VVX 400 and 410 Business Media Phone User Guide, available by navigating to your phone's Support page from Polycom Voice Support.

PHONE VIEWS

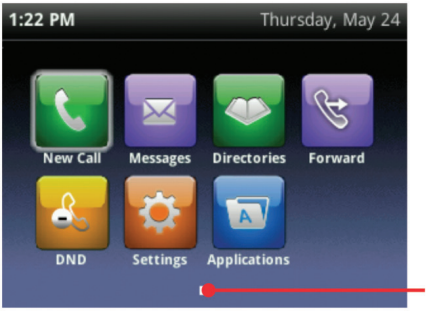
Your phone has three main Views: **Home**, **Calls**, and **Lines** view (the default).
You can access **Home** and **Lines** view at any time. If your phone has one or more calls, you can also access **Calls** view.

For **Home** view from any menu, press .

Press to alternate between **Home** and **Lines** view.

HOME VIEW

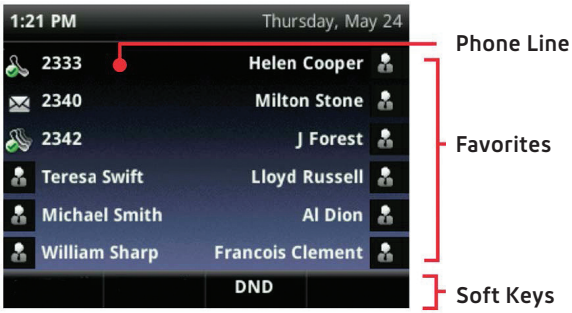
Home view displays icons you can select to access phone functions.



You can use the right, left, up, and down arrow keys to display more icons.

LINES VIEW

Lines view displays phone Lines, Favorites and soft keys.



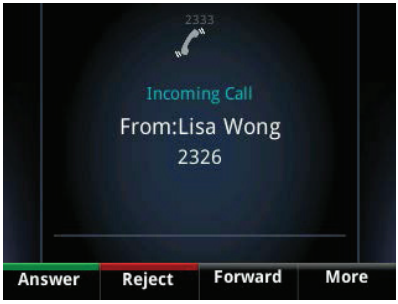
If your phone is idle, you can press the **Line** key to access the Dialer.

TIPS

- In this guide, soft keys are referred to by their name only. For example, to end an active call, press **End Call**.

CALLS VIEW

If your phone has one or more calls, you can access Calls view.



Call color indicates status:

- **Dark green**—Active call
- **Bright blue**—Incoming call
- **Dark blue**—Held call

Use the up and down arrow keys to select a call (highlight it). The soft keys control the highlighted call.

ENTERING DATA

Use the dialpad keys to enter information. To backspace, press **Backspace** « .

To type with the dialpad keys, press a key repeatedly to view the character options and stop to select.

To type other characters, press **Encoding** or **Mode**. When using the dialpad keys, use the **1**, *****, **0**, and **#** keys.

ABOUT CALLS

Only one call can be active at one time.

You can use the handset, speakerphone, or headset for calls. During a call, you can change modes by picking up the handset, or by pressing or .

If you navigate away from your call(s), press to see Active Call or Calls view again.

TIPS - SWITCHING BETWEEN LINES AND CALLS VIEW

- When in Calls view, switch to Lines view by pressing **More > Lines**. Switch back to Calls view by pressing **More > Calls**.

PLACING CALLS

Pick up the handset, or press or . Enter the phone number, and press **Send.**

Or enter the phone number first, then press **Dial**, pick up the handset, or press or .

From Lines view: Press the phone Line key, enter the phone number, and press **Send**.

From Home view: Select **New Call** using the left and right arrow keys. Enter the phone number, and press **Send**.

TIPS - PLACING CALLS QUICKLY

- Select a recent call or Favorite, or select a contact's phone number in the Contact Directory.

ANSWERING CALLS

To answer with the speakerphone, press or tap **Answer**.

To answer with the handset, pick up the handset.

To answer with a headset, press .

To answer a 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, press , or press . Or, press **End Call**.

To end a held call, navigate to Calls view and highlight the held call. Press **Resume**, and press **End Call**.

HOLDING CALLS

From Calls view, press **Hold** or . Remember to highlight the call first.

To resume a held call, press **Resume** or again.

TRANSFERRING CALLS

From Calls view, press **Transfer** or and call the other party. When you hear the ringback tone, or after you talk with the other party, press **Transfer** or again. Press **Blind** to complete a transfer without waiting for the ringback tone.

FORWARDING CALLS

To enable call forwarding, dial feature code ***72** followed by the number you want to forward your number to.

To disable call forwarding, dial feature code ***73**.

PLACING CONFERENCE CALLS

Call the first party, and after the call connects, press **More**, and select **Confrnc**. Then, dial and connect with the second party and press **Confrnc** again.

From Lines or Calls view, you can:

- Press **Hold** to hold all participants.
- Press **End Call** to remove yourself from the call, but keep the other participants connected.
- Press **Split** to end the conference and hold all participants.

TIMESAVER - PLACING CONFERENCE CALLS

- If you have an active and held call, press **Join** to set up a conference.

VIEWING RECENT CALLS

From Lines view, do one of the following:

- Press , select **Directories**, and select **Recent Calls** to view your Recent Calls list.
- Press the right arrow key to view the recent Placed Calls.
- Press the left arrow key to view the recent Received Calls.
- Press the down arrow key to view the recent Missed Calls.
- Press the up arrow key to view Favorites.

From the Recent Calls list, press **Sort** to sort and order calls, press **Type** to display only certain calls, or select a call record to call the person.

CONTACT DIRECTORY

To select a contact from the Contact Directory, press .

- **To view your Directory**—Select **Directories** from Home view. Press **Contact Directory** on the Directory screen.
- **To add a contact**—Navigate to your Contact Directory and press **Add**. Enter the contact's information, and press **Save**. To make a contact a Favorite, enter a Favorite Index number.
- **To update contact information**— Navigate to your Contact Directory and select the contact. Press **Info**, press **Edit**, update the contact's information, and press **Save.**
- **To delete a contact**— Navigate to your Contact Directory and select the contact. Press **Info**, press **Delete**, and press **Yes** to confirm.

CONTACT DIRECTORY

- **To search for a contact**—Navigate to your Contact Directory and press **Search**. Enter search and press **Search**.
- **To dial a contact from your Directory**—Navigate to your Contact Directory and select the contact. From the contact's information screen, select the contact's phone number.

TIPS - WHAT DOES THE STAR MEAN?

- A star, ★, indicates a Favorite.

LISTENING TO VOICEMAIL

An envelope, ✉ , adjacent to a Line key, indicates that you have voicemail. Select **Messages** from Home view or press ✉, and select **Message Center**. Press **Connect** and follow the prompts.

MUTING THE MICROPHONE

During a call, press 🎤 so other parties can't hear you. To disable Mute, press 🎤 again.

This applies to calls using the handset, headset, and speakerphone.

USING DO NOT DISTURB

To enable or disable ringing, press **DND** from Home or Lines view. When Do Not Disturb is enabled, the DND icon, , displays in the status bar and beside the appropriate Line key.

ADJUSTING VOLUME

To change call volume, press - + during a call. To change the ringer volume, press - + when the phone is idle or ringing.

UPDATING RINGTONES

To change the incoming call ringtone, select **Settings** from Home view, and press **Basic > Ring Type**. Select the ringtone you want.

To set a ringtone for a contact, navigate to your Contact Directory and select the contact. Press **Edit**, update the contact's ring type, and press **Save**.

AUTO ATTENDANT GREETINGS

Dial the Auto Attendant (AA) phone number (E.g. 51#, 52#, 53# provided by Cogeco)

Upon hearing the IVR Prompt, press/key-in ***6**

Enter PIN followed by **#** (E.g. 1234#)

If entering the system the first time, it will give you the option of choosing your PIN (a minimum of 4 digits is recommended). Re-enter the new PIN to confirm, followed by **#**.

AUTO ATTENDANT GREETINGS

To Record & Edit recordings for Business and Non-Business hours

Press 1 - To change the configuration of your automated attendant

Press 1 - To turn on/off your automated attendant

Press 2 - To record or edit announcements used for your business-hours menu

Press **#** to record your initial greeting

When finished recording press #

Press 1 to save the recording

Press 2 to re-record/override

Press 3 to exit

Press 4 to continue recording

Press 3 - To record or edit announcements used for your non-business-hours menu (Note: this option will be only available if you have your attendant configured by Cogeco to provide your callers with options during Non-Business hours)

Press **#** to record your initial greeting

When finished recording press #

Press 1 to save the recording

Press 2 to re-record/override

Press 3 to exit

Press 4 to continue recording

Follow the voice prompts to complete the recording.

Press the **(*)** button to return to the previous menu.

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